INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,465	BLK/JET BLK	[redacted]
YEAR/ MAKE / MODEL		DELIVERY DATE	DELIVERY MILES	
16/CHEVROLET TRUCK/SILVERADO 1500/CR		05/06/16	5	
VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE	
3 G C P C R E C 4 G G [redacted]		100		
P.T.E. NO.	P.O. NO.	R.O. DATE		
		08/19/17		
TE [redacted]	COMMENTS			

NO: 18465

JOB# 2 CHARGES

LABOR

J# 2 10CVZ DRIVEABILITY HOURS: 9.40 TECH(S):4226 4397 1045.19

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.00	10.00	0.00	0.00	FINISHED
4397	08/25/17	13.50	17.00	1.80	0.00	NON WORKING
4397	08/28/17	8.50	16.20	3.60	0.00	FINISHED
4397	08/28/17	0.00	0.00	0.00	9.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		5.40	9.40	

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE. SOUNDS LIKE THE BELT IS LOOSE. CHECK AND ADVISE
DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417 NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACCESS TO LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH VLOM. REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND FUEL LINES DUETO ONE TIME USE. FILL COOLING SYSTEM AND TOP OIL. CLEAR DTCS AND ROAD TESTED VEHICLE CK OKAY 4080978

RECEIVED AUG 31 PAID

PARTS QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		12676947	MANIFOLD 0.334 Y	153.15	153.15	214.41	214.41
1		12623104	GASKET 0.443 Y	3.64	3.64	5.10	5.10
		TECH#FERNANDO ROSAS					
4		12645725	LIFTER 0.459 Y	39.45	157.80	55.23	220.92
1		12622325	GASKET 0.289 Y	36.04	36.04	50.46	50.46
1		11611976	BOLT 0.293 Y	2.04	2.04	2.86	2.86
9		11546959	BOLT 0.293 Y	2.04	18.36	2.86	25.74
1		12657093	GASKET 3.270 Y	3.43	3.43	4.80	4.80
8		12626354	GASKET 3.270 Y	2.01	16.08	2.81	22.48
1		12619787	GASKET 0.423 Y	2.80	2.80	3.92	3.92
1		12623308	GASKET 3.901 Y	1.17	1.17	1.64	1.64
1		12618336	PIPE 3.163 Y	37.85	37.85	52.99	52.99
1		12673077	PIPE 3.163 Y	21.61	21.61	30.25	30.25
1		12618338	PIPE 3.163 Y	40.00	40.00	56.00	56.00
2		12672366	SEAL KIT 3.331 Y	12.53	25.06	17.54	35.08
1		12346290	COOLANT 8.800 N	9.41	9.41	13.17	13.17
			COST TOTAL		528.44		
					TOTAL - PARTS		739.82

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION	
522073	LNR176	08/28/17	RENTAL	144.00
			TOTAL - SUBLET	144.00

JOB# 2 TOTALS

LABOR	1045.19
PARTS	739.82
SUBLET	144.00

JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 1929.01

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (RAM/INV)
SF6800006 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 08/31/17	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO.: 100	PRODUCTION DATE
	F. & I. E NO.	P. O. NO.		P. O. DATE: 08/19/17	
[redacted]	COMMENTS				MO: 18465

JOB# 4 CHARGES

LABOR

J# 4 10CVZ01 DRIVEABILITY CONCERN HOURS: TECH(S):4226 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.00	10.10	0.10	0.00	FINISHED
4226	08/19/17	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.10	0.00	

CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE
IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK
CHECKED VECHILE
COULDF NOT VERIFY CUST CONCERN,OPERATING AS DESIGNED

JOB# 5 CHARGES

LABOR

J# 5 10CVZZ DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):4226 4397 55.60

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.10	10.10	0.00	0.00	FINISHED
4226	08/21/17	13.20	13.20	0.00	0.00	FINISHED
4226	08/28/17	0.00	0.00	0.00	0.00	FLAT RATE TIME
4397	08/31/17	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEARS
THERE IS A SQUEAKING TYPE NOISE
CHECKED VECHILE
NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST VALVE
PIT5404D.
REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY
4051980

PAID AUG 31 PAID

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84053743	MUFFLER 3.701 N	316.10	316.10	442.54	442.54
		COST TOTAL		316.10		
				TOTAL - PARTS		442.54

JOB# 5 TOTALS

LABOR	55.60
PARTS	442.54
JOB# 5 JOURNAL PREFIX CVWS JOB# 5 TOTAL	498.14

JOB# 6 CHARGES

LABOR

J# 6+10CVZZ1 DRIVEABILITY CONCERN HOURS: 0.60 TECH(S):4226 66.71

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	14.10	14.10	0.00	0.00	FINISHED
4226	08/31/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.60	

CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO
THRE IS A KNOCKING NOISE
WHEN GETTING VEHICLE TO ROAD TEST, VEHICLE WILL NOT START
DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

PAID AUG 31 PAID

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERA-IGNITE
SF660096 D (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 08/31/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK	[redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5	
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/19/17		
[redacted]	COMMENTS			MO: 18465	

REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPARTMENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERING WHEEL. 5430180

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84095546	BLOCK 2.483 Y	46.71	46.71	65.39	65.39
				COST TOTAL		46.71		
						TOTAL - PARTS		65.39

JOB# 6 TOTALS

LABOR	66.71
PARTS	65.39
JOB# 6 JOURNAL PREFIX CWS JOB# 6 TOTAL	132.10
R/O TAX	0.00
R/O TOTALS	2559.25

PAID AUG 31 2017

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	1911.01
	0.00
	498.14
	132.10
CLAIM TOTALS	2541.25

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001343189851	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
4080978	9.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE. SOUNDS LIKE THE BELT IS LOOSE. CHECK AND ADVISE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Montebello)
SF680006.O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 08/31/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5	
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R. O. DATE: 08/19/17		
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 18465	

CAUSE CODE: 3063
CAUSE DESCRIPTION: DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417

CORRECTION DESCRIPTION: NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACC ESS TO LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH VLOM. RE . REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND FUEL LINES DUETO ONE ONE TIME USE. FILL COOLING SYSTEM AND TOP OIL. CLEAR DTCS AND ROAD TESTED TED VEHICLE CK OKAY 4080978

CAUSAL PART: 12645725

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546959	9	2.04			
11611976	1	2.04			
12346290	1	9.41			
12618336	1	37.85			
12618338	1	40.00			
12619787	1	2.80			
12622325	1	36.04			
12623104	1	3.64			
12623308	1	1.17			
12626354	8	2.01			
12645725	4	39.45			
12657093	1	3.43			
12672366	2	12.53			
12673077	1	21.61			
12676947	1	153.15			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
126.00	NIC			1GNSCAEC3HR[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	211.38		
PARTS	528.44	0.00	739.82
LABOR	1045.19	0.00	1045.19
NET ITEMS	126.00	0.00	126.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1911.01	0.00	1911.01

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company ERA-IGNITE
SF6RC096.O (09/16)

[redacted]

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310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CEL [redacted]

CUSTOMER NO.	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]		INVOICE DATE: 08/31/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E NO.	P. O. NO.		R. O. DATE: 08/19/17	
	COMMENTS				MO: 18465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		[redacted]		

JOB COMPLETION DATE: 08/19/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION BASE HOURS
0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT DESCRIPTION: CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK

CAUSE DESCRIPTION: CHECKED VECHILE

CORRECTION DESCRIPTION: COULDF NOT VERIFY CUST CONCERN.OPERATING AS DESIGNED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	0.00	0.00	0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (ENWINet)
SF680006.O (09/16)

CHEVROLET of MONTEBELLO

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		18,465	BLK/JET BLK
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR		05/06/16	5
VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 4 G G [redacted]		100	
P.T.E. NO.	P.O. NO.	R.O. DATE	
		08/19/17	
COMMENTS			
			MO: 18465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZREG		[redacted]	001343190207	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	ADD PUB.
4051980	0.4	0.1

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEA RS THERE IS A SQUEAKING TYPE NOISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: CHECKED VECHILE

CORRECTION DESCRIPTION: NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST V ALVE PIT5404D. REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY SSY 4051980

CAUSAL PART: 84053743

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84053743	1	316.10			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	126.44		
PARTS	316.10	0.00	442.54
LABOR	55.60	0.00	55.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	498.14	0.00	498.14

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (Reynolds)
SF680095 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,465	BLK/JET BLK	[redacted]
YEAR/ MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR			05/06/16	5
VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 4 G G [redacted]			100	
F. & I. NO.	P. O. NO.		P. O. DATE	
			08/19/17	
COMMENTS				
				MO: 18465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZREG		[redacted]	001343190391	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	DIAGNOSIS
5430180	0.3	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322
COMPLAINT DESCRIPTION: CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO THRE IS A KNOCKING NOISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: WHEN GETTING VEHICLE TO ROAD TEST. VEHICLE WILL NOT STAR T DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

CORRECTION DESCRIPTION: REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPART MENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERI EERING WHEEL. 5430180

CAUSAL PART: 84095546

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84095546	1	46.71			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	18.68		
PARTS	46.71	0.00	65.39
LABOR	66.71	0.00	66.71
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	132.10	0.00	132.10

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 04:21pm

The Reynolds and Reynolds Company (ERA/INTAX)
SF680096 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	RO NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 08/19/17	
	COMMENTS			MO: 18465

JOB# 2 CHARGES

LABOR

J# 2 10CVZ DRIVEABILITY HOURS: 9.40 TECH(S):4226 4397 1045.19

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.00	10.00	0.00	0.00	FINISHED
4397	08/25/17	13.50	17.00	1.80	0.00	NON WORKING
4397	08/28/17	8.50	16.20	3.60	0.00	FINISHED
4397	08/28/17	0.00	0.00	0.00	9.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		5.40	9.40	

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE, SOUNDS LIKE THE BELT IS LOOSE. CHECK AND ADVISE
DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417 NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACCESS TO LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH VLOM. REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND FUEL LINES DUETO ONE TIME USE. FILL COOLING SYSTEM AND TOP OIL. CLEAR DTCS AND ROAD TESTED VEHICLE CK OKAY 4080978

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		12676547	MANIFOLD 0.334 Y	153.15	153.15	214.41	214.41
1		12623104	GASKET 0.443 Y	3.64	3.64	5.10	5.10
		TECH#FERNANDO ROSAS					
4		12645725	LIFTER 0.459 Y	39.45	157.80	55.23	220.92
1		12622325	GASKET 0.289 Y	36.04	36.04	50.46	50.46
1		11611976	BOLT 0.293 Y	2.04	2.04	2.86	2.86
9		11546959	BOLT 0.293 Y	2.04	18.36	2.86	25.74
1		12657093	GASKET 3.270 Y	3.43	3.43	4.80	4.80
8		12626354	GASKET 3.270 Y	2.01	16.08	2.81	22.48
1		12619787	GASKET 0.423 Y	2.80	2.80	3.92	3.92
1		12623308	GASKET 3.901 Y	1.17	1.17	1.64	1.64
1		12618336	PIPE 3.163 Y	37.85	37.85	52.99	52.99
1		12673077	PIPE 3.163 Y	21.61	21.61	30.25	30.25
1		12618338	PIPE 3.163 Y	40.00	40.00	56.00	56.00
2		12672366	SEAL KIT 3.331 Y	12.53	25.06	17.54	35.08
1		12346290	COOLANT 8.800 N	9.41	9.41	13.17	13.17
				COST TOTAL	528.44		
					TOTAL - PARTS		739.82

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION	
522073	LNR176	08/28/17	RENTAL	144.00
			TOTAL - SUBLET	144.00

JOB# 2 TOTALS

LABOR	1045.19
PARTS	739.82
SUBLET	144.00

JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 1929.01

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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CUSTOMER SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (DRIVETIVE)
SF68C006 O (00/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]		BORA CUMMINGS 4333		[redacted]	08/31/17	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
				18,465	BLK/JET BLK	[redacted]
		YEAR/ MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
		16/CHEVROLET TRUCK/SILVERADO 1500/CR			05/06/16	5
		VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
		3 G C P C R E C 4 G G [redacted]			100	
		F. T. E. NO.	P. O. NO.		R. O. DATE	
					08/19/17	
		COMMENTS				

MO: 18465

JOB# 4 CHARGES

LABOR

J# 4 10CVZ01 DRIVEABILITY CONCERN HOURS: TECH(S):4226 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.00	10.10	0.10	0.00	FINISHED
4226	08/19/17	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.10	0.00	

CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE
IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK
CHECKED VECHILE
COULDF NOT VERIFY CUST CONCERN.OPERATING AS DESIGNED

JOB# 5 CHARGES

LABOR

J# 5 10CVZZ DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):4226 4397 55.60

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	10.10	10.10	0.00	0.00	FINISHED
4226	08/21/17	13.20	13.20	0.00	0.00	FINISHED
4226	08/28/17	0.00	0.00	0.00	0.00	FLAT RATE TIME
4397	08/31/17	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEARS
THERE IS A SQUEAKING TYPE NOISE
CHECKED VECHILE
NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST VALVE
PIT5404D.
REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY
4051980

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		84053743	MUFFLER 3.701 N	316.10	316.10	442.54	442.54
			COST TOTAL		316.10		
					TOTAL - PARTS		442.54

JOB# 5 TOTALS

LABOR	55.60
PARTS	442.54
JOB# 5 JOURNAL PREFIX CVWS JOB# 5 TOTAL	498.14

JOB# 6 CHARGES

LABOR

J# 6+10CVZZ1 DRIVEABILITY CONCERN HOURS: 0.60 TECH(S):4226 66.71

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	08/19/17	14.10	14.10	0.00	0.00	FINISHED
4226	08/31/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.60	

CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO
THRE IS A KNOCKING NOISE
WHEN GETTING VEHICLE TO ROAD TEST, VEHICLE WILL NOT START
DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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[CONTINUED ON NEXT PAGE]
04:21pm

The Reynolds and Reynolds Company ERAINTWE SF680006 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	[redacted]
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/19/17	
	COMMENTS			MO: 18465

REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPARTMENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERING WHEEL. 5430180

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	84095546	BLOCK 2.483 Y	46.71	46.71	65.39	65.39
			COST TOTAL		46.71		
					TOTAL - PARTS		65.39

JOB# 6 TOTALS

LABOR	66.71
PARTS	65.39
JOB# 6 JOURNAL PREFIX CVWS JOB# 6 TOTAL	132.10
R/O TAX	0.00
R/O TOTALS	2559.25

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	1911.01
	0.00
	498.14
	132.10
CLAIM TOTALS	2541.25

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001343189851	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
4080978	9.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE. SOUNDS LIKE THE BELT IS LOOSE. CHECK AND ADVISE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE]
04:21pm

The Reynolds and Reynolds Company (RANDYAVC
SF680096 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 08/31/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		FILLING DEALER NO.: [redacted]00	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/19/17	
	COMMENTS			MO: 18465

CAUSE CODE: 3063
CAUSE DESCRIPTION: DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417

CORRECTION DESCRIPTION: NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACC ESS TO LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH VLOM. RE . REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND FUEL LINES DUETO ONE ONE TIME USE. FILL COOLING SYSTEM AND TOP OIL. CLEAR DTCS AND ROAD TESTED TED VEHICLE CK OKAY 4080978

CAUSAL PART: 12645725

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546959	9	2.04			
11611976	1	2.04			
12346290	1	9.41			
12618336	1	37.85			
12618338	1	40.00			
12619787	1	2.80			
12622325	1	36.04			
12623104	1	3.64			
12623308	1	1.17			
12626354	8	2.01			
12645725	4	39.45			
12657093	1	3.43			
12672366	2	12.53			
12673077	1	21.61			
12676947	1	153.15			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN	DAYS	REASON
126.00	NIC			1GNSCAEC3HR[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	211.38		
PARTS	528.44	0.00	739.82
LABOR	1045.19	0.00	1045.19
NET ITEMS	126.00	0.00	126.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1911.01	0.00	1911.01

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company ERAMTAUT SF680006.O (09/16)

[redacted]

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F. & I. NO. / P.O. NO.		R.O. DATE: 08/19/17	
	COMMENTS			MO: 18465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		[redacted]		

JOB COMPLETION DATE: 08/19/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION BASE HOURS
0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT DESCRIPTION: CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK

CAUSE DESCRIPTION: CHECKED VECHILE

CORRECTION DESCRIPTION: COULDF NOT VERIFY CUST CONCERN,OPERATING AS DESIGNED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	0.00	0.00	0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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CUSTOMER SIGNATURE

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[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (Reynolds)
SF-680096.O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 00	PRODUCTION DATE
	F.T.E NO. / P.O. NO.		R. O. DATE: 08/19/17	
	COMMENTS			MO: 18465

OCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	EBA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZREG		[redacted]	001343190207	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	ADD PUB.
4051980	0.4	0.1

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEA RS THERE IS A SQUEAKING TYPE NOISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: CHECKED VECHILE

CORRECTION DESCRIPTION: NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST V ALVE PIT5404D. REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY SSY 4051980

CAUSAL PART: 84053743

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84053743	1	316.10			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	126.44		
PARTS	316.10	0.00	442.54
LABOR	55.60	0.00	55.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	498.14	0.00	498.14

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

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ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:21pm

The Reynolds and Reynolds Company (Canada) Inc.
SF680006-O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	BORA CUMMINGS 4333	[redacted]	08/31/17
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]	SELLING DEALER NO.: 00	PRODUCTION DATE
	T. E NO. / P.O. NO.	R. O. DATE: 08/19/17	
	COMMENTS		MO: 18465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/19/2017
ODOMETER	18465	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZREG		[redacted]	001343190391	0002

JOB COMPLETION DATE: 08/28/2017
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	DIAGNOSIS
5430180	0.3	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322
COMPLAINT DESCRIPTION: CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO THRE IS A KNOCKING NOISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: WHEN GETTING VEHICLE TO ROAD TEST. VEHICLE WILL NOT STAR T DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

CORRECTION DESCRIPTION: REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPART MENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERI EERING WHEEL. 5430180

CAUSAL PART: 84095546

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84095546	1	46.71			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	18.68		
PARTS	46.71	0.00	65.39
LABOR	66.71	0.00	66.71
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	132.10	0.00	132.10

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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[END OF INVOICE] 04:21pm

The Reynolds and Reynolds Company (Canada) Ltd.
SF680096 O (09/16)

[redacted]

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. E	INVOICE DATE 08/28/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 18,465	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16		DELIVERY MILES 5
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO. 100		PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE 08/19/17		
	COMMENTS				

MO: 18465

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CVZ001 27 POINT INSPECTION TECH(S):4226 INTERNAL
PERFORM MULTI-POINT INSPECTION
27 POINT INSPECTION
27 POINT INSPECTION

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES---------- 4080978

LABOR----------

J# 2 10CVZ DRIVEABILITY TECH(S):4226 4397 WARRANTY
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE, SOUNDS LIKE THE BELT IS LOOSE, CHECK AND ADVISE 9.4
DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417 NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACCESS TO LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH VLOM. REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND FUEL LINES DUETO ONE TIME USE, FILL COOLING SYSTEM AND TOP OIL. CLEAR DTCS AND ROAD TESTED VEHICLE CK OKAY 4080978

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84055546	BLOCK 2.483 Y			WARRANTY
	1		12676947	MANIFOLD 0.334 Y			WARRANTY
	1		12623104	GASKET 0.443 Y			WARRANTY
			TECH#FERNANDO ROSAS				
	4		12645725	LIFTER 0.459 Y			WARRANTY
	1		12622325	GASKET 0.289 Y			WARRANTY
	1		11611976	BOLT 0.293 Y			WARRANTY
	9		11546959	BOLT 0.293 Y			WARRANTY
	1		12657093	GASKET 3.270 Y			WARRANTY
	8		12626354	GASKET 3.270 Y			WARRANTY
	1		12619787	GASKET 0.423 Y			WARRANTY
	1		12623308	GASKET 3.901 Y			WARRANTY
	1		12618336	PIPE 3.163 Y			WARRANTY
	1		12673077	PIPE 3.163 Y			WARRANTY
	1		12618338	PIPE 3.163 Y			WARRANTY
	2		12672366	SEAL KIT 3.331 Y			WARRANTY
	1		12345290	COOLANT 8.800 N			WARRANTY

0.00

JOB# 2 TOTALS---------- IGNSCAEC 3HR [redacted]

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 00CVZLOFDEALER 24/24 OIL CHANGE TECH(S):4226 INTERNAL
OIL CHANGE AND ROTATE TIRE CHECK AIR IN ALL 4 TIRES TOP OFF ALL FLUIDS IF NEEDED

HBB 5.3

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Reynolds)
SF#R00006 O 2007/10

[redacted]

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www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 08/28/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 18,465	COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 00	PRODUCTION DATE
	F.Y.E. NO.	P.O. NO.	R.O. DATE: 08/19/17	
	COMMENTS			MO: 18465

CHANGED OIL AND ROTATED TIRES CHECKED TIRE PRESSURE IN ALL 4 TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y			INTERNAL
	8		19259487	OIL 8.800 N			INTERNAL
					TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 10CVZ01 DRIVEABILITY CONCERN TECH(S):4226 WARRANTY

CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK
CHECKED VECHILE
COULDF NOT VERIFY CUST CONCERN.OPERATING AS DESIGNED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84053743	MUFFLER 3.701 N			WARRANTY
					TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	522073	LNR176	08/28/17	RENTAL		WARRANTY
				TOTAL - SUBLET		0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

4051980

LABOR

J# 5 10CVZZ DRIVEABILITY CONCERN TECH(S):4226 4397 WARRANTY

CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEARS
THERE IS A SQUEAKING TYPE NOISE
CHECKED VECHILE
NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST VALVE PIT5404D.
REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY 4051980

4 2 ADD

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

5430.1980

LABOR

J# 6+10CVZZ1 DRIVEABILITY CONCERN TECH(S):4226 WARRANTY

CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO THRE IS A KNOCKING NOISE
WHEN GETTING VEHICLE TO ROAD TEST. VEHICLE WILL NOT START DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

3 3 DIAG

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Canada) SF680286 (07/16)

[redacted]

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Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. [redacted]		INVOICE DATE 08/28/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 18,465	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR/ MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 05/06/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO. 100	PRODUCTION DATE
	P. T. E. NO.	P.O. NO.		R.O. DATE 08/19/17	
	COMMENTS				MO: 18465

REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPARTMENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERING WHEEL. 5430180

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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WARRANTY COPY

[END OF INVOICE] 04:49pm

The Reynolds and Reynolds Company (1/16/15)
SF680096.0 (09/15)

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	BORA CUMMINGS 4333	[redacted]	08/28/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE: 08/19/17	
	COMMENTS			MO: 18465

JOB# 1 CHARGES

LABOR

J# 1 00CVZ001 27 POINT INSPECTION HOURS: 0.00 TECH(S):4226		0.00
PERFORM MULTI-POINT INSPECTION		
27 POINT INSPECTION		
27 POINT INSPECTION		

JOB# 3 CHARGES

LABOR

J# 3 00CVZLOFDEALER 24/24 OIL CHANGE HOURS: 0.50 TECH(S):4226		15.00
OIL CHANGE AND ROTATE TIRE CHECK AIR IN ALL 4 TIRES TOP OFF		
ALL FLUIDS IF NEEDED		
CHANGED OIL AND ROTATED TIRES CHECKED TIRE PRESSURE IN ALL 4		
TIRES		

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	19330000	FILTER 1.836 Y	6.02	6.02
8	19259487	OIL 8.800 N	3.92	31.36
		TOTAL - PARTS		37.38

JOB# 3 TOTALS

LABOR	15.00
PARTS	37.38
JOB# 3 JOURNAL PREFIX CVIS JOB# 3 TOTAL	52.38

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT..
R1423

TOTAL LABOR....	15.00
TOTAL PARTS....	37.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**52.38**

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (1)(0)1(0)(2)
SF6R0006-Q (02/16)

[redacted]

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310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		RO NO.		INVOICE DATE	
[redacted]		BORA CUMMINGS 4333		[redacted]		08/28/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE		COLOR	STOCK NO.	
			18,465		BLK/JET BLK	[redacted]	
	YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES	
	16/CHEVROLET TRUCK/SILVERADO 1500/CR				05/06/16	5	
	VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE	
	3 G C P C R E C 4 G G [redacted]				100		
	P.T.E. NO.		P.O. NO.		R.O. DATE		
					08/19/17		

COMMENTS

MO: 18465

REPLACED BATTERY BATTERY DISTRIBUTOR ENGINE COMPARTMENT FUSE ASSY. VEHICLE STARTS FINE. ROAD TESTED NOT NOISE FOUND AT STEERING WHEEL. 5430180

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

[redacted]

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[END OF INVOICE] 04:49pm

The Reynolds and Reynolds Company (1/96/MRO)
SF680096 O (09/16)

[redacted]

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO		ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]		BORA CUMMINGS 4333		[redacted]	08/28/17	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE 18,465	COLOR BLK/JET BLK	STOCK NO. [redacted]
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 05/06/16	DELIVERY MILE 5
		VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO 100	PRODUCTION DATE
		R.T.E. NO.	P. [redacted]		R. O. DATE 08/19/17	
		COMMENTS				MO: 18465

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CVZ001 27 POINT INSPECTION TECH(S):4226 INTERNAL
PERFORM MULTI-POINT INSPECTION
27 POINT INSPECTION
27 POINT INSPECTION

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 10CVZ DRIVEABILITY TECH(S):4226 4397 WARRANTY
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM
ENGINE. SOUNDS LIKE THE BELT IS LOOSE. CHECK AND
ADVISE
DUPLICATED CONCERN AND FOUND NOISE COMING FROM THE LEFT REAR
ON THE ENGINE DUE LIFTER COLLAPSING. FOLLOW DOC ID: 4596417
NECESSARY TO REMOVED LEFT CYLINDER HEAD ASSY TO ACCESS TO
LIFTER.REPLACED ALL AFM LIFTER ON THE LEFT SIDE ALONG WITH
VLOM. REINSTALLED HEAD AND REPLACED GASKET AND BOLTS AND
FUEL LINES DUETO ONE TIME USE. FILL COOLING SYSTEM AND TOP
OIL. CLEAR DTCS AND ROAD TESTED VEHICLE CK OKAY 4080978

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84095546	BLOCK 2.483 Y			WARRANTY
	1		12676947	MANIFOLD 0.334 Y			WARRANTY
	1		12623104	GASKET 0.443 Y			WARRANTY
			TECH#FERNANDO ROSAS				
	4		12645725	LIFTER 0.459 Y			WARRANTY
	1		12622325	GASKET 0.269 Y			WARRANTY
	1		11611976	BOLT 0.293 Y			WARRANTY
	9		11546959	BOLT 0.293 Y			WARRANTY
	1		12657093	GASKET 3.270 Y			WARRANTY
	8		12626354	GASKET 3.270 Y			WARRANTY
	1		12619787	GASKET 0.423 Y			WARRANTY
	1		12623308	GASKET 3.901 Y			WARRANTY
	1		12618336	PIPE 3.163 Y			WARRANTY
	1		12673077	PIPE 3.163 Y			WARRANTY
	1		12618338	PIPE 3.163 Y			WARRANTY
	2		12672366	SEAL KIT 3.331 Y			WARRANTY
	1		12346290	COOLANT 8.800 N			WARRANTY
				TOTAL - PARTS			0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 00CVZLOFDEALER 24/24 OIL CHANGE TECH(S):4226 INTERNAL
OIL CHANGE AND ROTATE TIRE CHECK AIR IN ALL 4 TIRES TOP OFF
ALL FLUIDS IF NEEDED

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (800)225-9280
SF680006 © (00-16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	08/28/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,465		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 08/19/17	
	COMMENTS			MO: 18465

CHANGED OIL AND ROTATED TIRES CHECKED TIRE PRESSURE IN ALL 4 TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19310000	FILTER 1.835 Y			INTERNAL
	8		19259487	OIL 8.800 N			INTERNAL
					TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 10CVZ01 DRIVEABILITY CONCERN TECH(S):4226 WARRANTY

CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK
CHECKED VECHILE
COULDF NOT VERIFY CUST CONCERN,OPERATING AS DESIGNED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84053743	MUFFLER 3.701 N			WARRANTY
					TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	522073	LNR176	09/28/17	RENTAL		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 10CVZZ DRIVEABILITY CONCERN TECH(S):4226 4397 WARRANTY

CUTOMR STATES THAT ON ACCL AND TRANS IS CHANGING GEARS
THERE IS A SQUEAKING TYPE NOISE
CHECKED VECHILE
NOISE HEARD FROM BRAND. CAUSED BY PASSIVE EXHAUST VALVE
PIT5404D.
REPLACED EXHAUST MUFFLER WITH RESONATOR AND TAIL PIPE ASSY
4051990

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

J# 6+10CVZZ1 DRIVEABILITY CONCERN TECH(S):4226 WARRANTY

CUSTOMR STATES THAT WHEN TURNING STEERING WHEEL EITH DIECTIO
THRE IS A KNOCKING NOISE
WHEN GETTING VEHICLE TO ROAD TEST. VEHICLE WILL NOT START
DUE TO POWER NOT GOING INTO BATTERY FUSE BLOCK.

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Solutions)
SF880190.0 (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/09/17	[redacted]	11865	4377	4236	W	00CVLOFDEXOS	DEXOS LOF/ROTATE
				4236	C	00CVZ001	27 POINT INSPECTION
09/23/16		5307	4265	4305	W	11CVZ06	ENGINE NOISE
				4305	W	51CVZ17	BODY ELECT RECALL
				4305	W	00CVZLOF-WT	24/24 GM OIL CHANGE
05/06/16		3	4171	3717	I	75CVZ01	PDI

SALESPERSON NO. 3555 JAY McCARTNEY

SERVICE

STATE REG# ARD00261498

VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3GCPCREC4GG[redacted]	16/CHEVROLET TRUCK/SILVERADO 1500/C		[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	ALLY	05/06/16	5	100	08/19/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	[redacted]
BLK/JET BLK CLOTH	[redacted]	05/06/22	72,000	[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	18,465	4333	BORA CUMMINGS

[redacted]

APPOINTMENT: ☒ Yes ☐ No

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by [illegible] supplier or transporter. I hereby grant you and/or your employees permission to [illegible] or elsewhere for the purpose of testing and/or inspection. An express mechanic's [illegible] the amount of repairs thereto. The dealership is not responsible for damages from [illegible] UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR [illegible] S RIGHT.

JOB [redacted]

[redacted] STIMATE: TOTAL

X [redacted]

1 I 00CVZ001 4226 **27 POINT INSPECTION**
PERFORM MULTI-POINT INSPECTION

2 W 10CVZ [redacted] **DRIVEABILITY** 4397
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM ENGINE, SOUNDS LIKE THE BELT IS LOOSE, CHECK AND ADVISE – knocking 4080978 (9.4)

3 I 00CVZLOFDEXOS 4226 **24/24 OIL CHANGE** 0.5
OIL CHANGE AND ROTATE TIRE CHECK AIR IN ALL 4 TIRES TOP OFF ALL FLUIDS IF NEEDED

4 W 10CVZ01 4226 **DRIVEABILITY CONCERN**
CUSTOMR STATES THAT WHEN SHIFTINF FROM PARK TO DRIVE THERE IS A NOISE SOUNDS LIKE SOMETHING IS GOING TO BREAK

5) [redacted] 4051980 (.5) P1754040 knocking other direction noise 5430180 (.6)

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE I OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE I OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE I OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature: X _____	Date:

Doc ID: 4596417

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

PAGE 1 OF 2

TECH COPY

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company (Name Wizard) CC7250080 Q (02/15)

SF5860171 Q (09/16)

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

STRAIGHT TIME (HOURS)	FLAT RATE	[redacted] TIME	OFF 5
0.5		EMP. 4226	ON

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

Lifters, Gaskets

WARRANTY PARTS RETURNED JOB 1

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 2

Bolt JOB 2 (Muffler

Date 8/24/17

Rec. By: [redacted]

WARRANTY PARTS RETURNED JOB 3

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 4

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 5

Date

Rec. By:

CC725088 Q

[redacted]

CHEVROLET of MONTEBELLO

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Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/09/17	[redacted]	11865	4377	4236	W	00CVLOFDEXOS	DEXOS LOF/ROTATE
				4236	C	00CVZ001	27 POINT INSPECTION
09/23/16		5307	4265	4305	W	11CVZ06	ENGINE NOISE
				4305	W	51CVZ17	BODY ELECT RECALL
				4305	W	00CVZLOF-WT	24/24 GM OIL CHANGE
05/06/16		3	4171	3717	I	75CVZ01	PDT

SALESPERSON NO. 3555 JAY McCARTNEY

S E R V I C E

STATE REG# ARD00261498

VEHICLE I.D. NO. 3GCPCREC4GG[redacted] | YR/MAKE/MODEL [redacted]/CHEVROLET TRUCK/SILVERADO 1500/C | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	P.O. DATE
[redacted]	ALLY	05/06/16	5	100	08/19/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLK/JET BLK CLOTH	[redacted]	05/06/22	72,000	[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	18,465	4333	BORA CUMMINGS

TIME RECEIVED 08:16am | DATE/TIME PROMISED 08/19/17 05:00pm | PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

LABOR RATE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SMOG WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____

JCB

5 W 10CVZZ 41226 ***DRIVEABILITY CONCERN***

CUSTOMER STATES THAT ON ACCL AND TRANS IS CHANGING GEARS THERE IS A SQUEAKING TYPE NOISE

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ .

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:

Customer's Signature: X _____ Date:

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TECH COPY

The Reynolds and Reynolds Company (Reynolds) CC7250589 O (02/15)

SF680171 O (02/13)

[redacted]

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

CC725088 Q

Vehicle Report Printed on: 8/19/2017 11:17 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC4GG[redacted] **Odometer:** 18465 mi | **Delivery Date:** 5/6/2016
Service Advisor: BORA CUMMINGS

WORKBENCH
Service Menu & Inspection Toolkit

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	⚠ Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	V893L3CE
DMN Enabled:	✔ Yes	**Owner Center Status:**	⚠ Insufficient customer information

Most Recent Services

No information found for this vehicle

Last Maintenance

Service:
Odometer: 17919 mi.
Driving Conditions:

Previous Menu:
Previous MPVI: 3/9/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/9/2017	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	11865 mi.	Warranty
9/23/2016		ZREG	0600723	Chevrolet 2 Year Maintenance	5307 mi.	Warranty
9/23/2016		ZREG	4032750	Water Pump Replacement	5307 mi.	Warranty
9/23/2016		ZFAT	9102276	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	5307 mi.	Warranty
5/6/2016		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
4/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select State Component Ltd Wty	5/6/2016	4 mi.	5/6/2023	70004 mi.	✔ Applicable
Powertrain Limited Warranty	5/6/2016	4 mi.	5/6/2021	60004 mi.	✔ Applicable
Emission Select Component Ltd Wty	5/6/2016	4 mi.	5/6/2024	80004 mi.	✔ Applicable
Bumper to Bumper Limited Warranty	5/6/2016	4 mi.	5/6/2019	36004 mi.	✔ Applicable
Corrosion Limited Warranty	5/6/2016	4 mi.	5/6/2022	100004 mi.	✔ Applicable

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 8/19/2017 11:17 AM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC4GG[redacted] | **Odometer:** 18465 mi | **Delivery Date:** 5/6/2016
Service Advisor: BORA CUMMINGS

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Limited Warranty	5/6/2016	4 mi.	5/6/2019	50004 mi.	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	5/6/2016	4 mi.	5/6/2018	24004 mi.	✖ Expired

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
☆	3/10/2017	[redacted]	CA	DEXOS LOF/ROTATE	2	C, W	11865 mi.
☆	9/26/2016		CA	ENGINE NOISE	3	W	5307 mi.
☆	5/25/2016		CA	PDI	3	I, W	3 mi.

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

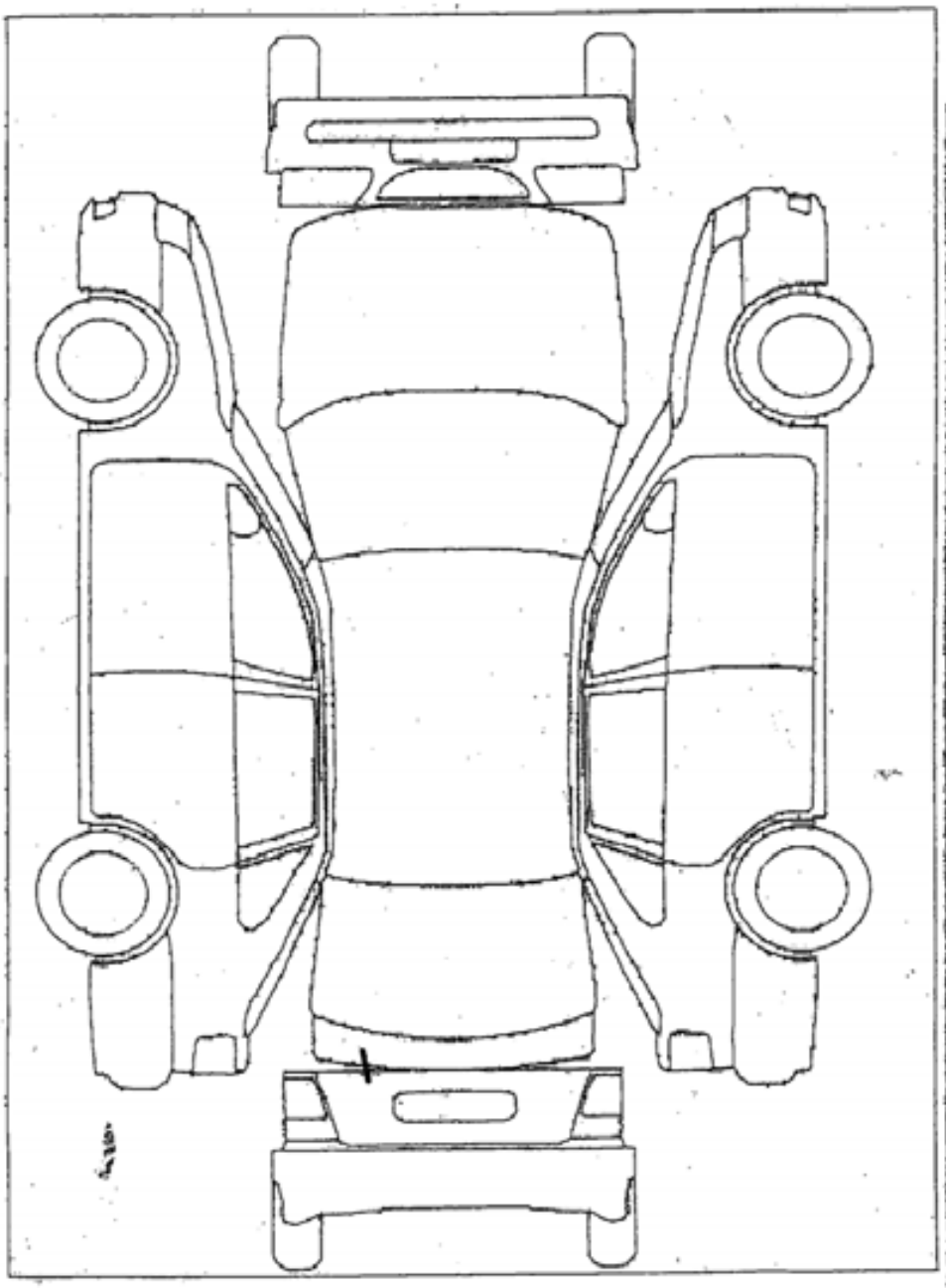
Date of Estimate: _____ Original Estimate: $ 693.00

Name: _____ Phone: _____ E-mail: _____

Year: _____ Make: _____ Model: _____ VIN: 18475

Service Recommended: _____ Service Accepted: _____

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Pant Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GC	Gouges/Crease
LM	Loose Molding

MULTI-POINT VEHICLE INSPECTION REPORT

8/19/2017
Service Advisor: BORA CUMMINGS
Service Technician: BRAD REYES

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
Repair Order:
Tag:
VIN: 3GCPCREC4GG[redacted]

Chevrolet of Montebello

✓ Checked and OK ⚠ May Require Attention Soon ✗ Requires Immediate Attention -- Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ⚠ Engine oil
  Oil life monitor 16%
- -- Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid
- ✓ Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before 34 psi set to 34
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Passenger Front
psi before 34 psi set to 34
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Driver Rear
psi before 34 psi set to 34
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Passenger Rear
psi before 34 psi set to 34
- ✓ Tread depth 8/32
- -- Wear pattern/damage

- -- Rotation needed
- -- Alignment needed
- -- Balance needed
- -- Reset tire pressure monitor
- -- Tire sealant expiration date:

BRAKES

Front Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less
Rear Brakes: Good: 4mm or greater OK: 3mm Bad: 2mm or less

Front Brakes
- ✓ Driver front 7mm
- ✓ Passenger front 7mm

Rear Brakes
- ✓ Driver rear 4mm
- ✓ Passenger rear 4mm

- ✓ Brake system
- ✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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MULTI-POINT VEHICLE INSPECTION REPORT

8/28/2017
Service Advisor: BORA CUMMINGS

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
Repair Order:
Tag:
VIN: 3GCPCREC4G[redacted]

CHEVROLET MONTEBELLO
Chevrolet of Montebello

✓ Checked and OK | ⚠ May Require Attention Soon | ✗ Requires Immediate Attention | -- Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ✓ Engine oil
  Oil life monitor 99%
- -- Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid
- ✓ Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before 35 psi set to --
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Passenger Front
psi before 35 psi set to --
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Driver Rear
psi before 37 psi set to --
- ✓ Tread depth 8/32
- -- Wear pattern/damage

Passenger Rear
psi before 38 psi set to --
- ✓ Tread depth 8/32
- -- Wear pattern/damage

- -- Rotation needed
- -- Alignment needed
- -- Balance needed
- -- Reset tire pressure monitor
- -- Tire sealant expiration date:

BRAKES

Front Brakes: Good: 7mm or greater | OK: 6mm to 4mm | Bad: 3mm or less
Rear Brakes: Good: 4mm or greater | OK: 3mm | Bad: 2mm or less

Front Brakes
- ✓ Driver front 7mm
- ✓ Passenger front 7mm

Rear Brakes
- ✓ Driver rear 4mm
- ✓ Passenger rear 4mm

- ✓ Brake system
- ✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CHEVROLET MONTEBELLO

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: Chevrolet of Montebello		
Address: 310 W. Whittier Blvd		
City: Montebello	State: CA	Zip: 90640
Phone	Advisor: SYS ADMIN	

RO#: [redacted] Unit#: LNR176 RA#: 4177

CUSTOMER INFORMATION			
Customer: [redacted]			
Home Address: [redacted] N/A			
City: [redacted]	State: [redacted]	Zip: [redacted]	
Driver's License No.: [redacted]	State: [redacted]	Expires: 12/17/2019	
Birth Date: [redacted]	Home Telephone		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires

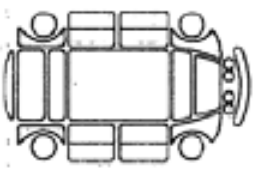
CUSTOMER INSURANCE INFORMATION		
Insurer: FARMERS INS		Agent
Policy No.: [redacted]	Expiration Date: [redacted]	Telephone

RENTAL VEHICLE INFORMATION		
Date and Time IN	08/28/2017	04:42 PM
Date and Time OUT	08/21/2017	04:19 PM
Date and Time DUE IN	08/22/2017	04:19 PM

		FUEL CUT	FUEL IN
Vehicle VIN / Plate #/State	1GNSCAEC3HR[redacted] NA NA		
Vehicle Description	2017 TAHOE CHEVROLET		
Mileage IN	1317	X	X
Mileage OUT	867	3/4	3/4
Miles Driven	450	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Initials: MB



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 c	0.00
DAYS: 8 @ $ 42.00	336.00
TOTAL TIME AND MILEAGE CHARGES →	336.00
TAXABLE FUEL GAL. @ $	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL GAL. @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	336.00
TOTAL CHARGE →	336.00

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/ debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms

[redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

METHOD OF PAYMENT

$_____

☐ CHECK

☐ AMEX ☐ MC ☒ VISA ☐ OTHER

/ EXPIRES

#[redacted]

☐ [redacted]

REFUNDED

$_____

CUSTOMER INITIALS

X_____

CHEVROLET MONTEBELLO

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Chevrolet of Montebello

Address: 310 W. Whittier Blvd

City: Montebello | State: CA | Zip: 90640

Phone | Advisor: SYS ADMIN

RO [redacted] | Unit# LNR176 | RA# 4177

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted] N/A

City [redacted] | State [redacted] | Zip [redacted]

Driver [redacted] | State [redacted] | Expires [redacted]

Birth Date [redacted] | Home Telephone

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

CUSTOMER INSURANCE INFORMATION

Insurer: FARMERS INS | Agent

Policy No. [redacted] | Expiration Date [redacted] | Telephone

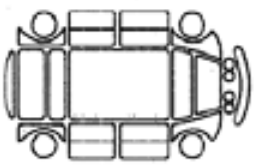
RENTAL VEHICLE INFORMATION

Date and Time IN	08/28/2017	04:42 PM
Date and Time OUT	08/21/2017	04:19 PM
Date and Time DUE IN	08/22/2017	04:19 PM

		FUEL OUT	FUEL IN
Vehicle VIN / Plate #/State	1GNSCAEC3HR[redacted] NA NA		
Vehicle Description	2017 CHEVROLET TAHOE		
Mileage IN	1317	F	F
Mileage OUT	867	3/4	3/4
Miles Driven	450	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Initials: MB



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 c	0.00
DAYS: 8 @ $ 42.00	336.00
TOTAL TIME AND MILEAGE CHARGES →	336.00
TAXABLE FUEL GAL. @ $	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL GAL. @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	336.00
TOTAL CHARGE →	336.00

METHOD OF PAYMENT

$ _____

❑ CHECK

__/__ EXPIRES

XXXXXXXXXXXX0584

❑ CARD VERIFIED

❑ AMEX ❑ MC ☒ VISA ❑ OTHER

REFUNDED

$ _____

CUSTOMER INITIALS

X _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/ debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and [redacted]

Cus[redacted]

ALL[redacted]T

CHEVROLET MONTEBELLO

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Chevrolet of Montebello

Address: 310 W. Whittier Blvd

City: Montebello | State: CA | Zip: 90640

Phone | Advisor: SYS ADMIN

RO [redacted] | Unit# LNR176 | RA# 4177

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted] N/A

City [redacted] | State [redacted] | Zip [redacted]

Driver's License No. [redacted] | State [redacted] | Expires [redacted]

Birth Date: 12/17/1984 | Home Telephone

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

CUSTOMER INSURANCE INFORMATION

Insurer: FARMERS INS | Agent

Policy No. [redacted] | Expiration Date [redacted] | Telephone

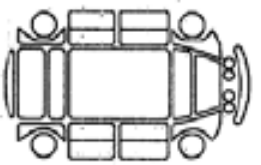
RENTAL VEHICLE INFORMATION

Date and Time IN	08/28/2017	04:42 PM
Date and Time OUT	08/21/2017	04:19 PM
Date and Time DUE IN	08/22/2017	04:19 PM

		FUEL OUT	FUEL IN
Vehicle VIN	1GNSCAEC3HR[redacted]		
Plate #/State	NA NA		
Vehicle Description	2017 TAHOE CHEVROLET		
Mileage IN	1317	X	X
Mileage OUT	867	3/4	3/4
Miles Driven	450	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Initials



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: ____ @ 0.00 ¢	0.00
DAYS: 8 @ $ 18.00	144.00
TOTAL TIME AND MILEAGE CHARGES →	144.00
TAXABLE FUEL ____ GAL. @ $	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL ____ GAL. @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	144.00
TOTAL CHARGE →	144.00

METHOD OF PAYMENT

$ ____

❑ CHECK

❑ AMEX ❑ MC ☒ VISA ❑ OTHER

EXPIRES

[redacted]

❑ CARD VERIFIED

REFUNDED

$ ____

CUSTOMER INITIALS

X ____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

42 X 8 = 336.00

Submit 3 DAYS 126.00
GTD 18.00 OK

LINE 6 ADD-ON

CHANGE TO
18.00 per DAY

Internal

GM Warranty Payments Report

Adjustment Amt	Display Status	Display Message
	Pending	67 Part 000000000024278901 is not a comp
	Pending	124 This transaction is being reviewed by a
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Accepted and Paid	
	Rejected	21 Service Agent exceeded the allowed amo
	Rejected	73 Total Other Labour Hours exceed the allo

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE		INVOICE NO.
[redacted]		BORA CUMMINGS	4333	[redacted]		09/11/17		[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE		COLOR		STOCK NO.
				18,529		BLK/JET BLK		[redacted]
		YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES
		16/CHEVROLET TRUCK/SILVERADO 1500/CR				05/06/16		5
		VEHICLE I.D. NO.				SELLING DEALER NO		PRODUCTION DATE
		3 G C P C R E C 4 G G [redacted]				100		
		P.T.E. NO.		P.O. NO.		R.O. DATE		
						08/29/17		
		COMMENTS						
								MO: 18529

JOB# 1 CHARGES

LABOR

J# 1 10CVZ DRIVEABILITY HOURS: 3.10 TECH(S):4397 344.69

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4397	08/29/17	16.20	17.00	0.40	0.00	NON WORKING
4397	08/29/17	17.30	24.00	3.20	0.00	NON WORKING
4397	08/30/17	8.50	8.50	0.00	0.00	HOLD PARTS
4397	09/01/17	15.50	15.50	0.00	0.00	FINISHED
4397	09/01/17	0.00	0.00	0.00	3.10	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.60	3.10	

CUSTOMER STATES THAT WHEN BACK UP ND TURNING THERE IS A
KNOCKING TYPE NOISE COMING FROM STEERING COLUMN
DIAG CONCERN AND FOUND STEERING GEAR CREAKING
REPLACED STEERING GEAR ASSY AND ALIGN VEHICLE. 7421770. ADD
0.8 PER ALIGNMENT 8070012

PAID SEP 11

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		84101461	GEAR 6.508 Y	1098.18	1098.18	1477.45	1477.45
-1		84101461	CORE RETURN	150.00	-150.00	150.00	-150.00
				COST TOTAL	948.18		
					TOTAL - PARTS		1327.45

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION	
522241	LNR176	09/01/17	RENTAL	168.00
			TOTAL - SUBLET	168.00

JOB# 1 TOTALS

LABOR	344.69
PARTS	1327.45
SUBLET	168.00

JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL 1840.14

JOB# 2 CHARGES

LABOR

J# 2 11CVZ ENGINE MINOR HOURS: 1.50 TECH(S):4397 166.79

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4397	09/01/17	10.40	15.50	4.80	0.00	FINISHED
4397	09/01/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		4.80	1.50	

CUSTOMR STATES THAT THERE IS A TICKING NOISE COMING
FROM ENGINE
VACUUM PUMP MAKING NOISE. CALLED TECHNICAL ASSISTANT CENTER
AND RECOMMENDED TO REPLACED VACUUM PUMP.
TAC CASE NUMBER [redacted] RECOMMENDED TO FOLLOW PI5361C
AND TO REPLACED VACUUM PUMP ASSY. INSPECTED FOR OIL INTO
BOOSTER HOSE NONE FOUND. REPLACED PUMP ASSY AND ALONG WITH
BELT. 4023850

PAID SEP 11

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		12658179	BELT 1.066 Y	37.65	37.65	52.71	52.71
1		12669488	PUMP 3.280 Y	121.06	121.06	169.48	169.48
				COST TOTAL	158.71		

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE CRIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTIVE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD0261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 09/11/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 18,529	COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/29/17	
	COMMENTS			

MO: 18529

TOTAL - PARTS	222.19
JOB# 2 TOTALS	
LABOR	166.79
PARTS	222.19
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL	388.98
R/O TAX	0.00
R/O TOTALS	2229.12

PAID 11 PM

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	1798.14
	388.98
CLAIM TOTALS	2187.12

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:42pm

The Reynolds and Reynolds Company ERA-IGNITE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE: 09/11/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 18,529
	COLOR: BLK/JET BLK	[redacted]	
	YEAR/MAKE/MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G [redacted]	SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/29/17
	COMMENTS		MO: 18529

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2017
ODOMETER	18529	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001344028377	0002

JOB COMPLETION DATE: 09/01/2017
TECHNICIAN GMIN: 611827399

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS
7421770	2.7	0.1	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0313
COMPLAINT DESCRIPTION: CUSTOMER STATES THAT WHEN BACK UP NO TURNING THERE I S A KNOCKING TYPE NOISE COMING FROM STEERING COLUMN

CAUSE CODE: 3063
CAUSE DESCRIPTION: DIAG CONCERN AND FOUND STEERING GEAR CREAKING

CORRECTION DESCRIPTION: REPLACED STEERING GEAR ASSY AND ALIGN VEHICLE. 7421 770. ADD 0.8 PER ALIGNMENT 8070012

CAUSAL PART: 84101461

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84101461	1	948.18			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
126.00	NIC			1GNSCAEC3HR[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	379.27		
PARTS	948.18	0.00	1327.45
LABOR	344.69	0.00	344.69
NET ITEMS	126.00	0.00	126.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1798.14	0.00	1798.14

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:42pm

The Reynolds and Reynolds Company (RANTINW)
SF580096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE 09/11/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 18,529	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		FILLING DEALER NO. [redacted]00	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/29/17		
	COMMENTS				

MO: 18529

OCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2017
ODOMETER	18529	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	00134402B389	0002

JOB COMPLETION DATE: 09/01/2017
TECHNICIAN GMIN: 611827399

LABOR OPERATION	BASE HOURS	DIAGNOSIS
4023850	1.2	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMR STATES THAT THERE IS A TICKING NOISE COMING FROM ENGINE

CAUSE CODE: 3063
CAUSE DESCRIPTION: VACUUM PUMP MAKING NOISE. CALLED TECHNICAL ASSISTANT CEN TER AND RECOMMENDED TO REPLACED VACUUM PUMP.

CORRECTION DESCRIPTION: TAC CASE NUMBER [redacted] RECOMMENDED TO FOLLOW PI5361C AND TO REPLACED VACUUM PUMP ASSY. INSPECTED FOR OIL INTO BOOSTER H ER HOSE NONE FOUND. REPLACED PUMP ASSY AND ALONG WITH BELT. 4023850

CAUSAL PART: 12669488

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12658179	1	37.65			
12669488	1	121.06			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	63.48		
PARTS	158.71	0.00	222.19
LABOR	166.79	0.00	166.79
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	388.98	0.00	388.98

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 04:42pm

The Reynolds and Reynolds Company (ERA-IGNITE)
SF680006 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	[redacted]
[redacted]		BORA CUMMINGS 4333		[redacted]	09/11/17	
		LABOR RATE	LICENSE NO.	MILEAGE 18,529	COLOR BLK/JET BLK	STOCK NO. [redacted]
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 05/06/16	DELIVERY MILES 5
		VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO 100	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.		R. O. DATE 08/29/17	
		COMMENTS				MO: 18529

JOB# 1 CHARGES

LABOR

J# 1 10CVZ DRIVEABILITY HOURS: 3.10 TECH(S):4397 344.69

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4397	08/29/17	16.20	17.00	0.40	0.00	NON WORKING
4397	08/29/17	17.30	24.00	3.20	0.00	NON WORKING
4397	08/30/17	8.50	8.50	0.00	0.00	HOLD PARTS
4397	09/01/17	15.50	15.50	0.00	0.00	FINISHED
4397	09/01/17	0.00	0.00	0.00	3.10	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.60	3.10	

CUSTOMER STATES THAT WHEN BACK UP ND TURNING THERE IS A
KNOCKING TYPE NOISE COMING FROM STEERING COLUMN
DIAG CONCERN AND FOUND STEERING GEAR CREAKING
REPLACED STEERING GEAR ASSY AND ALIGN VEHICLE. 7421770. ADD
0.8 PER ALIGNMENT 8070012

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84101461	GEAR 6.508 Y	1098.18	1098.18	1477.45	1477.45
-1	84101461	CORE RETURN	150.00	-150.00	150.00	-150.00
		COST TOTAL		948.18		
				TOTAL - PARTS		1327.45

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION		
522241	LNR176	09/01/17	RENTAL		168.00
				TOTAL - SUBLET	168.00

JOB# 1 TOTALS

LABOR	344.69
PARTS	1327.45
SUBLET	168.00

JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL 1840.14

JOB# 2 CHARGES

LABOR

J# 2 11CVZ ENGINE MINOR HOURS: 1.50 TECH(S):4397 166.79

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4397	09/01/17	10.40	15.50	4.80	0.00	FINISHED
4397	09/01/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		4.80	1.50	

CUSTOMR STATES THAT THERE IS A TICKING NOISE COMING
FROM ENGINE
VACUUM PUMP MAKING NOISE. CALLED TECHNICAL ASSISTANT CENTER
AND RECOMMENDED TO REPLACED VACUUM PUMP.
TAC CASE NUMBER [redacted] RECOMMENDED TO FOLLOW PI5361C
AND TO REPLACED VACUUM PUMP ASSY. INSPECTED FOR OIL INTO
BOOSTER HOSE NONE FOUND. REPLACED PUMP ASSY AND ALONG WITH
BELT. 4023850

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12658179	BELT 1.066 Y	37.65	37.65	52.71	52.71
1	12669488	PUMP 3.280 Y	121.06	121.06	169.48	169.48
		COST TOTAL		158.71		

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE CRIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (CRANEWVE
SF683096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	
[redacted]		BORA CUMMINGS 4333		[redacted]	09/11/17	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
				18,529	BLK/JET BLK	[redacted]
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
		16/CHEVROLET TRUCK/SILVERADO 1500/CR			05/06/16	5
		VEHICLE I.D. NO.			SELLING DEALER NO	PRODUCTION DATE
		3 G C P C R E C 4 G G [redacted]			100	
		P.T.E. NO.	P.O. NO.		R.O. DATE	
					08/29/17	
		COMMENTS				MO: 18529

	TOTAL - PARTS	222.19
JOB# 2 TOTALS		
	LABOR	166.79
	PARTS	222.19
JOB# 2 JOURNAL PREFIX CVWS	JOB# 2 TOTAL	388.98
	R/O TAX	0.00
	R/O TOTALS	2229.12

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	1798.14
	388.98
CLAIM TOTALS	2187.12

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:42pm

The Reynolds and Reynolds Company ERANTBNE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE 09/11/17	[redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE 18,529	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO [redacted]00	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/29/17		
	COMMENTS			MO: 18529	

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2017
ODOMETER	18529	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001344028389	0002

JOB COMPLETION DATE: 09/01/2017
TECHNICIAN GMIN: 611827399

LABOR OPERATION	BASE HOURS	DIAGNOSIS
4023850	1.2	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMR STATES THAT THERE IS A TICKING NOISE COMING FROM ENGINE

CAUSE CODE: 3063
CAUSE DESCRIPTION: VACUUM PUMP MAKING NOISE. CALLED TECHNICAL ASSISTANT CEN TER AND RECOMMENDED TO REPLACED VACUUM PUMP.

CORRECTION DESCRIPTION: TAC CASE NUMBER [redacted] RECOMMENDED TO FOLLOW PI5361C AND TO REPLACED VACUUM PUMP ASSY. INSPECTED FOR OIL INTO BOOSTER H ER HOSE NONE FOUND. REPLACED PUMP ASSY AND ALONG WITH BELT. 4023850

CAUSAL PART: 12669488

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12658179	1	37.65			
12669488	1	121.06			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	63.48		
PARTS	158.71	0.00	222.19
LABOR	166.79	0.00	166.79
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	388.98	0.00	388.98

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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X _____
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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 04:42pm

The Reynolds and Reynolds Company (CHANTILLY) SF680096 Q (09/16)

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	09/11/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,529		COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/29/17	
	COMMENTS			MO: 18529

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4G[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2017
ODOMETER	18529	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001344028377	0002

JOB COMPLETION DATE: 09/01/2017
TECHNICIAN GMIN: 611827399

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS
7421770	2.7	0.1	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0313
COMPLAINT DESCRIPTION: CUSTOMER STATES THAT WHEN BACK UP ND TURNING THERE I S A KNOCKING TYPE NOISE COMING FROM STEERING COLUMN

CAUSE CODE: 3063
CAUSE DESCRIPTION: DIAG CONCERN AND FOUND STEERING GEAR CREAKING

CORRECTION DESCRIPTION: REPLACED STEERING GEAR ASSY AND ALIGN VEHICLE. 7421 770. ADD 0.8 PER ALIGNMENT 8070012

CAUSAL PART: 84101461

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84101461	1	948.18			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
126.00	NIC			1GNSCAEC3HR[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	379.27		
PARTS	948.18	0.00	1327.45
LABOR	344.69	0.00	344.69
NET ITEMS	126.00	0.00	126.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1798.14	0.00	1798.14

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTIVE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/19/17	[redacted]	18465	4333	4226	I	00CVZ001	27 POINT INSPECTION
				4226	W	10CVZ	DRIVEABILITY
				4226	I	00CVZLOFDEALER	24/24 OIL CHANGE
				4226	W	10CVZ01	DRIVEABILITY CONCERN
				4226	W	10CVZZ	DRIVEABILITY CONCERN
				4226	W	10CVZZ1	DRIVEABILITY CONCERN

SALESPERSON NO. 3555 JAY McCARTNEY

SERVICE

STATE REG# ARD00261498

VEHICLE VIN	YR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3GCPCREC4GG[redacted]	16/CHEVROLET TRUCK/SILVERADO 1500/C		[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	ALLY	05/06/16	5	100	08/29/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLK/JET BLK CLOTH	[redacted]	05/06/22	72,000	[redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	18,529	4333	BORA CUMMINGS

[redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is h[redacted]e amount of repairs thereto. The dealership is not responsible for damages from freezing [redacted] ADJUST[redacted] RSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR RIGHT.

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

LABOR RATE

X [redacted]

JOB

[redacted] ATE: TOTAL 0.00

X [redacted]

1 **W** * 10CVZ **DRIVEABILITY**
CUSTOMER STATES THAT WHEN BACK UP ND TURNING THERE IS A KNOCKING TYPE NOISE COMING FROM STEERING COLUMN
[redacted] [redacted] 742770 3.1

2 **W** 11CVZ **ENGINE MINOR**
CUSTOMR STATES THAT THERE IS A TICKING NOISE COMING FROM ENGINE 4023850
[redacted] 1.5

3 **C** * 00CVZ001 **27 POINT INSPECTION**
PERFORM MULTI-POINT INSPECTION

WCC: 31E11 / FD4FD

TAC: [redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
(CUSTOMER SIGNATURE)

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: Phone Number:

E-Mail Address: Fax Number:

Customer's Signature: Date:

X _____

[redacted] 3.5hrs.

[redacted]

PAGE 1 OF 1

TECH COPY

SF680171 O (08/16)

The Reynolds and Reynolds Company (ERA-Then)-US CC725088 O (02/15)

Vehicle Report

Printed on: 8/29/2017 10:20 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB

VIN: 3GCPCREC4GG[redacted] | **Odometer:** 18529 mi

WORKBENCH
Service Menu & Inspection Toolkit

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	⚠ Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	V893L3CE
DMN Enabled:	✔ Yes	**Owner Center Status:**	⚠ Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	8/28/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 18465 mi.
Driving Conditions:

Previous Menu: 8/28/2017
Previous MPVI: 8/28/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0365		6/21/2016
EI	PIE0428	PIE0428: Engineering Information â Steering Jerks, Whips or Kicks Back	8/17/2017

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/9/2017	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	11865 mi.	Warranty
9/23/2016		ZREG	0600723	Chevrolet 2 Year Maintenance	5307 mi.	Warranty
9/23/2016		ZREG	4032750	Water Pump Replacement	5307 mi.	Warranty
9/23/2016		ZFAT	9102276	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	5307 mi.	Warranty
5/6/2016		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
4/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select State Component Ltd Wty	5/6/2016	4 mi.	5/6/2023	70004 mi.	✔ Applicable
Powertrain Limited Warranty	5/6/2016	4 mi.	5/6/2021	60004 mi.	✔ Applicable
Emission Select Component Ltd Wty	5/6/2016	4 mi.	5/6/2024	80004 mi.	✔ Applicable

Please Note: This document may be considered current for 24 hours from the date and time printed.

Vehicle Report Printed on: 8/29/2017 10:20 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC4GG[redacted] **Odometer:** 18529 mi

WORKBENCH
Service Menu & Inspection Toolkit

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	5/6/2016	4 mi.	5/6/2019	36004 mi.	✔ Applicable
Corrosion Limited Warranty	5/6/2016	4 mi.	5/6/2022	100004 mi.	✔ Applicable
Emission Limited Warranty	5/6/2016	4 mi.	5/6/2019	50004 mi.	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	5/6/2016	4 mi.	5/6/2018	24004 mi.	✘ Expired

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
☆	3/10/2017	[redacted]	CA	DEXOS LOF/ROTATE	2	C, W	11865 mi.
☆	9/26/2016	[redacted]	CA	ENGINE NOISE	3	W	5307 mi.
☆	5/25/2016	[redacted]	CA	PDI	3	I, W	3 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

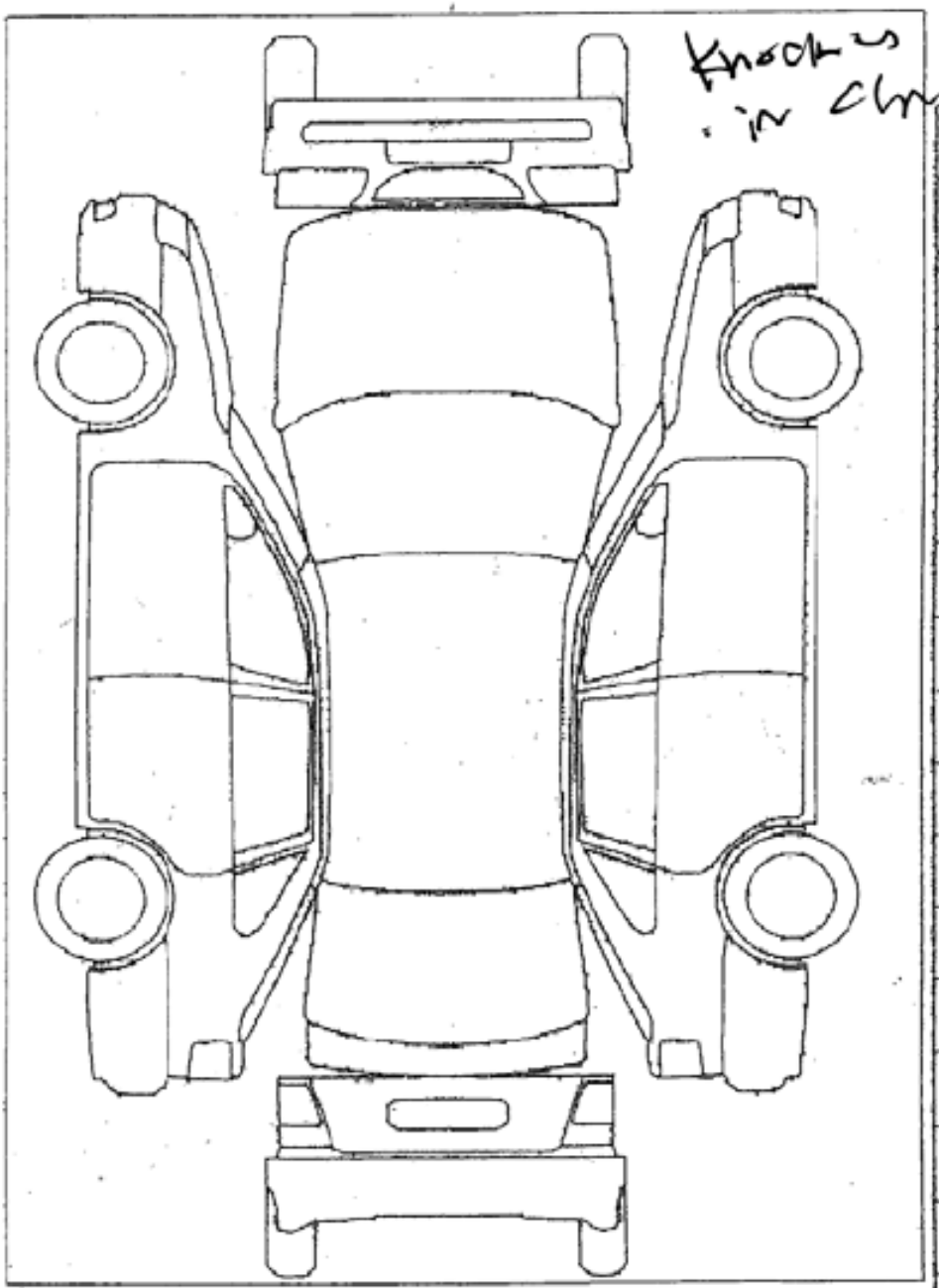
Date of Estimate: 6/30/2003 Original Estimate: $_____

Name:_____ Phone:_____ E-mail:_____

Year:_____ Make:_____ Model:_____ VIN:_____

Service Recommended:_____ Service Accepted:_____

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Pant Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GC	Gouges/Crease
LM	Loose Molding

Date 9/1/17 3:03 PM

Chevrolet : Pickup (Full Size) 1999-2015 : 1500 4X2 : 2014-15 : Crew Cab Standard Bed (153" Wheelbase) : with RPO RKX (P265/65R18-112T All-Season Blackwall)

Front : Left

Actual	Before	Specified Range
0.1°	0.1°	-0.9° 0.7°
		2.1° 4.1°
0.00°	0.33°*	-0.05° 0.15°

Camber	
Caster	
Toe	
SAI	
Included Angle	
Turning Angle Diff.	

Front : Right

Actual	Before	Specified Range
-0.5°	-0.6°	-0.9° 0.7°
		1.9° 3.9°
0.03°	0.06°	-0.05° 0.15°

Front

	Actual	Before	Specified Range
Cross Camber	0.7°	0.7°	-0.8° 0.8°
Cross Caster			-0.8° 1.2°
Cross SAI			
Total Toe	0.03°	0.38°*	-0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-0.2°	-0.2°	
-0.27°	-0.27°	

Camber	
Toe	

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
0.31°	0.31°	

Rear

	Actual	Before	Specified Range
Cross Camber	-0.1°	0.0°	
Total Toe	0.04°	0.06°	
Thrust Angle	-0.29°	-0.29°	-0.40° 0.40°

* This value is not within specification. Tire wear, handling and safety problems may result.

CHEVROLET MONTEBELLO

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: Chevrolet of Montebello		
Address: 310 W. Whittier Blvd		
City: Montebello	State: CA	Zip: 90640
Phone	Advisor: SYS ADMIN	

RO#: [redacted] Unit#: LNR176 RA#: 4222

CUSTOMER INFORMATION			
Customer: [redacted]			
Home Address: [redacted]	N/A		
City: [redacted]	State: [redacted]	Zip: [redacted]	
Driver's License No.: [redacted]	State: [redacted]	Expires: [redacted]	
Birth Date: [redacted]	Home Telephone		
Additional Driver's Name: NONE	Birth Date		
Driver's License No.	State	Expires	
Additional Driver's Name: NONE	Birth Date		
Driver's License No.	State	Expires	

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

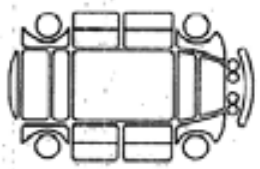
CUSTOMER INSURANCE INFORMATION		
Insurer: FARMERS		Agent
Policy No.: [redacted]	Expiration Date: [redacted]	Telephone

RENTAL VEHICLE INFORMATION		
Date and Time IN	09/01/2017	05:18 PM
Date and Time OUT	08/29/2017	07:31 AM
Date and Time DUE IN	08/30/2017	09:18 AM

		FUEL OUT	FUEL IN
Vehicle VIN / Plate #/State	1GNSCAEC3HR[redacted] / NA NA		
Vehicle Description	2017 TAHOE CHEVROLET		
Mileage IN	1317	X	X
Mileage OUT	1317	3/4	3/4
Miles Driven	0	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Initials: MB Condition Out:



Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 c	0.00
DAYS: 4 @ $ 42.00	168.00
TOTAL TIME AND MILEAGE CHARGES →	168.00
TAXABLE FUEL _____ GAL. @ $ _____	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL _____ GAL. @ $ _____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	168.00
TOTAL CHARGE →	168.00

METHOD OF PAYMENT

$ _____
☐ CHECK
☐ AMEX
☐ MC
☒ VISA
☐ OTHER
EXPIRES _____ / _____
[redacted]
☐ CARD VERIFIED

REFUNDED

$ _____

CUSTOMER INITIALS

X _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding [redacted] ribed in Section 2 of the Terms

AUDIT

CTP-2 CA RA 080615

White: Dealer Copy Canary: Customer Copy Pink: RO Copy

42 x 4 = 168.00

Submit 3 DAYS

67D 1 DAY

[redacted] dl

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/02/17	[redacted]	6316	4391	4397	W	00CVZLOF-WC	24/24 OIL CHANGE
				4397	W	00CVZ001	27 POINT INSPECTION
				4397	W	10CVZ10	ENGINE STALLS
				4200	W	21CVZ03	A/C NOT COOLING
05/12/17		2844	4230	4123	W	10CVZ11	ENGINE RUNS ROUGH
				4123	I	10CVZ	DRIVEABILITY

SALESPERSON NO. 4267 OSCAR RIVERA

SERVICE

STATE REG# ARD00261498

VIN	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3G1BC5SMXHS[redacted]	17/CHEVROLET/CRUZE/4DR SDN		[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	P.O. DATE
[redacted]	ALLY	02/07/17	45	100	08/30/17

COLOR	CONFIRMATION NO.	EXHIBITION DATE	EXPIRATION MILES	VEHICLE NO.
SILV ICE MET/JET	[redacted]	02/07/23	72,000	[redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	7,540	4391	CHRISTOPHER J. LOPE

[redacted]

OR REPAIRS
necessary material and agree that you are not responsible for loss
ny other cause beyond your control or for any delays caused by
nsporter. I hereby grant you and/or your employees permission to
r the purpose of testing and/or inspection. An express mechanic's
pairs thereto. The dealership is not responsible for damages from
AT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR

PROMISED	DATE/TIME PROMISED	PRIORITY
09:13am	08/30/17 12:00pm	5

APPOINTMENT

LABOR RATE

[redacted]

TOTAL
0.00

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN-PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN-PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN-PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

I acknowledge notice and oral approval of an increase in the original estimate.

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature: X _____	Date:

SF660171 Q (09/16)

SINE CONCERN
THERE IS NO POWER FROM A DEAD
CHECK AND AVDISE
00 -3+.3 = .6

2 W * 00CVZ001 *27 POINT INSPECTION*
PERFORM MULTI-POINT INSPECTION

- AIR CLEANER HOUSING UPPER MISALIGN
- ECM UPDATE.

WCC. 11385

A 3238de0404

[redacted]

The Reynolds and Reynolds Company (Dealerware) CC726083 Q (09/15)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

TECH COPY

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

Date of Estimate: _____ Original Estimate: $ 750

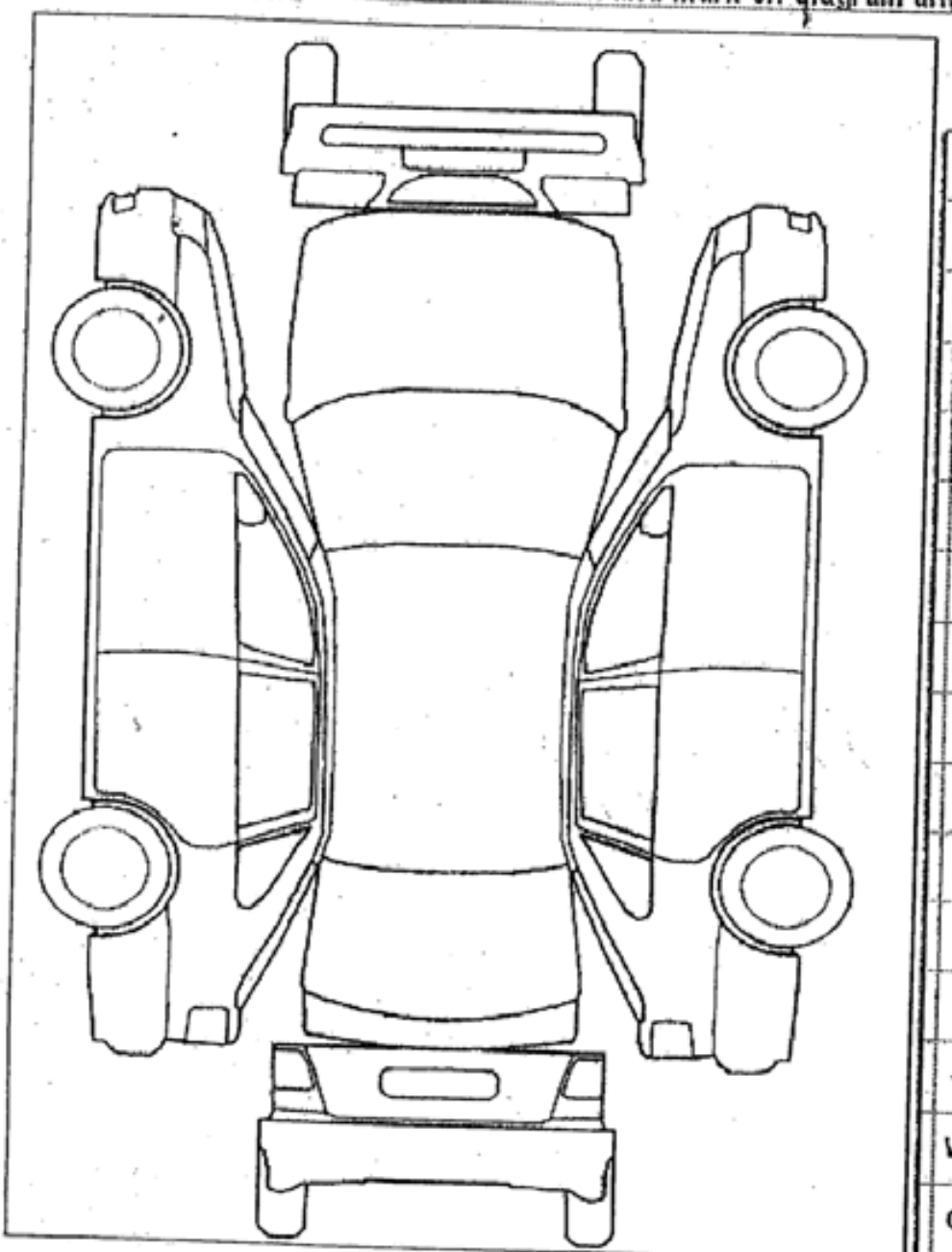
Name: _____ Phone: _____ E-mail: _____

Year: _____ Make: _____ Model: _____ VIN: _____

Service Recommended: _____ Service Accepted: _____

HS5681

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Pant Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GC	Gouges/Crease
LM	Loose Molding

Vehicle Report

Printed on: 8/30/2017 12:10 PM

WORKBENCH
Service Menu & Inspection Toolkit

2017 CHEVROLET CRUZE
VIN: 3G1BC5SMXHS[redacted] | **Odometer:** 7540 mi | **Delivery Date:** 2/7/2017
Service Advisor: CHRIS LOPEZ

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	⊗ Not Equipped
Advanced Diagnostics:	✔ Yes	**Radio ID:**	
DMN Enabled:	✔ Yes	**Owner Center Status:**	⚠ Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	8/2/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 6316 mi.
Driving Conditions:

Previous Menu: 8/2/2017
Previous MPVI: 8/4/2017

Required Field Actions

No information found for this vehicle

Service Contracts

No information found for this vehicle

Service Information

No information found for this vehicle

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/2/2017	[redacted]	ZREG	0600008	COURTESY TRANSPORTATION – NO REPAIR PERFORMED	6316 mi.	Warranty
8/2/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	6316 mi.	Warranty
5/12/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	2844 mi.	Warranty
11/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	2/7/2017	44 mi.	2/7/2019	24044 mi.	✘ Expired
Emission Limited Warranty	2/7/2017	44 mi.	2/7/2020	50044 mi.	✔ Applicable
Emission Select State Component Ltd Wty	2/7/2017	44 mi.	2/7/2024	70044 mi.	✔ Applicable
Emission Select Component Ltd Wty	2/7/2017	44 mi.	2/7/2025	80044 mi.	✔ Applicable
Powertrain Limited Warranty	2/7/2017	44 mi.	2/7/2022	60044 mi.	✔ Applicable
Corrosion Limited Warranty	2/7/2017	44 mi.	2/7/2023	100044 mi.	✔ Applicable
Bumper to Bumper Limited Warranty	2/7/2017	44 mi.	2/7/2020	36044 mi.	✔ Applicable

Vehicle Report Printed on: 8/30/2017 12:10 PM

WORKBENCH
Service Menu & Inspection Toolkit

2017 CHEVROLET CRUZE
VIN: 3G1BC5SMXHS[redacted] | **Odometer:** 7540 mi | **Delivery Date:** 2/7/2017
Service Advisor: CHRIS LOPEZ

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
☆	8/15/2017	[redacted]	CA	24/24 OIL CHANGE	4	W	6316 mi.
☆	5/23/2017	[redacted]	CA	ENGINE RUNS ROUGH	3	I, W	2844 mi.
☆	12/16/2016	[redacted]	CA	PDI	2	I	3 mi.

MULTI-POINT VEHICLE INSPECTION REPORT

8/30/2017
Service Advisor: CHRIS LOPEZ
Service Technician: FERNANDO ROSA AGUILAR

2017 CHEVROLET CRUZE
Repair Order:
Tag:
VIN: 3G1BC5SMXHS[redacted]

Chevrolet of Montebello

✓ Checked and OK | ⚠ May Require Attention Soon | ✗ Requires Immediate Attention | -- Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ✓ Engine oil
  Oil life monitor 84%
- -- Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid
- ✓ Diesel exhaust fluid

TIRE INSPECTION

Driver Front	Passenger Front
psi before 38 psi set to 38	psi before 38 psi set to 38
✓ Tread depth 8/32	✓ Tread depth 8/32
-- Wear pattern/damage	-- Wear pattern/damage
Driver Rear	**Passenger Rear**
psi before 36 psi set to 36	psi before 35 psi set to 35
✓ Tread depth 8/32	✓ Tread depth 8/32
-- Wear pattern/damage	-- Wear pattern/damage
-- Rotation needed	-- Reset tire pressure monitor
-- Alignment needed	-- Tire sealant expiration date:
-- Balance needed	

BRAKES

Front Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less
Rear Brakes: Good: 4mm or greater OK: 3mm Bad: 2mm or less

Front Brakes	Rear Brakes	
✓ Driver front 7mm	✓ Driver rear 4mm	✓ Brake system
✓ Passenger front 7mm	✓ Passenger rear 4mm	✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)

- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION

- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE

- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CHEVROLET MONTEBELLO

FACE PAGE
RENTAL AGREEMENT

DEALER INFORMATION

Name: Chevrolet of Montebello
Address: 310 W. Whittier Blvd
City: Montebello | State: CA | ZIP: 90640
Phone: | Advisor: SYS ADMIN

RO#: [redacted] Unit#: LNR174 RA#: 4231

CUSTOMER INFORMATION

Customer: [redacted]
Home Address: [redacted]
City: [redacted] State: [redacted] Zip: [redacted]
Driver's License No: [redacted] State: [redacted] Expires: [redacted]
Birth Date: [redacted] Home Telephone:

Additional Driver's Name: NONE | Birth Date:
Driver's License No. | State | Expires
Additional Driver's Name: NONE | Birth Date:
Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State
VIN
Year/Make/Model/Color

CUSTOMER INSURANCE INFORMATION

Insurer: ALLSTATE INS | Agent:
Policy No: [redacted] | Expiration Date: [redacted] | Telephone:

RENTAL VEHICLE INFORMATION

Date and Time IN	09/01/2017	08:07 AM
Date and Time OUT	08/30/2017	09:16 AM
Date and Time DUE IN	08/31/2017	09:16 AM

		FUEL OUT	FUEL IN
Vehicle VIN / Plate #/State	3GCPCREC8HG[redacted] / [redacted] CA		
Vehicle Description	2017 CHEVROLET SILVERADO		
Mileage IN	1572	X	X
Mileage OUT	1432	3/4	3/4
Miles Driven	140	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 ¢	0.00
DAYS: 2 @ $ 42.00	84.00
TOTAL TIME AND MILEAGE CHARGES →	84.00
TAXABLE FUEL GAL. @ $	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL GAL. @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	84.00
TOTAL CHARGE →	84.00

METHOD OF PAYMENT
$ _____
☐ CHECK
☐ AMEX
☐ MC
☒ VISA
☐ OTHER
EXPIRES
[redacted]
☐ CARD VERIFIED

REFUNDED
$ _____
CUSTOMER INITIALS
X _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to t[redacted]oses; and agree that binding c[redacted]ed in Section 2 of the Terms a[redacted]

C[redacted]
A[redacted]DIT

CTP-2 CA RA 080615 *White:* Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

LINE 1

3 OUT — ∅ no clock Time

PE18-012

GM

3-27-2019

Q3

[redacted]

COML

REGISTRATION VALID FROM 05/31/2017 TO 05/31/2018

TYPE 31

[redacted]

VEHICLE IDENTIFICATION NUMBER
3GCPCREC4GG[redacted]

MAKE
CHEV
*YR

Yr. Model
2016

BODY TYPE MODEL
PK

DATE FIRST SOLD
00/00/2016

CLASS
LM

DATE ISSUED
06/02/2017

TYPE VEH.	MP	AX	WC	UNLADEN/GCW	TOTAL FEES PAID
32P	G	2	E	05254	$508

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

MWD FEDERAL CREDIT UNION
700 N ALAMEDA STREET

W0154
L0243

LOS ANGELES 90012

0

RJ905302017430[illegible]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

Dealer Number [redacted] Contract Number [redacted] R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	CHEVROLET OF MONTEBELLO 310 WEST WHITTIER BLVD MONTEBELLO CA 90640 LOS ANGELES

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU SILVERADO 150	5	3GCPCREC4GG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 11000.00
3.72 %	$ 4409.77 (e)	$ 37055.75	$ 41465.52 (e)	$ 52465.52 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	575.91	Monthly beginning 06/20/2016
N/A	N/A	N/A
One final payment	575.91	DUE ON 05/20/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 41500.00 (A)
     - 1. Cash Price Vehicle $ 41500.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 4158.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) ALLY $ 1755.00 (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A	Limits	N/A Mos.	$ N/A
Property Damage $ N/A	Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not [redacted] credit.

Buyer [redacted]
Co-Buyer X N/A
Seller X CHEVROLET OF MONTEBELLO, BY [redacted]

If any insurance is checked below, po[redacted] named insurance companies will describ[redacted]

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	N/A
Credit Disability	N/A Mos.	N/A	N/A
Total Credit Insurance Premiums	$		N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective

N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A

For N/A $ N/A (T)

Total Cash Price (A through T) $ 47522.00 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 270.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED $ 255.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other N/A $ N/A (D)

Total Official Fees (A through D) $ 533.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)

5. Subtotal (1 through 4) $ 48055.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)

Model N/A Odom N/A

VIN N/A

B. Less Prior Credit or Lease Balance (e) $ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 4000.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ 7000.00 (G)

Total Downpayment (C through G) $ 11000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 37055.75 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

N/A Date X N/A Buyer Signature N/A Age

N/A Date X N/A Co-Buyer Signature N/A Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.

1L Company ALLY

Term 72 Mos. or 72000 Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs [redacted]

Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

[redacted] X N/A Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A . Year N/A . SELLER'S INITIALS N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
TH[redacted]HAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X N/A Co-Buyer Signature X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair [redacted]e a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annua[redacted]y be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 05/06/16 Co-Buyer Signature X N/A Date N/A

Co-Buyers and Other C[redacted]o is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs CHEVROLET OF MONTEBELLO Date 05/06/16 B[redacted] Title _____

LAW FORM NO. 553-CA (REV. 7/13) U.S. PATENT NO. D468,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.rpsource.com 1-800-344-6566, fax 1-800-531-6565
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

[redacted] **CUSTOMER'S RETAINING COPY**

A0030B0101V0010021701R

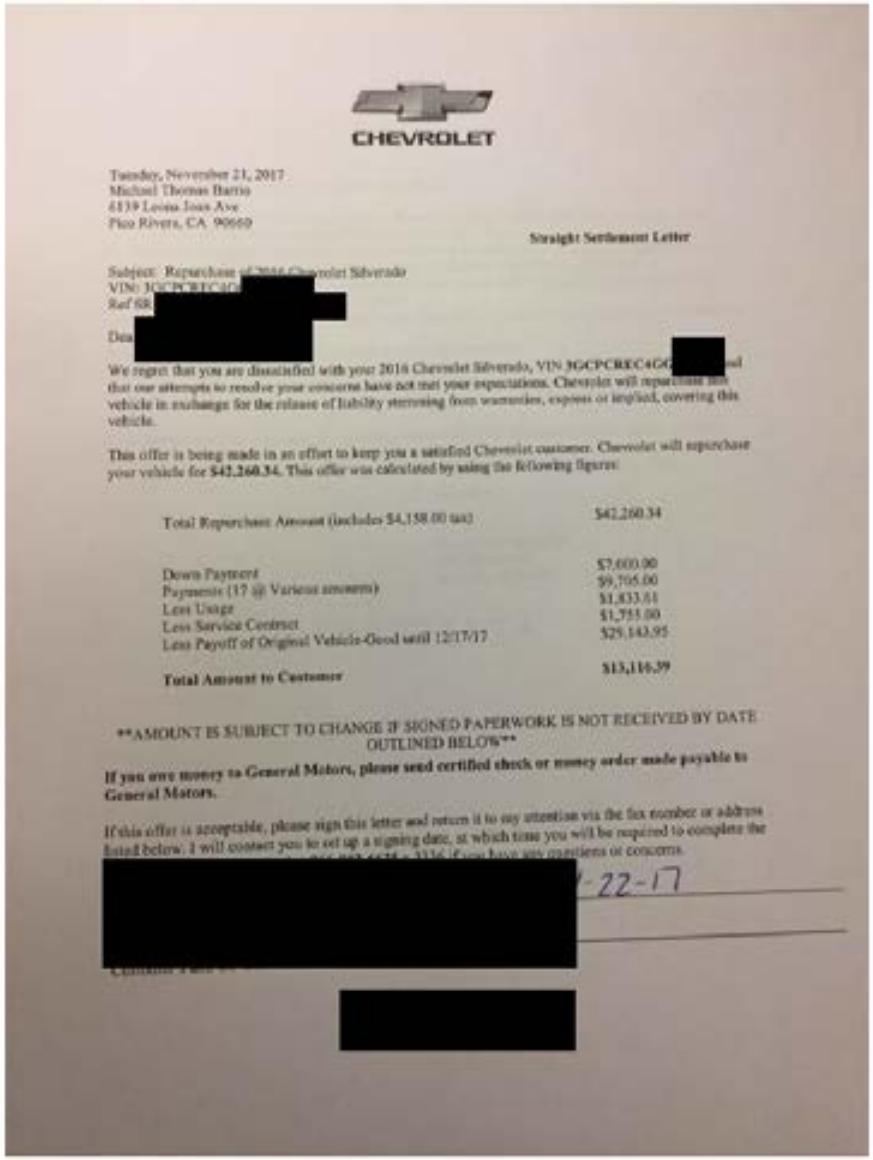
PE18-012

GM

3-27-2019

Q3

[redacted]



CHEVROLET

Tuesday, November 21, 2017
Michael Thomas Barrio
4139 Loma Joan Ave
Pico Rivera, CA 90660

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Silverado
VIN: 3GCPCREC4G[redacted]
Ref 68[redacted]
Dea[redacted]

We regret that you are dissatisfied with your 2016 Chevrolet Silverado, VIN **3GCPCREC4GG[redacted]** and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$42,260.34.** This offer was calculated by using the following figures:

Total Repurchase Amount (includes $4,158.00 tax)	$42,260.34
Down Payment	$7,600.00
Payments (17 @ Various amounts)	$9,705.00
Less Usage	$1,833.51
Less Service Contract	$1,755.00
Less Payoff of Original Vehicle-Good until 12/17/17	$29,143.95
Total Amount to Customer	**$13,116.39**

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the [redacted] have any questions or concerns.

[redacted] 11-22-17

Customer [redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Myron Byars 866-791-5700x5913012 myron.byars@gm.com
Created Date: 11/15/2017

Vehicle Info

*VIN:	3GCPCREC4GG[redacted]	MSRP:	0.0	*TAC #:	[redacted]
Year:	2016	Make:	Chevrolet	Model:	Silverado

Vehicle Comments & TAC Explanation:
Caller states: (Results of Previous Repair Attempts, Service Information Documents, DTCs, Verified? etc.)
Tech states the engine was repaired last week for lifter tick, customer has returned wit

*Date Reviewed with Customer:	08/29/2017	*Repurchase Mileage:	18520
Original Purchase Date:	01/01/1900	* Original Purchase Condition:	New

Vehicle Owner(s)

Entity Type	Person				
* Names(s) on Title:	[redacted]	* Title State	[redacted]		
* Primary Owner:	[redacted]				
* Address	[redacted]				
[redacted]	[redacted]	* State	[redacted]	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	* Home Phone:		* Cell Phone:	
* E-mail:		* Fax Phone:		* Exec Init Repurchase:	N

* Reason Repurchase: Engine noise

UCC Codes: (J0112) Engine - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	MWD Federal Credit Un	Account #:	
Contact or Attention:					
Address					
City		State	CA	ZIP Code:	
Day Phone:	[redacted]	Fax:		E-mail:	

Original Selling Dealer

* Dealer #:	[redacted]	Dealer Name:	CHEVROLET OF MONTEBELLO		
Region:	10	District:	1114		
* Phone:	[redacted]	Fax:	(323) 721-2356		
* Contact Name:	[redacted]	* Contact Title:	CEM	E-Mail:	

Repurchasing Dealer: -

Repair

* Contact Name:		* Contact Title:	

Vehicle Location: -

Case Number: [redacted]

Originator Name: Myron Byars 866-791-5700x5913012 myron.byars@gm.com
Created Date: 11/15/2017

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Scrap
State:	CA	*** Type:**	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

usage based on service event at 5,307 miles, less mileage on vehicle when purchased.

*** Processing Instructions:**

Disposition:

usage based on service event at 5,307 miles, less mileage on vehicle when purchased.

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

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Q3

[redacted]

COML

REGISTRATION VALID FROM 05/31/2017 TO 05/31/2018

TYPE 31

[redacted]

VEHICLE IDENTIFICATION NUMBER
3GCPCREC4GG[redacted]

MAKE
CHEV

BODY TYPE MODEL
PK

CYLS.

DATE FIRST SOLD
00/00/2016

CLASS
LM

*YR

Yr. Model
2016

DATE ISSUED
06/02/2017

TYPE VEH.	MP	AX	WC	UNLADEN/GCWR	TOTAL FEES PAID
32P	G	2	E	05254	$508

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

MWD FEDERAL CREDIT UNION
700 N ALAMEDA STREET

W0154

L0243

LOS ANGELES 90012

0

RJ90530201743O5

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

[redacted]

PE18-012

GM

3-27-2019

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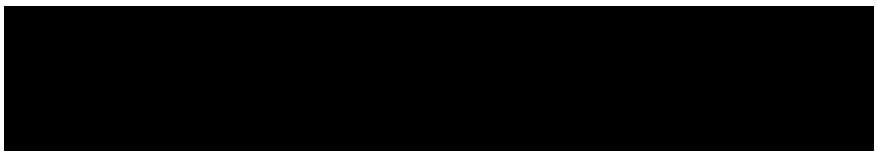

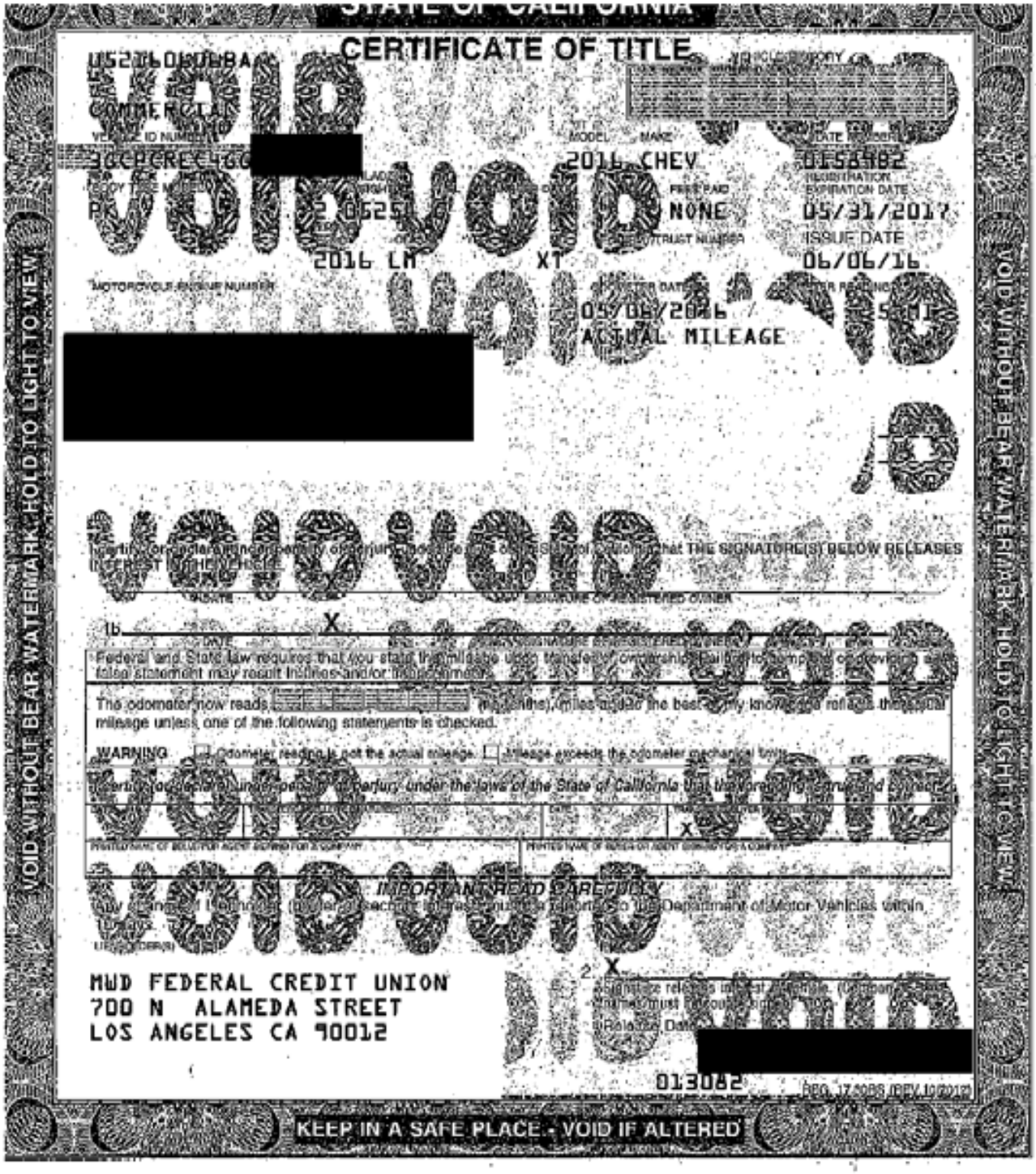

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VOID

US2T6DUBBA

COMMERCIAL

3GCPCREC4GG [redacted]

2016 CHEV

PK 20625

NONE

05/31/2017

2016 LM XT

06/06/16

05/06/2026

ACTUAL MILEAGE

[redacted]

VOID VOID VOID

1b X

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths) miles and to the best of my knowledge that reflects the actual mileage unless one of the following statements is checked.

WARNING odometer reading is not the actual mileage. mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

X

IMPORTANT READ CAREFULLY

Law requires that you submit (transfer) electronically or mail a report to the Department of Motor Vehicles within

MWD FEDERAL CREDIT UNION
700 N ALAMEDA STREET
LOS ANGELES CA 90012

2 X

[redacted]

013082

REG 17 (OBS) (REV 10 2012)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

Title, transfer fee and in most instances, use tax and a smog certificate must be presented to DMV to record the ownership change.

OWNER

BUYER

VEH. ORIG.

TITLE REASSIGNMENTS BY LICENSED CALIFORNIA DEALERS

FEDERAL LAW REQUIRES that you state the odometer mileage in connection with transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The undersigned declares under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE OF AUCTION

DEALER TRANSACTIONS ONLY

PE18-012

GM

3-27-2019

Q3

[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Leigh

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 3GCPCREC4GG[redacted]

Date: November 20, 2017

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE		
1	**Usage**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$7,000.00
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (17@ various amounts)	$9,705.00
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4	case originator instructions differ from LL		4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6			6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	**Usage Using Base Price**		7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Base Price/Total Repurch Price	$41,500.00	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	Mileage	5,302	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10	Denominator	120,000	10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$16,705.00**
11	**Usage**	**$1,833.61**	11			11		
12			12	*** Usage/Depreciation**	**$1,833.61**	12	*** Usage/Depreciation**	**$1,833.61**
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$0.00
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	**Usage**	**$0.00**	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17			17	Incentives	$0.00	17	Incentives	$0.00
18	**USAGE CHARGED**		18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$1,755.00
20	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**Usage Using Base Price**		22	**Total Deductions**	**$1,833.61**	22	**Total Deductions**	**$3,588.61**
23	Base Price/Total Repurch Price	$0.00	23			23		
24	Mileage	0	24	**Repurchase Subtotal**	**-$1,833.61**	24	**Total Refund to Customer**	**$13,116.39**
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$29,143.95
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**-$1,833.61**	26	(GMAC=DL quote) good thru 12/17/17	
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**-$1,833.61**	28	**Total Repurchase**	**$42,260.34**
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	Cents per mile	$0.000	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31	**Usage**	**$0.00**	31	**Projected Loss**	**-$1,833.61**	31	**Projected Loss**	**$42,260.34**

PURCHASE PRICE (before t/t/t)	$ 41,500.00	TRADE ALLOWANCE		**LEMON LAW COMPARISON**	
MSRP (FROM BARS INVOICE)	$ 45,215.00	PAYOFF OF TRADE	$ -		
DIFFERENCE	$ (3,715.00)	DIFFERENCE	$ -	USAGE PER LEMON LAW	$ 1,833.61
if positive look for over allowance		if negative=negative equity		USAGE CHARGED	$ 1,833.61
		TRADE ALLOWANCE	$ -	LEMON LAW VARIANCE	$ -
PURCHASE PRICE	$ 41,500.00	ACV OF TRADE			
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -		
OVERALLOWANCE	$ -	ACV=actual cash value			
ACTUAL PRICE	$ 41,500.00				

Form Rev June 1, 2017

PE18-012

GM

3-27-2019

Q3

[redacted]

Connecting... An agent will be with you shortly.

Caller English

System [3:07:21 PM]:

Welcome to chat.

Scott [3:07:51 PM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Scott. Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. I see you are chatting in for a warranty question.

[redacted] [3:08:38 PM]:

is the vacumn pump covered on the powertrain warranty?

Scott [3:09:10 PM]:

I will be happy to assist, [redacted]. Can you please provide the VIN?

[redacted] [3:09:38 PM]:

3GTU2VEC8FG[redacted]

Scott [3:10:05 PM]:

I appreciate you providing that information, [redacted]

Scott [3:11:12 PM]:

I pulled the VIN up in our system and there are two safety recalls. The first safety recall is called, Frontal Airbag And Pretensioner Non Deploy. The second safety recall is called, SEATBELT LAP ANCHOR TENSIONER CABLE.

[redacted] [3:11:54 PM]:

What about the vacuum pump?

Scott [3:17:04 PM]:

What I can advise is it all depends on which vacuum pump needs to be repaired. According to the warranty manual it states that any vacuum pumps would be covered under the Bumper 2 Bumper warranty. Ultimately the dealership will need to diagnose the vehicle to determine which vacuum pump needs repaired and they will determine if the concern will be covered or not, [redacted]

[redacted] [3:18:05 PM]:

Its the one associated with the brakes. I almost ran through a building a few minutes ago because brakes didn't work

Scott [3:20:09 PM]:

I am sorry to hear you almost ran through a building.What I can advise is the vacuum pump could be covered under the Bumper 2 Bumper Warranty, Chris. The dealership will need to diagnose the concern.

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted]

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

** PRE-INVOICE **

BUS: [redacted]

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:43 06MAY17	13:07 06MAY17	

LINE	OPCODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 30K BASIC INTERVAL SERVICE. OTM OIL & FILTER CHANGE,ROTATE TIRES, FLUID CONDITIONER KIT, INSPECT STEERING, BRAKE, LIGHT,FUEL, DRIVETRAIN, AND SUSP. SYSTEMS. FULL CIRCLE INSPECTION.									
	30K DEFAULT									
		64228	CPQ	0.60	1380	1500			15.00	15.00
	1	19330000	(S)FILTER		430	473	0	8.60	4.73	4.73
	1	3536966	(S)SEAL		200	220	0	3.51	2.20	2.20
	9	88865700	0W20 DEXOS1 FULL SYN		2943	3240	0	4.43	3.60	32.40
	1	61131	W/WASHER FLUID		100	110	0	2.95	1.10	1.10
PARTS: 40.43 LABOR: 15.00 OTHER: 0.00 TOTAL LINE A: 55.43										
	20780 pefformed 30k service rotated the tires and visually inspected brakes which are good,									
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE									
	INFO DEFAULT									
		64228	WPC	0.00	0	0			0.00	0.00
						0		0 TPARTS		
						0		0 TLABOR		
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00										
	20780 inspected seat and found the lateral movement causing the noise found bulletin for problem, recommend installing bulletin part and rechecking issue installed part and seat is working asintended									
C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up									
	CAUSE: REQUIRED RECALL									
	RECALL recall									
		64228	WPC	0.00	0	0			0.00	0.00
	1	13405675	RETAINER		207	290	0	3.45	2.90	2.90
					207		290	TPARTS		
					0		0	TLABOR		

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Ca. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 http://www.oehha.org/prop65.html

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:43 06MAY17	13:07 06MAY17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:		2.90	LABOR:		0.00	OTHER:	0.00	TOTAL LINE C:			2.90

20780 performed recall and reprogrammed transfer case module

D CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION

28PT DEFAULT

	64228	CPC	0.20	460	0		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

20780 performed inspection

E CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI

LF____RF____LR____RR____ *** DEPTH L/F___/32 RF____/32

LR____/32 RR____/32

PSI DEFAULT

	999	CPC	0.00	0	0		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

TEXT You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

	999	CPC	0.00	0	0		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

#3668 CREATED 2017-04-01
07:38:17AM TAKEN BY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-06-17	10:42	11:28	0.77	W	64228	A	
	11:29	11:53	0.40	W	64228	C	
	11:53	12:01	0.14	W	64228	D	
	12:01	12:11	0.16	W	64228	B	
	12:26	12:26	0.00	W	64228	B	

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
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Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

PAGE 3

EPA # CAL 000358159 BAR # ARD 263536

** PRE-INVOICE **

SERVICE ADVISOR: 619361 ANDREW CERVANTES

			VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
08:43 06MAY17	13:07 06MAY17	ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3402	1500	1380		4/3504	803	730	
4/3450	3240	2943		4/3420	0	0	
4/3520	290	207		4/3400	0	460	
4/2160	374	0		4/1010	5917	*******	
4/1140	290	*******					

COST, SALE, & COMP TOTALS 5720 5833 0

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	40.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	55.43
ADJUSTMENTS	0.00
SALES TAX	3.74
PLEASE PAY THIS AMOUNT	59.17

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CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

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EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS:
08:43 06MAY17	13:07 06MAY17	SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE									
	INFO DEFAULT									
	64228	WPC	0.00						0.00	0.00
						0	0	TPARTS		
						0	0	TLABOR		

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

20780
inspected seat and found the lateral movement causing the noise
found bulletin for problem, recommend installing bulletin part and rechecking issue
installed part and seat is working asintended

****

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up									
	CAUSE: REQUIRED RECALL									
	RECALL recall									
	64228	WPC	0.00						0.00	0.00
	1 13405675	RETAINER						3.45	2.90	2.90
						207	290	TPARTS		
						0	0	TLABOR		

SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.90
COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00

20780 performed recall and reprogrammed transfer case module

****

SIGNATURE COPY

ORIGINAL ESTIMATE $
FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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2016 CHEVROLET

V8cyl, 5.3L, 4WD, Automatic, 20,780 miles

Maintenance Menu

CAPITOL CHEVROLET

905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA 95136

4084457250

30,000 miles — $75.92

Normal - Mileage — $19.20

Labor Total	$51.92
Parts Total	0.60
Flat Rate Hours	$0.00
Shop Supplies	$4.80
Sales Tax	$6.40
	0.20

- **Rotate tires**

Labor Total	$12.80
Flat Rate Hours	0.40

- **Change engine oil and filter**

Labor Total	$51.92
Flat Rate Hours	$0.00
Parts Total	$4.12

Part Name :Engine Oil Drain Plug	**Part Number** : 11562588	**Quantity** : 1.0	**Parts Price** :	$8.60
Part Name :Engine Oil Drain Plug	**Part Number** : 12616850	**Quantity** : 1.0	**Parts Price** :	$39.20
Part Name :Engine Oil Filter	**Part Number** : 19330000	**Quantity** : 8.0	**Parts Price** :	
Part Name :Engine Oil (0W-20)	**Part Number** :			

- Visually check for any leaks or damage
- Check accelerator pedal
- Check automatic transmission shift lock control function
- Check engine coolant and washer fluid
- Check ignition transmission lock
- Check parking brake (and automatic transmission park mechanism, if applicable)
- Check starter switch
- Check tire inflation
- Check tires for wear
- Inspect brake system
- Inspect engine air cleaner filter
- Inspect exhaust system for loose or damaged components
- Inspect fuel system for damage or leaks
- Inspect restraint system components
- Inspect sunroof track and seal (if equipped)
- Inspect suspension and steering components

2016 CHEVROLET

V8cyl, 5.3L, 4WD, Automatic, 20,780 miles

Maintenance Menu

CAPITOL CHEVROLET

905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA 95136

4084457250

30,000 miles

- Inspect wiper blades
- Lubricate body components
- Reset oil life system
- Verify spare tire key lock operation, lubricate as needed
- Visually inspect gas strut for signs of wear, cracks, or other damage

FIND ROADS

Document ID: 4683074

#PIT5542: Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183 - (Jan 25, 2017)

Subject: Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado, Suburban, Tahoe	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado 1500	2014	2014	SOP	END	ALL	ALL
GMC	Sierra and Yukon Models	2015	2017	SOP	END	ALL	ALL
GMC	Sierra 1500	2014	2014	SOP	END	ALL	ALL

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	N/A
Condition	Some customers may comment of excessive lateral driver or passenger seat movement and/or a clunk/click/pop type feeling or noise. This condition occurs when the seat is occupied and the vehicle is being driven on roads with curves, or during low speed turning maneuvers.
Cause	This concern could be caused by movement between the seat pan front pivot points and the seat frame pivot bar. For 2014 and 2015 Model years, a front seat lateral retainer was developed to correct lateral seat movement, as outlined in PI1376 and PI1183. If the seat frame base was previously replaced for

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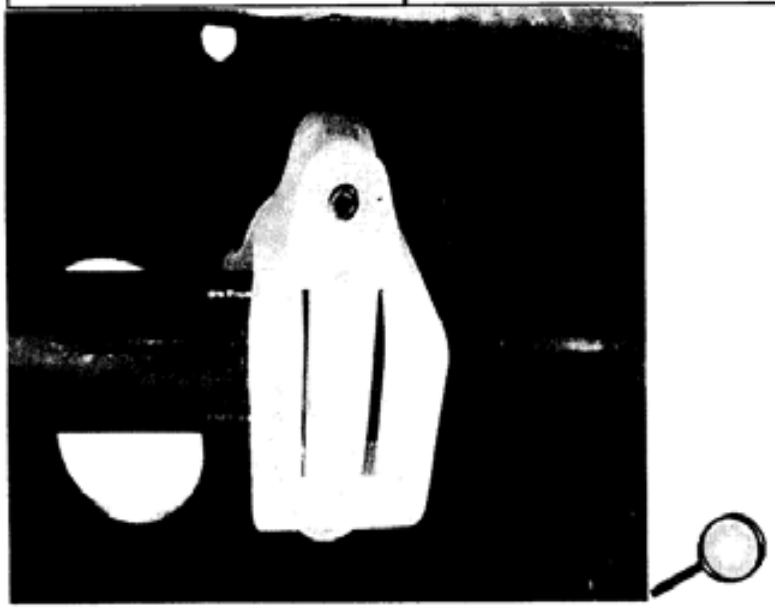
[redacted]

	any reason, the new seat frame would have the 2016/2017 updates, which incorporates the welded brackets as described below (1). For 2016 and 2017 model years, an updated seat frame design that incorporates welded brackets (1) to the seat frame pivot bar on each side of the white guide block. This helps to reduce the excessive lateral seat movement. Regardless of the model year, in some cases, even with the updated seat frame design, there still could be excessive clearance between the welded brackets (1) and the white guide block. This will cause excessive lateral seat movement.



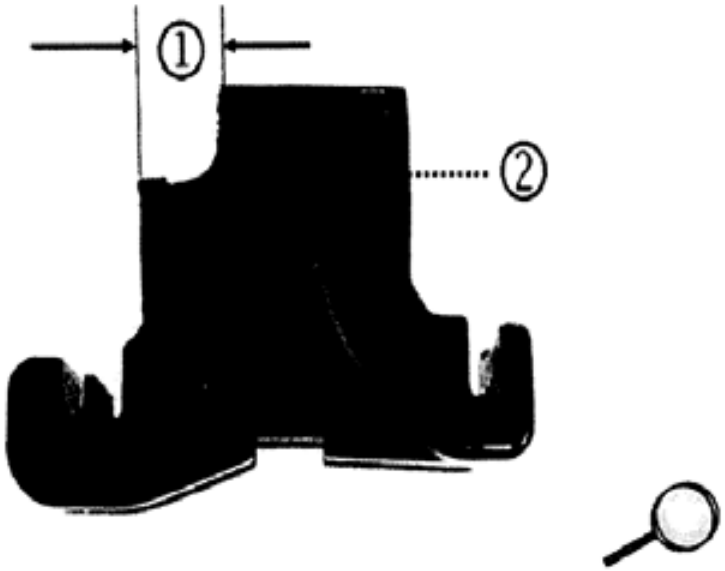
Correction

If excessive lateral seat movement is found between the welded brackets (1) and the white guide block, the front seat lateral retainer (GM PN 13405675) can be installed to correct this condition.

Important: In order to be able to correctly install the front seat lateral retainer on the new updated seat frame design, a modification MUST be done, as shown below.

1. It will be necessary to remove plastic material from the top side of the guide end of the lateral retainer to enable installation. Using a grinder, or similar tool, remove approximately 10 mm

(0.40 in) of material (1) from the top, down to the mold seam line (2), shown below.



2. Install the clip and ensure the clip is fully seated around the pivot bar and on the guide block, as shown below.

3. Install a nylon wire tie and trim the excess wire tie material.
4. Operate the front of the seat up and down to verify the welded bracket does not interfere with the front seat lateral retainer.

Parts Information

Description	Part Number	Qty
13405675	Front Seat Lateral Retainer	1 per seat

Version	1
Modified	

[redacted]

Document ID: 4683074

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

[redacted]

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Main (408) 266-4000
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www.CapitolChevySJ.com

SR #: [redacted]

WARRANTY

[redacted]

EPA # CAL 000359159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:43 06MAY17	13:07 06MAY17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE							
	INFO DEFAULT							
	64228 WPC 0.00						0.00	0.00
					0	0 TPARTS		
					0	0 TLABOR		
							0.00 TOTAL	0.00
	SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00							
	COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00							
	20780 inspected seat and found the lateral movement causing the noise found bulletin for problem, recommend installing bulletin part and rechecking issue installed part and seat is working asintended							
	**********							
C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up							
	CAUSE: REQUIRED RECALL RECALL recall							
	64228 WPC .00						0.00	0.00
	1 13405675 RETAINER					3.45	2.90	2.90
					207	290 TPARTS		
					0	0 TLABOR		
							0.00 TOTAL	2.9
	SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00							
	COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00							
	20780 performed recall and reprogrammed transfer case module							
	**********							

FC

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #: [redacted] VERED MAY 06 2016

[redacted]

WARRANTY

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PAGE 2

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:43 06MAY17	13:07 06MAY17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
EST: 39.95				06MAY17 08:43	SA: 619361			

#3668 CREATED 2017-04-01
07:38:17AM TAKEN BY

SALE-LBR:	0.00	PTS:	2.90	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	2.90
COST-LBR:		PTS:	2.07	MSC:	0.00	LUB:	0.00	SUB:	0.00		

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-06-17	10:42	11:28	0.77	W	64228	A	
	11:29	11:53	0.40	W	64228	C	
	11:53	12:01	0.14	W	64228	D	
	12:01	12:11	0.16	W	64228	B	
	12:26	12:26	0.00	W	64228	B	

COST, SALE, & COMP TOTALS 207 290 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	2.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	2.90
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2.90

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining o

2016 CHEVROLET

V8cyl, 5 3L, 4WD, Automatic, 20 780 miles

Maintenance Menu

CAPITOL CHEVROLET

905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA 95136

4084457250

30,000 miles

Normal - Mileage	**$75.92**
Labor Total	$19.20
Parts Total	$51.92
Flat Rate Hours	0.60
Shop Supplies	$0.00
Sales Tax	$4.80

- **Rotate tires**

Labor Total	$6.40
Flat Rate Hours	0.20

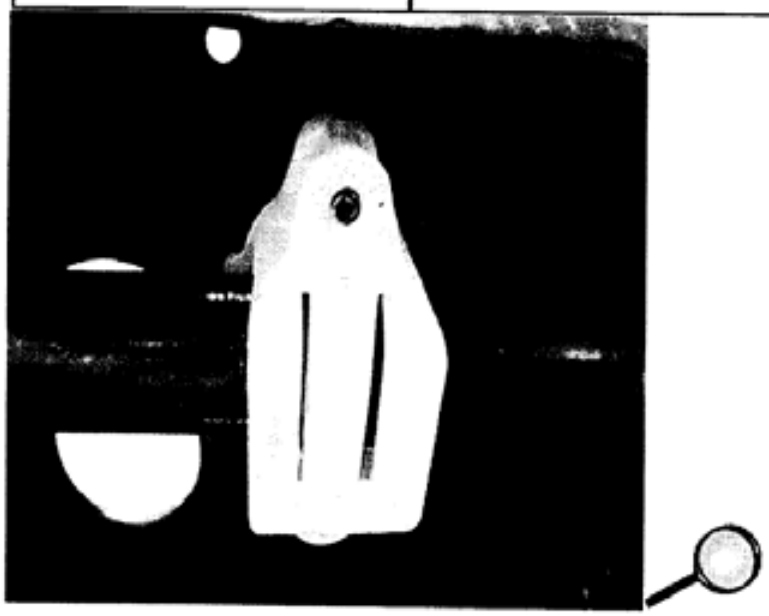
- **Change engine oil and filter**

Labor Total	$12.80
Flat Rate Hours	0.40
Parts Total	$51.92

Part Name :Engine Oil Drain Plug	**Part Number** : 11582588	**Quantity** : 1.0	**Parts Price** :	$0.00
Part Name :Engine Oil Drain Plug	**Part Number** : 12816850	**Quantity** : 1.0	**Parts Price** :	$4.12
Part Name :Engine Oil Filter	**Part Number** : 19330000	**Quantity** : 1.0	**Parts Price** :	$8.60
Part Name :Engine Oil (0W-20)	**Part Number** :	**Quantity** : 6.0	**Parts Price** :	$39.20

- **Visually check for any leaks or damage**
- **Check accelerator pedal**
- **Check automatic transmission shift lock control function**
- **Check engine coolant and washer fluid**
- **Check ignition transmission lock**
- **Check parking brake (and automatic transmission park mechanism, if applicable)**
- **Check starter switch**
- **Check tire inflation**
- **Check tires for wear**
- **Inspect brake system**
- **Inspect engine air cleaner filter**
- **Inspect exhaust system for loose or damaged components**
- **Inspect fuel system for damage or leaks**
- **Inspect restraint system components**
- **Inspect sunroof track and seal (if equipped)**
- **Inspect suspension and steering components**

	any reason, the new seat frame would have the 2016/2017 updates, which incorporates the welded brackets as described below (1). For 2016 and 2017 model years, an updated seat frame design that incorporates welded brackets (1) to the seat frame pivot bar on each side of the white guide block. This helps to reduce the excessive lateral seat movement. Regardless of the model year, in some cases, even with the updated seat frame design, there still could be excessive clearance between the welded brackets (1) and the white guide block. This will cause excessive lateral seat movement.



Correction

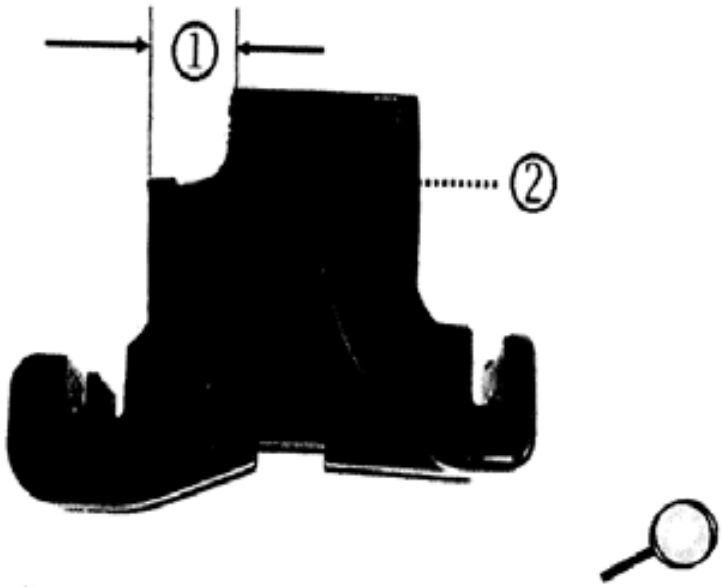
If excessive lateral seat movement is found between the welded brackets (1) and the white guide block, the front seat lateral retainer (GM PN 13405675) can be installed to correct this condition.

Important: In order to be able to correctly install the front seat lateral retainer on the new updated seat frame design, a modification MUST be done, as shown below.

1. It will be necessary to remove plastic material from the top side of the guide end of the lateral retainer to enable installation. Using a grinder, or similar tool, remove approximately 10 mm

[redacted]

(0.40 in) of material (1) from the top, down to the mold seam line (2), shown below.



2. Install the clip and ensure the clip is fully seated around the pivot bar and on the guide block, as shown below.

3. Install a nylon wire tie and trim the excess wire tie material.
4. Operate the front of the seat up and down to verify the welded bracket does not interfere with the front seat lateral retainer.

Parts Information

Description	Part Number	Qty
13405675	Front Seat Lateral Retainer	1 per seat

Version	1
Modified	

[redacted]

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

[redacted]

SR #: [redacted]

[redacted]

WARRANTY

PAGE 1

CAPITOL CHEVROLET
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:43 06MAY17	13:07 06MAY17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE.						
	INFO DEFAULT						
	64228	WPC		0.00		0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

20780
inspected seat and found the lateral movement causing the noise
found bulletin for problem, recommend installing bulletin part and rechecking issue
installed part and seat is working asintended
****

C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up						
	CAUSE: REQUIRED RECALL						
	RECALL recall						
	64228	WPC		0.00		0.00	0.00
	1 13405675	RETAINER			3.45	2.90	2.90
				207	290 TPARTS		
				0	0 TLABOR		

SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.90
COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00

20780 performed recall and reprogrammed transfer case module
****

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from wearing of brakes and clutches. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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WARRANTY COPY

CUSTOMER #: [redacted] VERED MAY 06 2016

[redacted]

WARRANTY

PAGE 2

DG06.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		165.00 CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
08:43 06MAY17	13:07 06MAY17	ENG:5.3_LITER_SIDI TRN:A8

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
EST: 39.95 06MAY17 08:43 SA: 619361

#3668 CREATED 2017-04-01
07:38:17AM TAKEN BY

SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.90
COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-06-17	10:42	11:28	0.77	W	64228	A	
	11:29	11:53	0.40	W	64228	C	
	11:53	12:01	0.14	W	64228	D	
	12:01	12:11	0.16	W	64228	B	
	12:26	12:26	0.00	W	64228	B	

COST, SALE, & COMP TOTALS 207 290 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	2.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	2.90
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2.90

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from cleaning your vehicle. 1) work in a well ventilated area; 2) do not smoke, eat or set while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. For more information about Proposition 65 go to: http://www.calrha.org/prop-65.html

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WARRANTY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall ·
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16 CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD	"		17:30 06MAY17			

R.O. OPENED	BOOKED	OPTIONS:			
08:43 06MAY17	13:07 06MAY17	SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:A8	165.00 DLR:426071	CASH	06MAY17

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PERFORM 30K BASIC INTERVAL SERVICE. OTM OIL & FILTER CHANGE,ROTATE TIRES, FLUID CONDITIONER KIT, INSPECT STEERING, BRAKE, LIGHT,FUEL, DRIVETRAIN, AND SUSP. SYSTEMS. FULL CIRCLE INSPECTION.							
	30K DEFAULT							
	64228 CPQ							
	1 19330000 (S)FILTER						15.00	15.00
	1 3536966 (S)SEAL					8.60	4.73	4.73
	9 88865700 0W20 DEXOS1 FULL SYN					3.51	2.20	2.20
	1 61131 W/WASHER FLUID					4.43	3.60	32.40
	PARTS: 40.43 LABOR: 15.00 OTHER: 0.00 TOTAL LINE A:					2.95	1.10	1.10
	20780 pefformed 30k service rotated the tires and visually inspected brakes which are good,							55.43
	**********							
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE							
	INFO DEFAULT							
	64228 WPC							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							(N/C) 0.00
	20780 inspected seat and found the lateral movement causing the noise found bulletin for problem, recommend installing bulletin part and rechecking issue							
	installed part and seat is working asintended							
	**********							
C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up							
	CAUSE: REQUIRED RECALL							
	RECALL recall							
	64228 WPC							
	1 13405675 RETAINER							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:							(N/C) (N/C). 0.00
	20780 performed recall and reprogrammed transfer case module							
	**********							

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from brake wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure to these chemicals when working on your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) remove all manufacturer instructions pertaining to proper use and maintenance of your vehicle. For further information about Proposition 65: http://www.calbis.ca.gov/prop65.html

In accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.calbis.ca.gov/prop65.html

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

		VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16 CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS:	
08:43 06MAY17	13:07 06MAY17	SOLD-STK: [redacted] 165.00 DLR:426071 ENG:5.3_LITER_SIDI TRN:A8	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION							
	28PT DEFAULT							
	64228 CPC							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:						0.00	0.00
	20780 performed inspection							0.00
	**********							
E	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI							
	LF___ RF___ LR___ RR___ *** DEPTH L/F___/32 RF___/32							
	LR___/32 RR___/32							
	PSI DEFAULT							
	999 CPC							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:						0.00	0.00
	**********							0.00
F	You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.							
	TEXT You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.							
	999 CPC							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:						0.00	0.00
	**********							0.00

EST: 39.95 06MAY17 08:43 SA: 619361

#3668 CREATED 2017-04-01
07:38:17AM TAKEN BY

DELGRADO DEALER GROUP
MAY 06 2017
Credit # 9033 Check #
AMEX # Cash $

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER - [redacted] T INFORMATION ON BAC[redacted] OF VEHICLE AND DICE.

CUSTOM[redacted]
SIGNATU[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	40.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	55.43
ADJUSTMENTS	0.00
SALES TAX	3.74
PLEASE PAY THIS AMOUNT	59.17

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When we service your car, we will remove used components that contain these chemicals. Wash your hands after handling your vehicle. 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance. For more information about Proposition 65: http://www.oehha.org/prop65.html Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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Cant [redacted] Stay the night

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 CERVANTES, ANDREW

SLATE GREY	16	CHEVROLET SILVERADO	VIN 3GCUKSEC8GG[redacted]	LICENSE [redacted]	MILEAGE IN/ OUT 20780/	TAG [redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		165.00	CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted]	DLR:426071
06MAY2017 08:43		ENG:5.3_LITER_SIDI TRN:A8	

LINE	OP. CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	30K		CPQ	PERFORM 30K BASIC INTERVAL SERVICE. OTM OIL & FILTER CHANGE, ROTATE TIRES, FLUID CONDITIONER KIT, INSPECT STEERING, BRAKE, LIGHT, FUEL, DRIVETRAIN, AND SUSP. SYSTEMS. FULL CIRCLE INSPECTION.
				64228 .68
# B	INFO		WPC	CUSTOMER STATES: WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE
				64223 HR
# C	RECALL		WPC	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up
				64228 1A3F4
# D	28PT		CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION FDC9C
				64228 .20
# E	PSI		CPC	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF 35 ~~RF~~ ~~LR~~ ~~RR~~ *** DEPTH L/F 8 /32 ~~RF~~ /32 ~~LR~~ /32 ~~RR~~ /32
# F	TEXT		CPC	You consent to receiving texts from us on your cell

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney-in-fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, that I the customer will be responsible for the outstanding balance. This agreement in no way limits [redacted] documentation of denied warranty for which I will receive

PRELIMINARY ESTIMATE [redacted]

AUTHORIZED BY: X [redacted]

SUBJECT TO CONDITIONS

TERMS: CASH OR APPROVED [redacted] UNLESS PRIOR ARRANGEMENTS

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts; vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service your car, we will maintain your car; you will be exposed to listed chemicals contained in used oil, grease and replacement fluids, fumes, grease, grime, brush-up paint, certain replacement parts, and particulates from component wear. When you service your car, we will recommend or perform services to you again replace. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of vehicle components. (Pursuant to accordance with Proposition 65 as in Cal. Health & Safety Code §25249.6 et seq.) Proposition 65: http://www.oehha.org/prop65.asp

TECHNICIAN [redacted]

Copyright 2015 CDK Global, LLC WORKORDER

CUSTOMER #. [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 CERVANTES, ANDREW

SLATE GREY	16	CHEVROLET SILVERADO	VIN 3GCUKSEC8G[redacted]	LICENSE [redacted]	MILEAGE IN/ OUT 20780/	TAG [redacted]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		165.00	CASH	
R.O. OPENED		BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071				
06MAY2017 08:43			ENG:5.3_LITER_SIDI TRN:A8				

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
				phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

****

Preliminary Estimate : $39.95

****

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I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of the repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protested to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [ ]

ENVIRONMENTAL DISPOSAL FEE [ ]

AUTHORIZED BY: X

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

2015 CDK Global, LLC WORKORDER TYPE 2- SHOP - IMAGING

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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TECHNICIAN

Vehicle Report

Printed on: 05/06/2017 11:43:05

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes

Vehicle Summary

Mileage : 20780

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	J8BLG3H8

Required Field Actions

Number	Type	Description	Release Date	Status
28770	Service Update Bulletin	4WD IPS Drift DTC C0398 - 4HI Lock-Up	01/06/2017	Open
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	24016 MI	Expired
Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	36016 MI	Applicable
Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	100016 MI	Applicable
Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	50016 MI	Applicable
Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	80016 MI	Applicable
Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	70016 MI	Applicable
Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	60016 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	06/21/2016
EI	PIE0406		04/13/2017

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/26/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	15020 MI	Warranty
10/29/2016		ZFAT	9102276	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	12120 MI	Warranty
08/20/2016		ZREG	6421500	Front Seat Lane Departure Warning Actuator Replacement	9589 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 05/06/2017 11:43:05

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes

Mileage : 20780

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/02/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	7708 MI	Warranty
12/04/2015		ZTPT	0500010	New Vehicle Delivery Key or Transmitter Replacement	2 MI	Warranty
12/04/2015		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty
11/16/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
12/26/2016	[redacted]	CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	15020 MI
10/30/2016		CA				
08/22/2016		CA	FRONT SEAT LANE DEPARTURE WARNING ACTUATOR REPLACEMENT	5 3	C,W C,W	12120 MI 9589 MI
08/15/2016		CA	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE	4	C,I	9309 MI
07/05/2016		CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	7708 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

2016 CHEVROLET

V8cyl. 5.3L, 4WD, Automatic, 20,780 miles

Maintenance Menu

CAPITOL CHEVROLET

805 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE CA 95136

4084457250

30,000 miles

Normal - Mileage

Labor Total	$75.92
Parts Total	$19.20
Flat Rate Hours	$51.92
Shop Supplies	0.60
Sales Tax	$0.00

* **Rotate tires** — $4.80

Labor Total	$6.40
Flat Rate Hours	0.20
Parts Total	$12.80

* **Change engine oil and filter** — 0.40

Part Name : Engine Oil Drain Plug	Part Number : 11562588	Quantity : 1.0	Parts Price :	$51.92
Part Name : Engine Oil Drain Plug	Part Number : 12616850	Quantity : 1.0	Parts Price :	$0.00
Part Name : Engine Oil Filter	Part Number : 19330000	Quantity : 1.0	Parts Price :	$4.12
Part Name : Engine Oil (0W-20)	Part Number :	Quantity : 6.0	Parts Price :	$8.60

	$39.20

* Visually check for any leaks or damage
* Check accelerator pedal
* Check automatic transmission shift lock control function
* Check engine coolant and washer fluid
* Check ignition transmission lock
* Check parking brake (and automatic transmission park mechanism, if applicable)
* Check starter switch
* Check tire inflation
* Check tires for wear
* Inspect brake system
* Inspect engine air cleaner filter
* Inspect exhaust system for loose or damaged components
* Inspect fuel system for damage or leaks
* Inspect restraint system components
* Inspect sunroof track and seal (if equipped)
* Inspect suspension and steering components

2016 CHEVROLET

V8cyl, 5 3L, 4WD, Automatic 20,780 miles
Maintenance Menu

CAPITOL CHEVROLET
905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA 95136

4084457250

30,000 miles

- Inspect wiper blades
- Lubricate body components
- Reset oil life system
- Verify spare tire key lock operation, lubricate as needed
- Visually inspect gas strut for signs of wear, cracks, or other damage

Document ID: 4683074

#PIT5542: Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183 - (Jan 25, 2017)

Subject: **Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado, Suburban, Tahoe	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado 1500	2014	2014	SOP	END	ALL	ALL
GMC	Sierra and Yukon Models	2015	2017	SOP	END	ALL	ALL
GMC	Sierra 1500	2014	2014	SOP	END	ALL	ALL

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	N/A
Condition	Some customers may comment of excessive lateral driver or passenger seat movement and/or a clunk/click/pop type feeling or noise. This condition occurs when the seat is occupied and the vehicle is being driven on roads with curves, or during low speed turning maneuvers.
Cause	This concern could be caused by movement between the seat pan front pivot points and the seat frame pivot bar. For 2014 and 2015 M[redacted] at lateral retainer was t, as outlined in PI1376 eviously replaced for

any reason, the new seat frame would have the 2016/2017 updates, which incorporates the welded brackets as described below (1).

For 2016 and 2017 model years, an updated seat frame design that incorporates welded brackets (1) to the seat frame pivot bar on each side of the white guide block. This helps to reduce the excessive lateral seat movement.

Regardless of the model year, in some cases, even with the updated seat frame design, there still could be excessive clearance between the welded brackets (1) and the white guide block. This will cause excessive lateral seat movement.

Correction

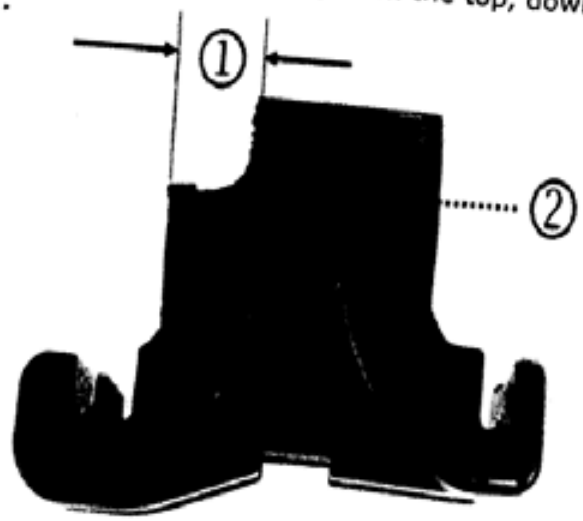
If excessive lateral seat movement is found between the welded brackets (1) and the white guide block, the front seat lateral retainer (GM PN 13405675) can be installed to correct this condition.

Important: In order to be able to correctly install the front seat lateral retainer on the new updated seat frame design, a modification MUST be done, as shown below.

1. It will be necessary to remove plastic material from the top side of the guide end of the lateral retainer to enable installation. Using a grinder, or similar tool, remove approximately 10 mm

[redacted]

(0.40 in) of material (1) from the top, down to the mold seam line (2), shown below.



2. Install the clip and ensure the clip is fully seated around the pivot bar and on the guide block, as shown below.

3. Install a nylon wire tie and trim the excess wire tie material.
4. Operate the front of the seat up and down to verify the welded bracket does not interfere with the front seat lateral retainer.

Parts Information

Description	Part Number	Qty
13405675	Front Seat Lateral Retainer	1 per seat

Version	1
Modified	

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

[redacted]

CUSTOMER #: [redacted]

[redacted]

WARRANTY*

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

VICE ADVISOR: 619361 ANDREW CERVANTES

		VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16 CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DI			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
08:43 06MAY17	13:07 06MAY17	ENG:5.3_LITER_SIDI TRN:A8

LINE OPCODE TECH TYPE HOURS

B CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE
INFO DEFAULT
64228 WPC 0.00

Closest LOP Bulletin Part

Bulletin #

7020180 .2

	LIST	NET	TOTAL
		0.00	0.00
	0	0 TPARTS	
	0	0 TLABOR	

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

story fixed 5/17

20780
inspected seat and found the lateral movement causing the noise
found bulletin for problem, recommend installing bulletin part and rechecking issue
installed part and seat is working asintended
****

part descriptor

C PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC
C0398 - 4HI Lock-Up
CAUSE: REQUIRED RECALL
RECALL recall
64228 WPC 0.00
1 13405675 RETAINER

T00 AGV

1A3F4 < add in PMT to codes

story

			0.00	0.00
	3.45	2.90	2.90	
207	290 TPARTS			
0	0 TLABOR			

9102844 4

SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.90
COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00

20780 performed recall and reprogrammed transfer case module
****

KC

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fluid, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, paints, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Details in accordance with Proposition 65 (c. Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

Copyright 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - 012C - IMASIv5

WARRANTY COPY

CUSTOMER #: [redacted] VERED MAY 06 2016

[redacted]

[redacted]

WARRANTY

PAGE 2

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
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www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
08:43 06MAY17	13:07 06MAY17	ENG:5.3_LITER_SIDI TRN:A8

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 39.95 06MAY17 08:43 SA: 619361

#3668 CREATED 2017-04-01
07:38:17AM TAKEN BY

SALE-LBR: 0.00 PTS: 2.90 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.90
COST-LBR: PTS: 2.07 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-06-17	10:42	11:28	0.77	W	64228	A	
	11:29	11:53	0.40	W	64228	C	
	11:53	12:01	0.14	W	64228	D	
	12:01	12:11	0.16	W	64228	B	
	12:26	12:26	0.00	W	64228	B	

COST, SALE, & COMP TOTALS 207 290 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	2.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	2.90
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2.90

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
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R.O. OPENED	BOOKED	OPTIONS:
08:43 06MAY17	13:07 06MAY17	SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PERFORM 30K BASIC INTERVAL SERVICE. OTM OIL & FILTER CHANGE,ROTATE TIRES, FLUID CONDITIONER KIT, INSPECT STEERING, BRAKE, LIGHT,FUEL, DRIVETRAIN, AND SUSP. SYSTEMS. FULL CIRCLE INSPECTION.							
	30K DEFAULT							
		64228	CPQ					
	1	19330000	(S)FILTER				15.00	15.00
	1	3536966	(S)SEAL			8.60	4.73	4.73
	9	88865700	0W20 DEXOS1 FULL SYN			3.51	2.20	2.20
	1	61131	W/WASHER FLUID			4.43	3.60	32.40
	PARTS: 40.43 LABOR: 15.00 OTHER: 0.00 TOTAL LINE A:					2.95	1.10	1.10
	20780 pefformed 30k service rotated the tires and visually inspected brakes which are good,							55.43
	**********							
B	CUSTOMER STATES:WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE							
	INFO DEFAULT							
		64228	WPC					
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							(N/C) 0.00
	20780 inspected seat and found the lateral movement causing the noise found bulletin for problem, recommend installing bulletin part and rechecking issue							
	installed part and seat is working asintended							
	**********							
C	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC							
	C0398 - 4HI Lock-Up							
	CAUSE: REQUIRED RECALL							
	RECALL recall							
		64228	WPC					
	1	13405675	RETAINER					
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:							(N/C) (N/C). 0.00
	20780 performed recall and reprogrammed transfer case module							
	**********							

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waxes and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from cleaning your vehicle. To work in a well ventilated area; Do not smoke, drink or eat while working; Wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and components. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or repairing motor vehicles, in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

DEALER.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 283536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

		MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/20780	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17	165.00	CASH	06MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
08:43 06MAY17	13:07 06MAY17	ENG:5.3_LITER_SIDI TRN:A8

LINE OPCODE TECH TYPE HOURS

D CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION — LIST 0.00 NET 0.00 TOTAL 0.00

28PT DEFAULT

64228 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

20780 performed inspection

****

E CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF____ RF____ LR____ RR____ *** DEPTH L/F___/32 RF___/32 LR___/32 RR___/32

PSI DEFAULT

999 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

F You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

TEXT You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

999 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

EST: 39.95 06MAY17 08:43 SA: 619361

#3668 CREATED 2017-04-01 07:38:17AM TAKEN BY

DEL GRANDE DEALER GROUP
MAY 06 2017
Credit # 9053 Check #
AMEX # Cash $

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF MEMO

CUSTOMER SIGNATURE [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	40.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	55.43
ADJUSTMENTS	0.00
SALES TAX	3.74
PLEASE PAY THIS AMOUNT	59.17

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm, including but not limited to, lead, engine exhaust, carbon monoxide, benzene, and butadiene. Battery posts, terminals and related accessories contain lead and lead compounds. Wash hands after handling. Used motor oil contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure to these substances, always work in a well ventilated area. Do not smoke, drink or eat while working on your vehicle. To learn more about exposure to these substances when working on your vehicle: 1) go to www.P65Warnings.ca.gov/passenger-vehicle; 2) go to www.P65Warnings.ca.gov/diy; and 3) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, engine exhaust, carbon monoxide, benzene, and butadiene. Battery posts, terminals and related accessories contain lead and lead compounds. Wash hands after handling. Used motor oil contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure to these substances, always work in a well ventilated area. Do not smoke, drink or eat while working on your vehicle. To learn more about exposure to these substances when working on your vehicle: 1) go to www.P65Warnings.ca.gov/passenger-vehicle; 2) go to www.P65Warnings.ca.gov/diy; and 3) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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FILE COPY

Cant Stay The night

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 CERVANTES, ANDREW

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	20780/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		165.00	CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
06MAY2017 08:43		ENG:5.3_LITER_SIDI TRN:A8

LINE	OP. CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	30K		CPQ	PERFORM 30K BASIC INTERVAL SERVICE. OTM OIL & FILTER CHANGE, ROTATE TIRES, FLUID CONDITIONER KIT, INSPECT STEERING, BRAKE, LIGHT, FUEL, DRIVETRAIN, AND SUSP. SYSTEMS. FULL CIRCLE INSPECTION.
				64228 .68
# B	INFO		WPC	CUSTOMER STATES: WHEN MAKING TURNS HEARSA KNOCKING NOISE UNDER FRONT DRIVER SEAT CHECK AND ADVISE
				64228 HR
# C	RECALL		WPC	PER CUSTOMER REQUEST: 28770-Service Update Bulletin-4WD IPS Drift DTC C0398 - 4HI Lock-Up
				64228 1A3F4 FDC9C
# D	28PT		CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
				64228 .20
# E	PSI		CPC	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF 35 RF LR RR *** DEPTH L/F 8 /32 RF /32 LR /32 RR /32
# F	TEXT		CPC	You consent to receiving texts from us on your cell

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said assignee is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed if any work performed is not accepted by customer or customer's insurance company. I agree to pay promptly the total charges for all work performed and parts supplied to make the repairs listed above, including any unpaid balance remaining on the vehicle after allowing all credits, and any storage charges. I understand that I am responsible for payment of all charges regardless of any insurance coverage. I understand that I am responsible for any deductible amount stated in my insurance policy. I understand that I am responsible for any outstanding balance. [redacted] documentation of declination.

PRELIMINARY ESTIMATE

AUTHORIZED

SUBJECT TO

TERMS: CASH UNLESS

Copyright 2015 CDK Global, LLC

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, soot, dirt, asbestos or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.6 et seq.) For further information on Proposition 65: http://www.oehha.org/prop65.html

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

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905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 CERVANTES, ANDREW

VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY 16 CHEVROLET SILVERADO 3GCUKSEC8GG[redacted]	[redacted]	20780/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 06MAY17		165.00	CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
06MAY2017 08:43		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS

phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

****

Preliminary Estimate : $39.95

****

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order for any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or presumed to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer waives no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on the vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [ ]

ENVIRONMENTAL DISPOSAL FEE [ ]

AUTHORIZED BY: X

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

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ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

[ ] SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and gasoline and materials used to maintain vehicles, including, but not limited to, fluid, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.calrhe.org/prop65.html

TECHNICIAN COPY

Vehicle Report

Printed on: 05/05/2017 11:43:05

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes

Vehicle Summary

Mileage : 20780

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	JBBLG3H8

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	4WD IPS Drift DTC C0398 - 4HI Lock-Up	01/06/2017	Open
	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	24016 MI	Expired
Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	36016 MI	Applicable
Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	100016 MI	Applicable
Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	50016 MI	Applicable
Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	80016 MI	Applicable
Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	70016 MI	Applicable
Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	60016 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017

Vehicle Transaction History

Service Date	R.O.	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/26/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	15020 MI	Warranty
10/29/2016		ZFAT	9102276	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	12120 MI	Warranty
08/20/2016		ZREG	6421500	Front Seat Lane Departure Warning Actuator Replacement	9589 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 05/08/2017 11:43:05

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes

Mileage : 20780

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/02/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	7708 MI	Warranty
12/04/2015		ZTPT	0500010	New Vehicle Delivery Key or Transmitter Replacement	2 MI	Warranty
12/04/2015		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty
11/16/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
12/26/2016	[redacted]	CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	15020 MI
10/30/2016		CA				
08/22/2016		CA	FRONT SEAT LANE DEPARTURE WARNING ACTUATOR REPLACEMENT	5	C,W	12120 MI
08/15/2016		CA	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE	3	C,W	9589 MI
07/05/2016		CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	4	C,I	9309 MI
				5	C,W	7708 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

2016 CHEVROLET

V8cyl, 5 3L, 4WD Automatic, 20,780 miles
Maintenance Menu

CAPITOL CHEVROLET
905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA 95136

4084457250

30,000 miles

Normal - Mileage

Labor Total	$75.92
Parts Total	$19.20
Flat Rate Hours	$51.92
Shop Supplies	0.60
Sales Tax	$0.00
	$4.80

- **Rotate tires**
  Labor Total $6.40
  Flat Rate Hours 0.20
- **Change engine oil and filter**
  Labor Total $12.80
  Flat Rate Hours 0.40
  Parts Total $51.92

Part Name :Engine Oil Drain Plug	**Part Number** : 11562588	**Quantity** : 1.0	**Parts Price** :	$0.00
Part Name :Engine Oil Drain Plug	**Part Number** : 12516850	**Quantity** : 1.0	**Parts Price** :	$4.12
Part Name :Engine Oil Filter	**Part Number** : 19330000	**Quantity** : 1.0	**Parts Price** :	$8.60
Part Name :Engine Oil (0W-20)	**Part Number** :	**Quantity** : 8.0	**Parts Price** :	$39.20

- **Visually check for any leaks or damage**
- **Check accelerator pedal**
- **Check automatic transmission shift lock control function**
- **Check engine coolant and washer fluid**
- **Check ignition transmission lock**
- **Check parking brake (and automatic transmission park mechanism, if applicable)**
- **Check starter switch**
- **Check tire inflation**
- **Check tires for wear**
- **Inspect brake system**
- **Inspect engine air cleaner filter**
- **Inspect exhaust system for loose or damaged components**
- **Inspect fuel system for damage or leaks**
- **Inspect restraint system components**
- **Inspect sunroof track and seal (if equipped)**
- **Inspect suspension and steering components**

2016 CHEVROLET

V8cyl, 5 3L, 4WD, Automatic, 20,780 miles
Maintenance Menu

CAPITOL CHEVROLET
905 CAPITOL EXPRESSWAY AUTOMALL SAN JOSE, CA
95136

4084457250

30,000 miles

- Inspect wiper blades
- Lubricate body components
- Reset oil life system
- Verify spare tire key lock operation, lubricate as needed
- Visually inspect gas strut for signs of wear, cracks, or other damage

Document ID: 4683074

#PIT5542: Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183 - (Jan 25, 2017)

Subject: Front Seat Lateral Movement and/or Unable To Install Front Seat Lateral Retainer When Performing PI1376 Or PI1183

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado, Suburban, Tahoe	2015	2017	SOP	END	ALL	ALL
Chevrolet	Silverado 1500	2014	2014	SOP	END	ALL	ALL
GMC	Sierra and Yukon Models	2015	2017	SOP	END	ALL	ALL
GMC	Sierra 1500	2014	2014	SOP	END	ALL	ALL

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	N/A
Condition	Some customers may comment of excessive lateral driver or passenger seat movement and/or a clunk/click/pop type feeling or noise. This condition occurs when the seat is occupied and the vehicle is being driven on roads with curves, or during low speed turning maneuvers.
Cause	This concern could be caused by movement between the seat pan front pivot points and the seat frame pivot bar. For 2014 and 2015 Model years, a front seat lateral retainer was developed to correct lateral seat movement, as outlined in PI1376 and PI1183. If the seat frame base was previously replaced for

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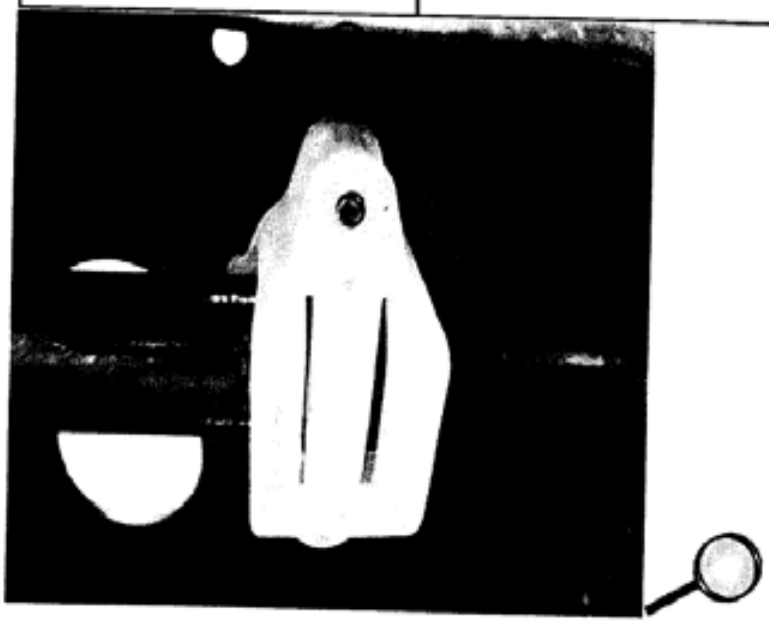
[redacted]

any reason, the new seat frame would have the 2016/2017 updates, which incorporates the welded brackets as described below (1).

For 2016 and 2017 model years, an updated seat frame design that incorporates welded brackets (1) to the seat frame pivot bar on each side of the white guide block. This helps to reduce the excessive lateral seat movement.

Regardless of the model year, in some cases, even with the updated seat frame design, there still could be excessive clearance between the welded brackets (1) and the white guide block. This will cause excessive lateral seat movement.



Correction

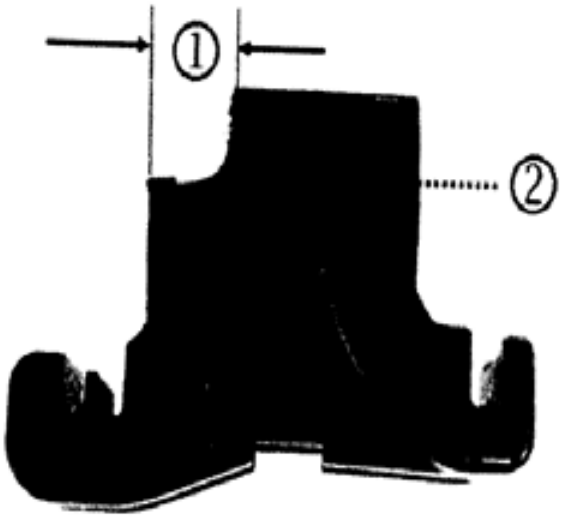
If excessive lateral seat movement is found between the welded brackets (1) and the white guide block, the front seat lateral retainer (GM PN 13405675) can be installed to correct this condition.

Important: In order to be able to correctly install the front seat lateral retainer on the new updated seat frame design, a modification MUST be done, as shown below.

1. It will be necessary to remove plastic material from the top side of the guide end of the lateral retainer to enable installation. Using a grinder, or similar tool, remove approximately 10 mm

[redacted]

(0.40 in) of material (1) from the top, down to the mold seam line (2), shown below.



2. Install the clip and ensure the clip is fully seated around the pivot bar and on the guide block, as shown below.

3. Install a nylon wire tie and trim the excess wire tie material.
4. Operate the front of the seat up and down to verify the welded bracket does not interfere with the front seat lateral retainer.

Parts Information

Description	Part Number	Qty
13405675	Front Seat Lateral Retainer	1 per seat

Version	1
Modified	

[redacted]

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:17 29OCT16	09:04 29OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PER CUSTOMER REQUEST: 16007-Product Safety Recall-Frontal Airbag And Pretensioner Non Deploy										
	CAUSE: REQUIRED RECALL										
	RECALL RECALL										
		46296	WPC		0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:										0.00
	12120 16007 performed 16007 programmed air bag module following si and on screen instructions. printed sheet.										
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF____ RF____ LR____ RR____ *** DEPTH L/F___/32 RF____/32 LR____/32 RR____/32										
	PSI DEFAULT										
		46296	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:										0.00
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT DEFAULT										
		46296	CPC		0.20	900	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:										0.00
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.										
	TEXT DEFAULT										
		46296	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:										0.00
	#2288 CREATED 2016-10-08 02:20:32PM TAKEN BY										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-29-16	08:31	08:46	0.25	W	46296	A	
	08:46	08:46	0.00	W	46296	A	
	08:46	09:04	0.30	W	46296	B	

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

Copyright 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

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CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
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Service Direct (408) 445-7250
www.CapitolChevySJ.com

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:17 29OCT16	09:04 29OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	900	
4/1140	0	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 900 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

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EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
08:17 29OCT16	09:04 29OCT16	ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PER CUSTOMER REQUEST: 16007-Product Safety Recall-Frontal Airbag And Pretensioner Non Deploy						
	CAUSE: REQUIRED RECALL						
	RECALL	RECALL					
	46296	WPC		0.00		0.00	0.00

0 0 TPARTS
0 0 TLABOR

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

12120 16007 performed 16007 programmed air bag module following si
and on screen instructions. printed sheet.
****

#2288 CREATED 2016-10-08
02:20:32PM TAKEN BY

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-29-16	08:31	08:46	0.25	W	46296	A	
	08:46	08:46	0.00	W	46296	A	
	08:46	09:04	0.30	W	46296	B	

COST, SALE, & COMP TOTALS 0 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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WARRANTY COPY

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www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

PAGE 1
** PRE-INVOICE **

EPA # CAL 000358159 | BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

BUS: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]		12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:17 29OCT16	09:04 29OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PER CUSTOMER REQUEST: 16007-Product Safety Recall-Frontal Airbag And Pretensioner Non Deploy										
	CAUSE: REQUIRED RECALL										
	RECALL	RECALL								0.00	0.00
	46296	WPC		0.00	0		0				
						0		0	TPARTS		
						0		0	TLABOR		
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:										0.00
	12120 16007 performed 16007 programmed air bag module following si and on screen instructions. printed sheet.										
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF____RF____LR____RR____ *** DEPTH L/F___/32 RF____/32 LR____/32 RR____/32										
	PSI	DEFAULT								0.00	0.00
	46296	CPC		0.00	0		0				
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:										0.00
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT	DEFAULT								0.00	0.00
	46296	CPC		0.20	900		0				
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:										0.00
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.										
	TEXT	DEFAULT								0.00	0.00
	46296	CPC		0.00	0		0				
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:										0.00
	#2288 CREATED 2016-10-08 02:20:32PM TAKEN BY										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-29-16	08:31	08:46	0.25	W	46296	A	
	08:46	08:46	0.00	W	46296	A	
	08:46	09:04	0.30	W	46296	B	

SIGNATURE COPY

ORIGINAL ESTIMATE $				FINAL REVISED ESTIMATE $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $	
REASON				REVISED TOTAL $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $	
REASON				REVISED TOTAL $	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fluid, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates in consumer wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (For in accordance with Proposition 65 — Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.htm

ACCOUNTING COPY

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www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]	[redacted]	12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:17 29OCT16	09:04 29OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	900	
4/1140	0	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 900 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates created by brake and clutch use. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing materials and components listed under. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing,

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Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358150 BAR # ARD 263536

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

SERVICE ADVISOR: 619361 ANDREW CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	12120/12120	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 29OCT16		CASH	29OCT16

R.O. OPENED	BOOKED	OPTIONS:
08:17 29OCT16	09:04 29OCT16	SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PER CUSTOMER REQUEST: 16007-Product Safety Recall-Frontal Airbag And Pretensioner Non Deploy

CAUSE: REQUIRED RECALL

RECALL RECALL

46296 WPC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

12120 16007 performed 16007 programmed air bag module following si and on screen instructions. printed sheet.

****

B CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI
LF____ RF____ LR____ RR____ *** DEPTH L/F___/32 RF____/32
LR____/32 RR____/32

PSI DEFAULT

46296 CPC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION

28PT DEFAULT

46296 CPC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.

TEXT DEFAULT

46296 CPC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

#2288 CREATED 2016-10-08
02:20:32PM TAKEN BY

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER - PLEASE READ IMPORTANT INFORMATION [redacted] OF VEHICLE AND VOICE.

CAPITOL CHEVROLET OF SAN JOSE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State [redacted] contained in many vehicle components and replacement parts, vehicle fluids, and [redacted] and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balance [redacted] contained in used oil, waste and replacement fluids, fumes, greases, grime, brake [redacted] paint, certain replacement parts, and particulates from component wear. When we service your car, we will require [redacted] of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do [redacted] and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

KILL COPY

DGDG.COM **CAPITOL CHEVROLET**

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San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

CUSTOMER #[redacted] WAITER [redacted]

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 619361 CERVANTES, ANDREW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		12120/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 29OCT16			CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
29OCT2016 08:17		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	RECALL	4/28/16	CPC	PER CUSTOMER REQUEST: 16007-Product Safety Recall-Frontal Airbag And Pretensioner Non Deploy
# B	PSI		CPC	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF 35 RF ___ LR ___ RR ___ *** DEPTH L/F ___/32 RF ___/32 LR ___/32 RR ___/32
# C	28PT	4/28/16	CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
# D	TEXT		CPC	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of the repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any or

[redacted]

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ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from components. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle, work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking breaks; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Passed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

COPY

Vehicle Report

Printed on: 10/29/2016 11:17:36

WORKBENCH Service

VIN: 3GCUKSEC8G[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes **Mileage :** 12120

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	JBBLG3H8

Required Field Actions

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	2401[redacted] MI	1 of 2 visits remaining
Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	3601[redacted] MI	Applicable
Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	10001[redacted] MI	Applicable
Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	5001[redacted] MI	Applicable
Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	8001[redacted] MI	Applicable
Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	7001[redacted] MI	Applicable
Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	6001[redacted] MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0365		06/21/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
08/20/2016	[redacted]	ZREG	6421500	Front Seat Lane Departure Warning Actuator Replacement	9589 MI	Warranty
07/02/2016		ZREG	0600723	Chevrolet 2 Year Maintenance	7708 MI	Warranty
12/04/2015		ZTPT	0500010	New Vehicle Delivery Key or Transmitter Replacement	2 MI	Warranty
12/04/2015		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 10/29/2016 11:17:36

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Andrew Cervantes **Mileage :** 12120

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
11/16/2015	[redacted]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	08/22/2016	[redacted]	CA	FRONT SEAT LANE DEPARTURE WARNING ACTUATOR REPLACEMENT	3	C,W	9589 MI
	08/15/2016		CA	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE	4	C,I	9309 MI
	07/05/2016		CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	7708 MI

J2534 Pass Thru: Final Instructions

Programming Complete.

Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup (K36)
2016-10-29 08:44:29 PDT

Warranty Claim Code: S301E
Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN: 3GUKSEC8[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

[redacted]

PAGE 1
** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9589/9589	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 20AUG16		CASH	20AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:55 20AUG16	11:14 20AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES VEHICLES SPECIAL ORDERED PART HAS ARRIVED PLEASE CHECK AND ADVISE (PREVIOUS R.O [redacted]										
	60	INTERIOR TRIM									
		46296	WPC		0.00	0	0			0.00	0.00
	1	84017512	ACTUATOR			3434	4808	0	57.23	48.08	48.08
						3434	4808	TPARTS			
						0	0	TLABOR			
PARTS:		48.08	LABOR:		0.00	OTHER:	0.00	TOTAL LINE A:			48.08
	9589 sop par verified found haptic motor shorted due to wires cut at motor. removed seat assembly and lower cushion removed failed haptic motor. installed new motor and routed harness. installed seat cushion and cover. installed seat. checked operation working to design										
B	You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.										
	TEXT	You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.									
		999	CPC		0.00	0	0			0.00	0.00
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE B:			0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-20-16	10:14	10:52	0.64	W	46296	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3520	4808	3434	
4/3400	0	0		4/1140	4808	*******	
4/1010	0	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	3434	4808	0

SIGNATURE COPY

ORIGINAL ESTIMATE $				FINAL REVISED ESTIMATE $	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $	
REASON				REVISED TOTAL $	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $	
REASON				REVISED TOTAL $	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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DG06.COM **CAPITOL CHEVROLET**

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San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

DELIVERED AUG 20 2016

WARRANTY

PAGE 1

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9589/9589	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 20AUG16		CASH	20AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:55 20AUG16	11:14 20AUG16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES VEHICLES SPECIAL ORDERED PART HAS ARRIVED PLEASE CHECK AND ADVISE (PREVIOUS R.O [redacted])

60 INTERIOR TRIM

46296 WPC 0.00 0.00 0.00

1 84017512 ACTUATOR 57.23 48.08 48.08

6421500 1.5 1.3

3434 4808 TPARTS

0 0 TLABOR

SALE-LBR: 0.00 PTS: 48.08 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 48.08

COST-LBR: PTS: 34.34 MSC: 0.00 LUB: 0.00 SUB: 0.00

9589 sop par verified found haptic motor shorted due to wires cut at motor. removed seat assembly and lower cushion removed failed haptic motor. installed new motor and routed harness. installed seat cushion and cover. installed seat. checked operation working to design

****

SALE-LBR: 0.00 PTS: 48.08 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 48.08

COST-LBR: PTS: 34.34 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-20-16	10:14	10:52	0.64	W	46296	A	

COST, SALE, & COMP TOTALS 3434 4808 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. x

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. x

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	48.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	48.08
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	48.08

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WARRANTY COPY

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[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

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		46296	WPC			0.00	0	0		0.00	0.00
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		999	CPC			0.00	0	0		0.00	0.00
PARTS:		0.00	LABOR:			0.00	OTHER:	0.00	TOTAL LINE B:		0.00

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08-20-16	10:14	10:52	0.64	W	46296	A	

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4/3420	0	0		4/3520	4808	3434	
4/3400	0	0		4/1140	4808	*******	
4/1010	0	*******					

COST, SALE, & COMP TOTALS 3434 4808 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**

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SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]	[redacted]	9589/9589	[redacted]

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A	CUSTOMER STATES VEHICLES SPECIAL ORDERED PART HAS ARRIVED PLEASE CHECK AND ADVISE (PREVIOUS R.O [redacted]							
	60		INTERIOR TRIM					
	46296		WPC					(N/C)
	1	84017512	ACTUATOR					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

9589 sop par verified found haptic motor shorted due to wires cut at motor. removed seat assembly and lower cushion removed failed haptic motor. installed new motor and routed harness. installed seat cushion and cover. installed seat. checked operation working to design

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TEXT You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

	999		CPC				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND

CUSTO[redacted]
SIGNA[redacted]

CAPITOL CHEVROLET OF SAN JOSE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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FILE COPY

CUSTOMER #: [redacted] 12pm

[redacted]

WORKORDER

PAGE 1

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 CARRILLO LOPEZ,JAV

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9589/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 20AUG16			CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
20AUG2016 07:55		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60	462d6	NPC	CUSTOMER STATES VEHICLES SPECIAL ORDERED PART HAS ARRIVED PLEASE CHECK AND ADVISE (PREVIOUS R.O [redacted]
				WARRANTY PARTS RETURNED x Hdy. Motor PARTS: Isaac
# B	TEXT		CPC	You consent to receiving texts from us on your cell phone number provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [redacted]

AUTHORIZED

SUBJECT TO

TERMS: CASH

UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

Copyright 2015 CDK Global, LLC WORKORDER TYPE 2- SWTC - IMAGING

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.calrite.org/prop65.html

TECHNICIAN COPY

Vehicle Report

Printed on: 09/20/2016 10:52:19

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Javier Carrillo **Mileage :** 9589

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	JBBLG3H8

Required Field Actions

Number	Type	Description	Release Date	Status

No information found for this vehicle.

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	24016 MI	1 of 2 visits remaining
Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	36016 MI	Applicable
Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	100016 MI	Applicable
Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	50016 MI	Applicable
Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	80016 MI	Applicable
Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	70016 MI	Applicable
Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	60016 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0365		06/21/2016
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	01/12/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/02/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	7708 MI	Warranty
12/04/2015		ZTPT	0500010	New Vehicle Delivery Key or Transmitter Replacement	2 MI	Warranty
12/04/2015		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty
11/16/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 08/20/2016 10:52:19

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Service Consultant : Javier Carrillo **Mileage :** 9589

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	08/15/2016	[redacted]	CA	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE	4	C,I	9309 MI
	07/05/2016		CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	7708 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

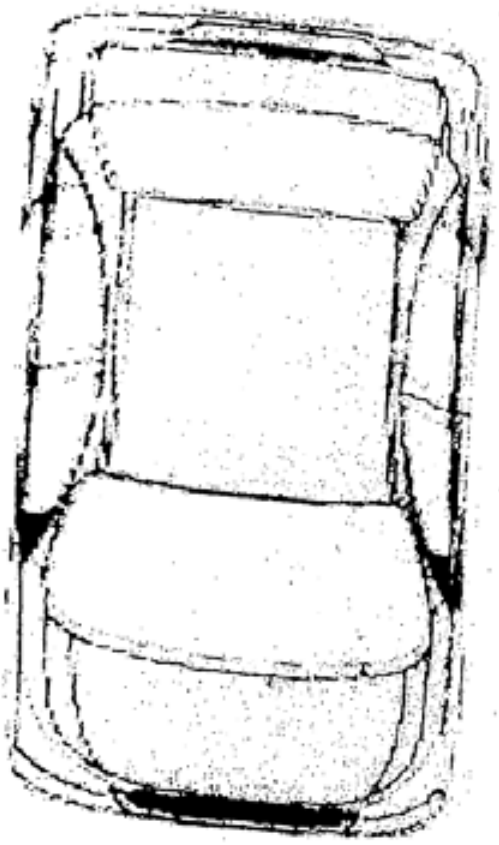
CAPITOL CHEVROLET

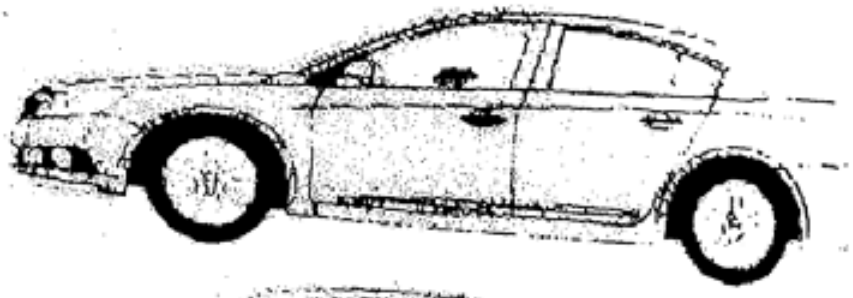
Customer Name: _____ Appt: Y /

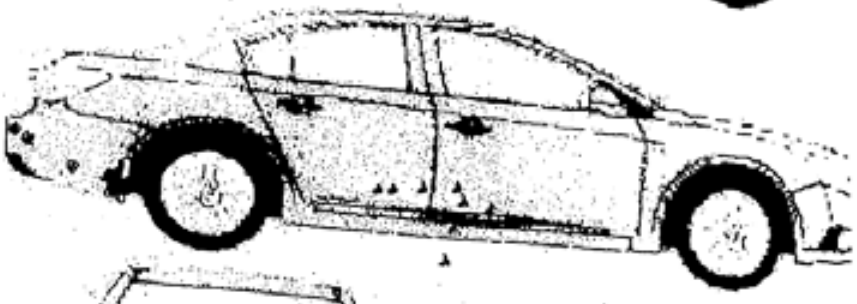
Tag # _____ License Plate: _____

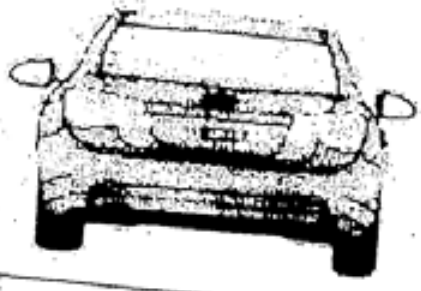
Mileage: 61589 VIN: GG[redacted]

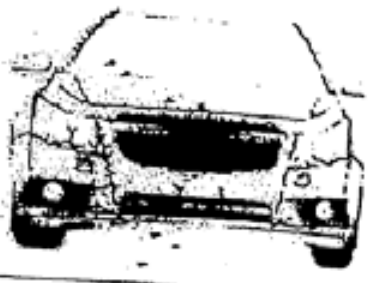
Clean / Dirty / Wet:











TECHNICIAN'S NOTES

PE18-012

GM

3-27-2019

Q3

[redacted]

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

EPA # CAL 000358159 BAR # ARD 263536

** PRE-INVOICE **

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES INTERMITTENLY "SERVICE DRIVER ASSIST SYSTEM" MESSAGE COMES ON AND OFF PLEASE CHECK AND ADVISE										
	CAUSE: INSPECTED ENGINE PERFORMANCE AND ADVISED AS PER CUSTOMER REQUEST										
	10	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE									
	46296	WPC		0.00	0	0				0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
	9309 driver assit message no duplication at this time. working to design. using MDI and GDS found code b172e in history. using si Document ID: 3825756 performed diagnosis following diag tree. inspected found power and ground good to haptic motor connector. removed driver lower seat cushion and inspected haptic motor found wire frayed causing intermintent short to ground. needs new motor assembly										
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF____RF____LR____RR____ *** DEPTH L/F___/32 RF____/32 LR____/32 RR____/32										
	PSI	DEFAULT									
	999	CPC		0.00	0	0				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT	DEFAULT									
	46296	CPC		0.20	900	0				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
	9309 28 performed 28										
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.										
	TEXT	DEFAULT									
	999	CPC		0.00	0	0				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

INTERNET APPOINTMENT CREATED
2016-08-12 09:17:1 1AM TAKEN
BY JOHN FOLENA

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-13-16	12:13	12:21	0.13	W	46296	A	
	12:21	12:38	0.28	W	46296	A	
	12:38	12:51	0.22	W	46296	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	900	
4/1140	0	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 900 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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EPA # CAL 000358159 BAR # ARD 263536

CUSTOMER #: [redacted]

[redacted]

DELIVERED AUG 13 2016

WARRANTY

PAGE 1

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES INTERMITTENLY "SERVICE DRIVER ASSIST SYSTEM" MESSAGE COMES ON AND OFF PLEASE CHECK AND ADVISE						
	CAUSE: INSPECTED ENGINE PERFORMANCE AND ADVISED AS PER CUSTOMER REQUEST						
	10	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE					
	46296	WPC	0.00			0.00	0.00

ISP Actual .4 (.3)

0 0 TPARTS
0 0 TLABOR

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

9309 driver assit message no duplication at this time. working to design. using MDI and GDS found code b172e in history. using si Document ID: 3825756 performed diagnosis following diag tree. inspected found power and ground good to haptic motor connector. removed driver lower seat cushion and inspected haptic motor found wire frayed causing intermintent short to ground. needs new motor assembly

****

INTERNET APPOINTMENT CREATED
2016-08-12 09:17:1 1AM TAKEN
BY JOHN FOLENA

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-13-16	12:13	12:21	0.13	W	46296	A	
	12:21	12:38	0.28	W	46296	A	
	12:38	12:51	0.22	W	46296	C	

COST, SALE, & COMP TOTALS 0 0 0

FC

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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Service Direct (408) 445-7250
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PAGE 1

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
08:09 13AUG16	13:16 13AUG16	ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES INTERMITTENLY "SERVICE DRIVER ASSIST SYSTEM" MESSAGE COMES ON AND OFF PLEASE CHECK AND ADVISE										
	CAUSE: INSPECTED ENGINE PERFORMANCE AND ADVISED AS PER CUSTOMER REQUEST										
	10	CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE									
		46296	WPC		0.00	0	0			0.00	0.00
							0	0	TPARTS		
							0	0	TLABOR		
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:										0.00
	9309 driver assit message no duplication at this time. working to design. using MDI and GDS found code b172e in history. using si Document ID: 3825756 performed diagnosis following diag tree. inspected found power and ground good to haptic motor connector. removed driver lower seat cushion and inspected haptic motor found wire frayed causing intermintent short to ground. needs new motor assembly										
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF____ RF____ LR____ RR____ *** DEPTH L/F___/32 RF____/32 LR____/32 RR____/32										
	PSI	DEFAULT									
		999	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:										0.00
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT	DEFAULT									
		46296	CPC		0.20	900	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:										0.00
	9309 28 performed 28										
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.										
	TEXT	DEFAULT									
		999	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:										0.00

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you may be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates in component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.vehicle.org/prop65.html

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ACCOUNTING COPY

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

EPA # CAL 000358159 BAR # ARD 263536

** PRE-INVOICE **

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

INTERNET APPOINTMENT CREATED
2016-08-12 09:17:1 1AM TAKEN
BY JOHN FOLENA

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-13-16	12:13	12:21	0.13	W	46296	A	
	12:21	12:38	0.28	W	46296	A	
	12:38	12:51	0.22	W	46296	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	900	
4/1140	0	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 900 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles. Including but not limited to, fuels, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Pursuant to accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES INTERMITTENLY "SERVICE DRIVER ASSIST SYSTEM" MESSAGE COMES ON AND OFF PLEASE CHECK AND ADVISE
CAUSE: INSPECTED ENGINE PERFORMANCE AND ADVISED AS PER CUSTOMER REQUEST
10 CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE
46296 WPC (N/C) 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
9309 driver assit message no duplication at this time. working to design. using MDI and GDS found code b172e in history. using si Document ID: 3825756 performed diagnosis following diag tree. inspected found power and ground good to haptic motor connector. removed driver lower seat cushion and inspected haptic motor found wire frayed causing intermintent short to ground. needs new motor assembly

****

B CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI
LF____ RF____ LR____ RR____ *** DEPTH L/F___/32 RF____/32
LR____/32 RR____/32
PSI DEFAULT
999 CPC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
28PT DEFAULT
46296 CPC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
9309 28 performed 28

****

D YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.
TEXT DEFAULT
999 CPC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 JAVIER CARRILLO LO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/9309	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16		CASH	13AUG16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
08:09 13AUG16	13:16 13AUG16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

INTERNET APPOINTMENT CREATED
2016-08-12 09:17:1 1AM TAKEN
BY JOHN FOLENA

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND [redacted] OICE.

CUSTOMER SIGNATURE [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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FILE COPY

12:30pm

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

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San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 613293 CARRILLO LOPEZ, JAV

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	9309/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:30 13AUG16			CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
13AUG2016 08:09		ENG:5.3_LITER_SIDI TRN:A8

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	10	4C296	WPC	CUSTOMER STATES INTERMITTENLY "SERVICE DRIVER ASSIST SYSTEM" MESSAGE COMES ON AND OFF PLEASE CHECK AND ADVISE
# B	PSI		CPC	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF 35 RF ___ LR ___ RR ___ *** DEPTH L/F 10 /32 RF ___/32 LR ___/32 RR ___/32
# C	28PT	4C296	CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
# D	TEXT		CPC	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [redacted]

AUTHORIZED

SUBJECT TO

TERMS: CASH UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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TECHNICIAN COPY

Vehicle Report

Printed on: 08/13/2016 11:07:17

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Mileage : 9309

Service Consultant : Javier Carrillo

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	JBBLG3H8

Required Field Actions

Number	Type	Description	Release Date	Status

No information found for this vehicle.

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	24016 MI	1 of 2 visits remaining
Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	36016 MI	Applicable
Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	100016 MI	Applicable
Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	50016 MI	Applicable
Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	80016 MI	Applicable
Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	70016 MI	Applicable
Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	60016 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0365		06/21/2016
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	01/12/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/02/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	7708 MI	Warranty
12/04/2015		ZTPT	0500010	New Vehicle Delivery Key or Transmitter Replacement	2 MI	Warranty
12/04/2015		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty
11/16/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 08/13/2016 11:07:17

WORKBENCH Service

VIN: 3GCUKSEC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 01/01/2016

Mileage : 9309

Service Consultant : Javier Carrillo

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
07/05/2016	[redacted]	CA	CUSTOMER REQUESTS LUBE OIL FILTER CHANGE AND TIRE ROTATION - CHEVROLET 2-YEAR MAINTENANCE PROGRAM	5	C,W	7708 MI

Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN)	3GCUKSEC8GG[redacted]
Report Creation Date	2016-08-13 12:16:47 PDT

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016

System Information Property

VCI Serial Number	MDI: 22008000
Vehicle Session Creation Date	2016-08-13 12:15:55
Test Start Time	2016-08-13 12:16:19 PDT

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	No DTCs Stored	0	6,14
Power Steering Control Module	No DTCs Stored	0	6,14
Steering Wheel Angle Sensor Module	No DTCs Stored	0	12,13
Suspension Control Module	No Communication	0	6,14
Body Control Module	No DTCs Stored	0	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1
Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1
Radio Controls	DTCs Stored	1	1
HVAC Controls	DTCs Stored	1	1

Vehicle DTC Information

Radio	DTCs Stored	1	1
Amplifier	No DTCs Stored	0	1
Media Disc Player	No Communication	0	1
Human Machine Interface Control Module	DTCs Stored	1	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	6,14
HVAC Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	DTCs Stored	1	1
Assist Step Control Module	No Communication	0	1
Parking Assist Control Module	No DTCs Stored	0	1
Frontview Camera Module	No DTCs Stored	0	6,14

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
					History	
Seat Memory Control Module - Driver	B172E	02	Driver Seat Left Rear Haptic Movement Motor Control Circuit	Short to Ground	DTC Current Status	Not Current
					DTC History Status	History
					History	
Radio Controls	B1325	03	Control Module Power Circuit	Low Voltage	DTC Current Status	Not Current
					DTC History Status	History
					History	
Radio	U0164	00	Lost Communication with HVAC Control Module	- - -	DTC Current Status	Not Current
					DTC History Status	History
					History	
Human Machine Interface Control Module	B127B	2B	Rearview Camera Input Signal Circuit	Missing Reference	DTC Current Status	Not Current
					DTC History Status	History
					History	
HVAC Controls	B1325	03	Control Module Power Circuit	Low Voltage		

Vehicle DTC Information

DTC Current Status	Not Current
DTC History Status	History

[redacted]

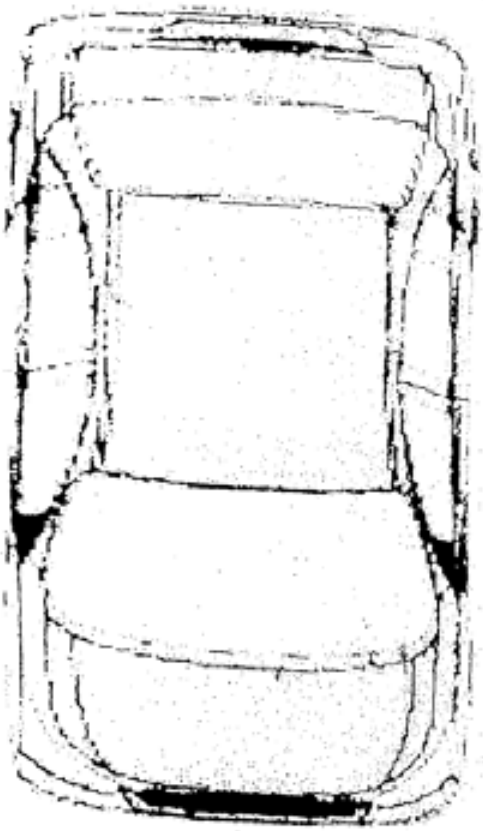
CAPITOL CHEVROLET

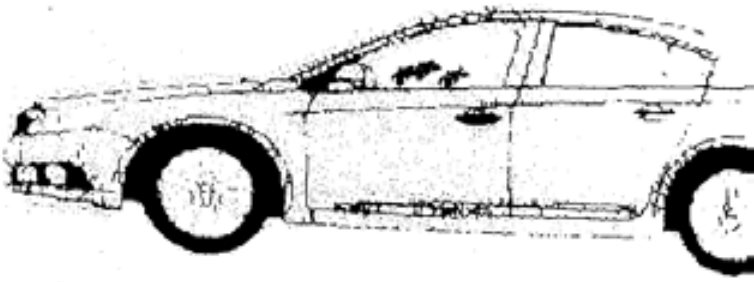
Customer Name: _____ Appt:

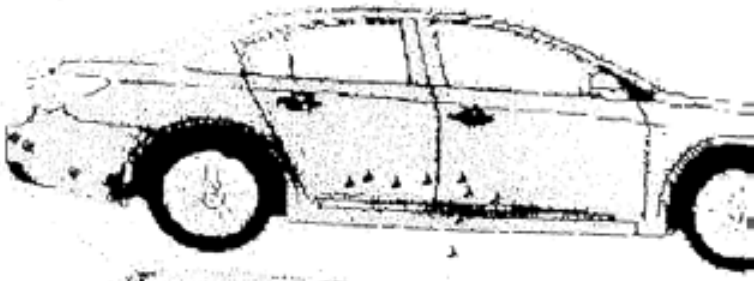
Tag # _____ License Plate: _____

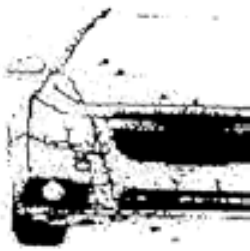
Mileage: 9309 VIN: GG[redacted]

Clean / Dirty / Wet:









TECHNICIAN'S NOTES

PE18-012

GM

3-27-2019

Q3

[redacted]

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DL			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:36 02JUL16	09:10 02JUL16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE - DEXOS ENGINE OIL											
CAUSE: .											
LOF CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE											
	98679	WPC			0.40	1000	1200			12.00	12.00
1	19330000	(S)	FILTER			430	602	0	8.60	6.02	6.02
1	3536966	(S)	SEAL			142	199	0	2.49	1.99	1.99
9	88864004	0W20	DEXOS2			3123	4374	0	6.50	4.86	43.74
						3695		5175	TPARTS		
						1000		1200	TLABOR		
PARTS: 51.75 LABOR: 12.00 OTHER: 0.00 TOTAL LINE A: 63.75											
7708 PERFORMED OIL, LUBE AND FILTER CHANGE.											
B CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI											
LF____RF____LR____RR____ *** DEPTH L/F___/32 RF____/32											
LR____/32 RR____/32											
PSI DEFAULT											
	98679	CPC			0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
7708 SET FRONT AND REAR TIRES TO 32PSI. FRONT TIRES AT 8/32THS AND REAR TIRES AT 9/32THS.											
C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION											
28PT DEFAULT											
	98679	CPC			0.20	500	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
7708 PERFORMED 28 POINT INSPECTION.											
D YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.											
TEXT DEFAULT											
	98679	CPC			0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle, 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 http://www.oehha.org/prop65.html

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:36 02JUL16	09:10 02JUL16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

#4619 CREATED 2016-07-02
07:33:58AM TAKEN BY TO DD
MASON

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-02-16	08:23	08:24	0.02	W	98679	A	
	08:24	08:25	0.02	W	98679	B	
	08:25	08:25	0.00	W	98679	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	1200	1000		4/3520	801	572	
4/3451	4374	3123		4/3400	0	500	
4/1140	6375	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 5195 6375 0

SIGNATURE COPY

ORIGINAL ESTIMATE $				FINAL REVISED ESTIMATE $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted] DELIVERED JUL 02 2016

[redacted]

WARRANTY

PAGE 1

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:36 02JUL16	09:10 02JUL16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE - DEXOS ENGINE OIL							
CAUSE: .								
	LOF CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE							
	98679 WPC 0.40						12.00	12.00
	1 19330000 (S)FILTER					8.60	6.02	6.02
	1 3536966 (S)SEAL					2.49	1.99	1.99
	9 88864004 0W20DEXOS2					6.50	4.86	43.74
					3695	5175 TPARTS		
					1000	1200 TLABOR		

SALE-LBR: 12.00 PTS: 51.75 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 63.75
COST-LBR: PTS: 36.95 MSC: 0.00 LUB: 0.00 SUB: 0.00

7708 PERFORMED OIL, LUBE AND FILTER CHANGE.

****

#4619 CREATED 2016-07-02
07:33:58AM TAKEN BY TO DD
MASON

SALE-LBR: 12.00 PTS: 51.75 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 63.75
COST-LBR: PTS: 36.95 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-02-16	08:23	08:24	0.02	W	98679	A	
	08:24	08:25	0.02	W	98679	B	
	08:25	08:25	0.00	W	98679	C	

COST, SALE, & COMP TOTALS 4695 6375 0

FC

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	12.00
PARTS AMOUNT	51.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	63.75
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	63.75

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle, 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

PAGE 1
** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
07:36 02JUL16	09:10 02JUL16	ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE - DEXOS ENGINE OIL										
	CAUSE: .										
	LOF	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE									
		98679	WPC		0.40	1000	1200			12.00	12.00
	1	19330000	(S)FILTER			430	602	0	8.60	6.02	6.02
	1	3536966	(S)SEAL			142	199	0	2.49	1.99	1.99
	9	88864004	0W20DEXOS2			3123	4374	0	6.50	4.86	43.74
						3695	5175	TPARTS			
						1000	1200	TLABOR			
	PARTS: 51.75 LABOR: 12.00 OTHER: 0.00 TOTAL LINE A:										63.75
	7708 PERFORMED OIL, LUBE AND FILTER CHANGE.										
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI										
	LF____ RF____ LR____ RR____ *** DEPTH L/F__/32 RF____/32										
	LR____/32 RR____/32										
	PSI DEFAULT										
		98679	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:										0.00
	7708 SET FRONT AND REAR TIRES TO 32PSI. FRONT TIRES AT 8/32THS AND REAR TIRES AT 9/32THS.										
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT	DEFAULT									
		98679	CPC		0.20	500	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:										0.00
	7708 PERFORMED 28 POINT INSPECTION.										
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.										
	TEXT	DEFAULT									
		98679	CPC		0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:										0.00

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and petrol and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, vents and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: www.oehha.org/prop65.html

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

[redacted]

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:36 02JUL16	09:10 02JUL16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

#4619 CREATED 2016-07-02
07:33:58AM TAKEN BY TO DD
MASON

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-02-16	08:23	08:24	0.02	W	98679	A	
	08:24	08:25	0.02	W	98679	B	
	08:25	08:25	0.00	W	98679	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	1200	1000		4/3520	801	572	
4/3451	4374	3123		4/3400	0	500	
4/1140	6375	*******		4/1010	0	*******	

COST, SALE, & COMP TOTALS 5195 6375 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from consistent wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS:
07:36 02JUL16	09:10 02JUL16	SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE - DEXOS ENGINE OIL							
	CAUSE: .							
	LOF	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE						
		98679	WPC					(N/C)
		1 19330000	(S)FILTER					(N/C)
		1 3536966	(S)SEAL					(N/C)
		9 88864004	0W20DEXOS2					(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE A:		0.00
	7708 PERFORMED OIL, LUBE AND FILTER CHANGE.							
	**********							
B	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI							
	LF____RF____LR____RR____ *** DEPTH L/F___/32 RF____/32							
	LR____/32 RR____/32							
	PSI	DEFAULT						
		98679	CPC				0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE B:		0.00
	7708 SET FRONT AND REAR TIRES TO 32PSI. FRONT TIRES AT 8/32THS AND REAR TIRES AT 9/32THS.							
	**********							
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION							
	28PT	DEFAULT						
		98679	CPC				0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE C:		0.00
	7708 PERFORMED 28 POINT INSPECTION.							
	**********							
D	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.							
	TEXT	DEFAULT						
		98679	CPC				0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE D:		0.00
	**********							

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and petrol and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	7708/7708	[redacted]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			WAIT 02JUL16		CASH	02JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071 ENG:5.3_LITER_SIDI TRN:A8
07:36 02JUL16	09:10 02JUL16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
#4619 CREATED 2016-07-02 07:33:58AM TAKEN BY TO DD MASON							

CAPITOL CHEVROLET OF SAN JOSE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND

CUSTO[redacted]
SIGNAT

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING Motor vehicles contain chemicals known to the State of Calif[redacted] vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. [redacted] oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used compone[redacted] to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash hands [redacted] manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Stored in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.com

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FILE COPY

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 360423 MASON,TODD GARRETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]	[redacted]	7708/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			** WAITER **			CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:426071
02JUL2016 07:36		ENG:5.3_LITER_SIDI TRN:A8

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOFN	98679	WRC	CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE - DEXOS ENGINE OIL
# B	PSI	98679	CPC	CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH *** PSI LF 32 RF 32 LR 32 RR 32 *** DEPTH L/F 8/32 RF 8/32 LR 9/32 RR 9/32
# C	28PT	98679	CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
# D	TEXT		CPC	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE NUMBER PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [redacted] ENVIRONMENTAL DISPOSAL FEE [redacted]

AUTHORIZED BY: [redacted]

SUBJECT TO CONDITI[redacted] READ REVERSE SIDE.

TERMS: CASH OR APPRO[redacted] UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

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ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ☐ SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X _____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

TECHNICIAN COPY

Connect

Todd Mason

July 2, 2016

Update My Profile

Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information
- → Investigate Major Assembly History

Vehicle Information

VIN: 3GCUKSEC8GG[redacted] Model: CK15543-2016 SILVERADO 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0353	Shake or Shudder on Light Throttle Acceleration or Steady State Cruise	02/16/2016
EI	PIE0365		06/21/2016
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	01/12/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: JBBLG3H8 XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
✓	Chevrolet Scheduled Maintenance-2 visits	01/01/2016	16 MI	01/01/2018	24,016 MI

[redacted] 7/2/2016

✔	Bumper to Bumper Limited Warranty	01/01/2016	16 MI	01/01/2019	36,016 MI
✔	Corrosion Limited Warranty	01/01/2016	16 MI	01/01/2022	100,016 MI
✔	Emission Limited Warranty	01/01/2016	16 MI	01/01/2019	50,016 MI
✔	Emission Select Component Ltd Wty	01/01/2016	16 MI	01/01/2024	80,016 MI
✔	Emission Select State Component Ltd Wty	01/01/2016	16 MI	01/01/2023	70,016 MI
✔	Powertrain Limited Warranty	01/01/2016	16 MI	01/01/2021	60,016 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/04/2015	223416	ZTPT---- Transportation Transactions		0500010 - New Vehicle Delivery Key or Transmitter Replacement	2 MI
12/04/2015	223408	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
11/16/2015	A29054	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

7/2/2016

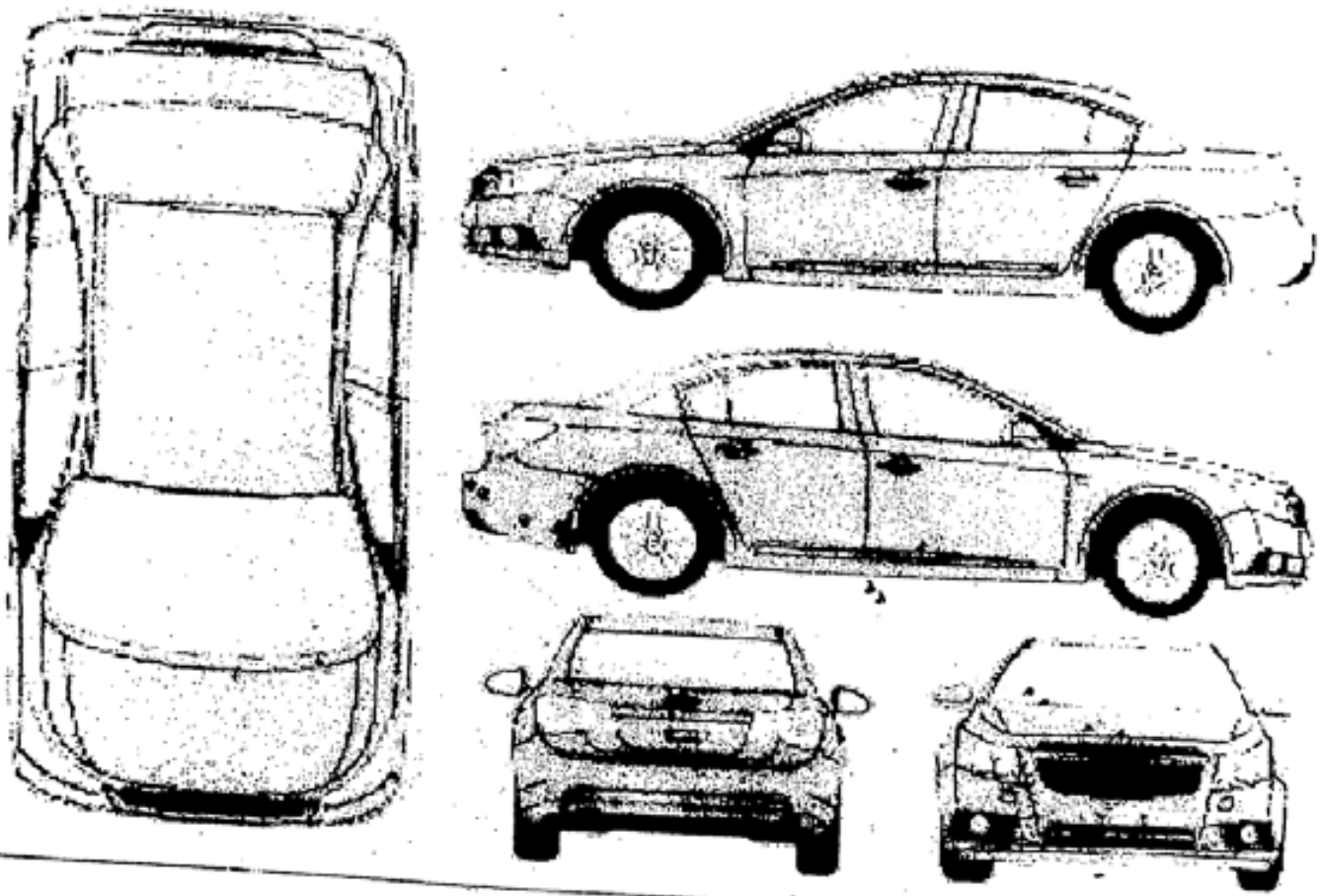
CAPITOL CHEVROLET

Customer Name: _____ Appt: Y / N

Tag # _____ License Plate [redacted]

Mileage: 7708 VIN: _____

Clean / Dirty / Wet:



TECHNICIAN'S NOTES