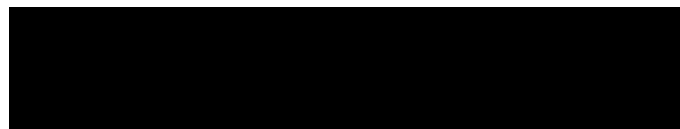


PE18-012

GM

3-27-2019

Q3





# 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]

\*ACCOUNTING\*

PAGE 1

\*\* PRE-INVOICE \*\*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26037/26200	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17

R.O OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:38 29AUG17	08:30 07SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

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

A CUSTOMER STATES THE VEHICLE HAS A BRAKE CONCERN; CUSTOMER IS STATING THAT WHEN PULLING INTO A PARKING SPOT; THE VEHICLE HAS A TENDENCY OF NOT STOPPING FULLY AND INCHING FORWARD WHILE THE BRAKE PEDAL IS ENGAGE. CUSTOMER IS STATING THE BRAKE PEDAL BECOMES STIFF. CONCERN HAS OCCURED TWICE AND ITS OCCUR AT A FLAT DRIVEWAY & SHORT DISTANCE AFTER EACH CONCERN. CHECK AND ADVISE

CAUSE: PERFORMED COMPLIMENTARY INITIAL INSPECTION  
 DIAG CUSTOMER REQUESTS COMPLIMENTARY INITIAL INSPECTION

21563	WPC	0.00	0	0	0	0	0	0	0	0.00	0.00
-------	-----	------	---	---	---	---	---	---	---	------	------

0 TPARTS  
 0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26037 could not duplicate customers concern in regards to not stopping fully and inching forward. found bulletin pit5361c talks about possible oil in brake booster or vacuum line i checked and no oil in both brake booster or vacuum pump lines to the booster. checked software and it is all up to date /// TECH 22735 /// PERFORMED OVERNIGHT ROAD TEST IN 26042, OUT 26200. DROVE VEHICLE IN STOP AND GO TRAFFIC, CREEPING AND STOPPING. COULD NOT DUPLICATE CONDITION DESCRIBED ON RO.

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

CAUSE: SET AND LOGGED TIRE PRESSURES AS PER REGULATION?  
 PSI CUSTOMER REQUESTS SET AND LOG TIRE PSI & MEASURE TREAD DEPTH \*\*\* PSI

21563	CPC	0.00	0	0	0	0	0	0	0	0.00	0.00
-------	-----	------	---	---	---	---	---	---	---	------	------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

26037 set all tires to 35 psi

C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		HAZ. MAT. FEE	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	
X		X	
		<b>PLEASE PAY THIS AMOUNT</b>	

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 parts 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 these 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) review all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. \*Product in accordance with Proposition 65 in Cal. Health & Safety Code §120141.5 et seq. For further information about Proposition 65, see www.cercla.org/pro65.htm.



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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 2

\*\* PRE-INVOICE \*\*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26037/26200	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17

R.O OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:38 29AUG17	08:30 07SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
28	PT	DEFAULT									
		21563	CPC	0.20		420	0			0.00	0.00
PARTS:		0.00	LABOR:	0.00		OTHER:	0.00		TOTAL LINE C:		0.00

26037 performed mpi inspection

D By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

TEXT By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

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

E CUSTOMER REQUESTS COMPLIMENTARY CAR WASH

CAUSE: WASHED VEHICLE FOR CUSTOMER SATISFACTION

WASH CUSTOMER REQUESTS COMPLIMENTARY CAR WASH

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 CUSTOMER REQUESTS RENTAL VEHICLE

CAUSE: PROVIDED RENTAL VEHICLE AS PER CUSTOMER REQUEST

RENTAL CUSTOMER REQUESTS RENTAL VEHICLE

999	WPC	0.00	0	0	0.00	0.00
0 0 TPARTS						

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$				FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	REVISD TOTAL \$	LABOR AMOUNT	
REASON				ADDITIONAL AMOUNT \$	REVISD TOTAL \$	PARTS AMOUNT	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	REVISD TOTAL \$	GAS, OIL, LUBE	
REASON				ADDITIONAL AMOUNT \$	REVISD TOTAL \$	SUBLET AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		HAZ. MAT. FEE	
X				X		TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
						<b>PLEASE PAY THIS AMOUNT</b>	

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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 3

EPA # CAL 000358159 BAR # ARD 263536

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26037/26200	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:38 29AUG17	08:30 07SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0		0	TLABOR		

SUBL RENTAL PO#444230  
 WPC 3800 3800 38.00 38.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 38.00 TOTAL LINE F: 38.00  
 #1005 CREATED 2017-08-28  
 02:03:00PM TAKEN BY NI CK  
 DANDO

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-29-17	14:26	15:11	0.75	W	21563	A	
	16:07	16:08	0.01	W	21563	A	
08-30-17	08:27	10:59	2.53	W	21563	A	
	10:59	10:59	0.00	W	21563	B	
	10:59	11:02	0.05	W	21563	C	
09-01-17	15:18	18:02	2.73	W	21563	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	420	
4/3440	3800	3800		4/1140	3800	*****	
4/1010	0	*****					

COST, SALE, & COMP TOTALS 4220 3800 0

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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9/15/2017

ARMS® - Automated Rental Management System

**ARMS** DEL GRANDE DEALER GROUP

Rental Company:  
Invoice:  
Alternate Invoice  
Number:

ENTERPRISE RENT-A-CAR  
[REDACTED]  
8WZDXJ

Bill To: 23J5638  
DEL GRANDE DEALER GROUP  
ATTN: JOSE CHAVEZ  
905 CAPITOL EXPRESSWAY  
SAN JOSE, CA 95136

**RENTAL DETAIL:**

Rental Period: 8/29/17 to 9/15/17 (18 days)  
Billed Period: 8/29/17 to 9/15/17 (18 days)

RENTER INFORMATION:  
Renter: [REDACTED]

RENTAL INFORMATION:  
Rental Branch Location:  
ENTERPRISE RENT-A-CAR (2309)  
3591 PEARL AVENUE  
SAN JOSE, CA 951361532  
(408) 448-2100

ADDITIONAL CLAIM INFORMATION:  
AP# or RO#/PO# :RO [REDACTED]

Owner's Vehicle: 2016 CHEVROLET SILVE  
Additional Driver:

Repair Facility:  
DEL GRANDE DEALER GROUP  
SAN JOSE, CA 95136

Products and Services	Rate	Amount
18 DAYS @	33.50	\$603.00
1 MISC EXP	500.00	\$500.00
Taxes and Surcharges		
18 VLR REC	1.40	\$25.20
1 SALES TAX	9.25%	\$55.78
<b>Total Charges:</b>		<b>\$1,184.00</b>
<b>Less Amount Received:</b>		<b>\$500.00</b>
<b>Total Amount Due:</b>		<b>\$684.00</b>

**VEHICLES RENTED:**

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
8/29/17 7:45 AM	2017	CHEV	IMPA	2G1105SA7H [REDACTED]	11881	12000	119	\$33.50

**Rental Invoice**

Please Return This Portion with Remittance

Make Payment To:  
ENTERPRISE RENT-A-CAR (23DD)  
550 TURK ST  
  
SAN FRANCISCO, CA 94102-3331  
Federal ID:36-3041733

Total Charges: \$1,184.00  
Less Amount Received: \$500.00  
Total Amount Due..... \$684.00

Please include on your check:  
Invoice: [REDACTED]

18 Days Int @ 38.00



# CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall  
San Jose, CA 95136  
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www.CapitolChevySJ.com

PO: 444230  
PAGE: 1 OF 1  
PO DATE: 29AUG2017  
PRINT DATE: 21SEP2017 16:28  
TELEPHONE: 4084482100  
REQUESTOR: DG595735  
ISSUED BY: DG595735  
SHIP VIA:  
COMMENT:

\*\*\*\*\*  
\* MODIFIED MODIFIED \*  
\*\*\*\*\*

82377  
ENTERPRISE RENT-A-CAR  
ATTN: ACCTS RECEIVABLE  
3591 PEARL AVE  
SAN JOSE CA 95136

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$684.00

RO NO. DESCRIPTION  
[REDACTED] 18 DAYS INT  
CUSTOMER#: [REDACTED]

NAME: [REDACTED]

AMOUNT  
684.00

REASON FOR MODIFICATION  
INTERFACED PO OPENED.

REASON FOR MODIFICATION  
CHANGE AMOUNT

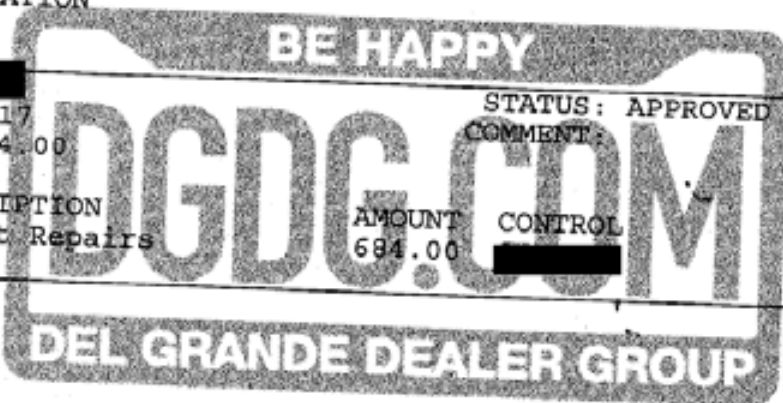
INVOICE: [REDACTED]  
DATE: 21SEP2017  
AMOUNT: 684.00

STATUS: APPROVED  
COMMENT:

CO ACCOUNT DESCRIPTION  
4 1275 Sublet Repairs

AMOUNT CONTROL  
684.00 [REDACTED]

CONTROL2



# PURCHASE ORDER ORIGINAL

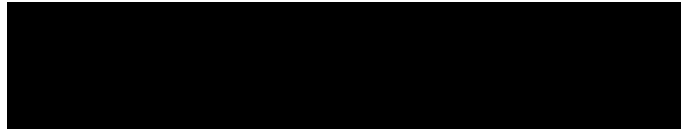
VENDOR COPY

PE18-012

GM

3-27-2019

Q3





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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 1

\*\* PRE-INVOICE \*\*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26508/26527	[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 08DEC17		165.00 CASH	29SEP17
R.O OPENED		BOOKED		OPTIONS: SOLD-STK: [REDACTED] DLR:426071		
07:34 25SEP17		13:50 29SEP17		ENG:5.3_LITER_SIDI TRN:A8		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON... CHECK AND ADVISE CAUSE: PERFORMED CHECK ENGINE LIGHT DIAGNOSIS TO DETERMINE ROOT CAUSE											
CEL CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON... CHECK AND ADVISE											
			28967	WPC		0.00	0	0		0.00	0.00
1			24286289	HARNASS		5491	7687	0	96.33	76.87	76.87
1			24274402	(S)FILTER		1509	2113	0	30.17	21.13	21.13
7			19353429	FLUID		6643	9303	0	16.65	13.29	93.03
						13643		19103	TPARTS		
						0		0	TLABOR		

PARTS: 191.03 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 191.03

26527 CHECK AND VERIFY CHECK ENGINE LIGHT ON, HOOKED SCAN TOOL, FOUND DTC P0700, P0711 TRANSMISSION FLUID TEMPERATURE SENSOR PERFORMANCE, TOOK SNAP SHOT PRINT AND ATTACHED TO R O, PERFORMED DIAGNOSIS PER DOCUMENT ID #3806989, PERFORMED TRANSMISSION FLUID LEVEL AND CONDITION CHECK, LEVEL NORMAL FLUID RED NORMAL, CONTINUE WITH DIAGNOSIS, TEST TERMINAL X175 #11 AND 12 FOUND O L RESISTANCE LESS THAN 2 HOMS, NEED TO REPLACE THE TRANSMISSION FLUID TEMPERATURE SENSOR, S O P, LOWER THE 3 WAY CAT CONVERTER TO REMOVE TRANSMISSION PAN, TO REMOVE FILTER AND REMOVE TRANSMISSION CONTROL WIRING HARNASS WITH NEW TEMPERATURE SENSOR ASSY, REPLACED NEW FILTER, ADD NEW FLUID, HOOKED SCAN TOOL, PERFORMED TRANSMISSION FLUID LEVEL CHECK, PERFORMED 13 MILES ROAD TEST, TRANSMISSION OPERATING NORMAL NOW.

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

CAUSE: SET AND LOGGED TIRE PRESSURES AS PER REGULATION?

PSI 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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

26527 SET TIRE PRESSURE TO SPECS 35 PSI ALL, TIRE DEPTH 6/32 ALL.

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$				FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE				PHONE # OR IN PERSON		LABOR AMOUNT	
REASON				AUTHORIZED BY		PARTS AMOUNT	
DATE				PHONE # OR IN PERSON		GAS, OIL, LUBE	
REASON				AUTHORIZED BY		SUBLET AMOUNT	
DATE				PHONE # OR IN PERSON		HAZ. MAT. FEE	
REASON				AUTHORIZED BY		TOTAL CHARGES	
DATE				PHONE # OR IN PERSON		ADJUSTMENTS	
REASON				AUTHORIZED BY		SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 2

EPA # CAL 000358159 BAR # ARD 263536

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG[REDACTED]	[REDACTED]	26508/26527	[REDACTED]

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01JAN16 DD			17:00 08DEC17		165.00 CASH	29SEP17

R.O OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:34 25SEP17	13:50 29SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
C	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION										
	28PT DEFAULT										
	28967	CPC		0.20		940	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00		0.00	0.00			TOTAL LINE C:	0.00
26527 PERFORMED MULTI POINT INSPECTION.											

D By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

TEXT By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

	28967	CPC		0.00		0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00		0.00	0.00			TOTAL LINE D:	0.00

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
E	CUSTOMER REQUESTS COMPLIMENTARY CAR WASH										
CAUSE: WASHED VEHICLE FOR CUSTOMER SATISFACTION											
WASH CUSTOMER REQUESTS COMPLIMENTARY CAR WASH											
	28967	CPC		0.00		0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00		0.00	0.00			TOTAL LINE E:	0.00

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
F	CUSTOMER REQUESTS RENTAL VEHICLE										
CAUSE: PROVIDED RENTAL VEHICLE AS PER CUSTOMER REQUEST											
RENTAL CUSTOMER REQUESTS RENTAL VEHICLE											
	28967	WRENT		0.00		0	0			0.00	0.00

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$				FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE				PHONE # OR IN PERSON		LABOR AMOUNT	
REASON				AUTHORIZED BY		PARTS AMOUNT	
DATE				PHONE # OR IN PERSON		GAS, OIL, LUBE	
REASON				AUTHORIZED BY		SUBLET AMOUNT	
DATE				PHONE # OR IN PERSON		HAZ. MAT. FEE	
REASON				AUTHORIZED BY		TOTAL CHARGES	
DATE				PHONE # OR IN PERSON		ADJUSTMENTS	
REASON				AUTHORIZED BY		SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		<b>PLEASE PAY THIS AMOUNT</b>	

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 parts 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 these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from compressed air. 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) review all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. \*Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq. For further information about Proposition 65, see www.cdph.ca.gov/propos65.



# 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]

\*ACCOUNTING\*

PAGE 3

\* PRE-INVOICE \*\*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26508/26527	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 08DEC17		165.00 CASH	29SEP17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:34 25SEP17	13:50 29SEP17	ENG:5.3_LITER_SIDI	TRN:AB	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0		0	TPARTS		
						0		0	TLABOR		

SUBL RENTAL PO#448730

WPC	3800	3800	38.00	38.00
PARTS: 0.00	LABOR: 0.00	OTHER: 38.00	TOTAL LINE F:	38.00

INTERNET APPOINTMENT CREATED  
 2017-09-22 03:04:4 1PM TAKEN  
 BY JOHN FOLENA

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-25-17	16:26	16:32	0.10	W	28967	A	
09-26-17	07:00	07:41	0.68	W	28967	A	
	07:41	09:47	2.10	W	28967	A	
09-29-17	08:48	12:00	3.20	W	28967	A	
	12:30	13:19	0.82	W	28967	A	
	13:19	13:20	0.01	W	28967	B	
	13:20	13:20	0.00	W	28967	F	
	13:20	13:20	0.00	W	28967	E	
	13:21	13:21	0.00	W	28967	D	
	13:21	13:29	0.13	W	28967	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3520	19103	13643	
4/3400	0	940		4/3440	3800	3800	
4/1140	22903	*****		4/1010	0	*****	

COST, SALE, & COMP TOTALS 18383 22903 0

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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CUSTOMER #: [REDACTED]

\*INVOICE\*

DUPLICATE 1  
 PAGE 3

EPA # CAL 000358159 BAR # ARD 283536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26508/26527	[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 08DEC17		165.00 CASH	29SEP17

R.O. OPENED	BOOKED	OPTIONS:	DLR:426071
07:34 25SEP17	13:53 29SEP17	SOLD-STK: [REDACTED] ENG:5.3_LITER_SIDI TRN:AB	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: PROVIDED RENTAL VEHICLE AS PER CUSTOMER REQUEST							
RENTAL CUSTOMER REQUESTS RENTAL VEHICLE (N/C)							
28967WRENT							
SUBL RENTAL PO#448730 (N/C)							
WPC							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

INTERNET APPOINTMENT CREATED  
 2017-09-22 03:04:4 1PM TAKEN  
 BY [REDACTED]

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

CUSTOMER  
 SIGNATURE

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 found in used oil, waste and replacement fluids, hoses, greases, gels, 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 handling, maintaining or repairing your vehicle, to work in a well ventilated area; do not smoke, drink or eat while working; do 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. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code 120120.5 or sup.) For further information about Proposition 65, http://www.calkech.org/prop65.html

FILE COPY



Rental Company:

ENTERPRISE RENT-A-CAR

Invoice:  
Alternate Invoice  
Number:

94J9YJ

Bill To: 23J5638  
DEL GRANDE DEALER GROUP  
ATTN: JOSE CHAVEZ  
905 CAPITOL EXPRESSWAY  
SAN JOSE, CA 95136

RENTAL DETAIL:

Rental Period: 9/25/17 to 9/30/17 (6 days)  
Billed Period: 9/25/17 to 9/30/17 (6 days)

RENTER INFORMATION:

Renter:

RENTAL INFORMATION:

Rental Branch Location:  
ENTERPRISE RENT-A-CAR (2309)  
3591 PEARL AVENUE  
SAN JOSE, CA 951361532  
(408) 448-2100

ADDITIONAL CLAIM INFORMATION:

AP# or RO#/PO# :RO

Owner's Vehicle: 2016 CHEVROLET SILVE  
Additional Driver:

Repair Facility:  
DEL GRANDE DEALER GROUP  
SAN JOSE, CA 95136

Products and Services	Rate	Amount
3 DAYS @	33.50	\$100.50
3 DAYS @	26.17	\$78.51
3 DAYS DW @	19.99	\$59.97
3 DAYS PAI @	2.68	\$8.04
1 MISC EXP	17.97	\$17.97
Taxes and Surcharges		
6 VLR REC	1.40	\$8.40
1 SALES TAX	9.25%	\$16.56
<b>Total Charges:</b>		<b>\$289.98</b>
<b>Less Amount Received:</b>		<b>\$85.98</b>
<b>Total Amount Due:</b>		<b>\$204.00</b>

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
9/28/17 7:39 AM	2017	CHEV	EQUI	2GNALCEK7H	4428	4660	232	\$26.17

### Rental Invoice

Please Return This Portion with Remittance

Make Payment To:  
ENTERPRISE RENT-A-CAR (23DD)  
550 TURK ST

SAN FRANCISCO, CA 94102-3331  
Federal ID:36-3041733

Total Charges: \$289.98  
Less Amount Received: \$85.98  
Total Amount Due..... \$204.00

Please include on your check:  
Invoice:

Cust [Redacted]

Vin GA [Redacted]

Mileage 26508

2 Days warr

4 Days Int



# CAPITOL CHEVROLET

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

PO: 448730  
PAGE: 1 OF 1  
PO DATE: 25SEP2017  
PRINT DATE: 02OCT2017 12:51  
TELEPHONE: 4084482100  
REQUESTOR: DG595735  
ISSUED BY: DG595735  
SHIP VIA:  
COMMENT:

\*\*\*\*\*  
\* MODIFIED MODIFIED \*  
\*\*\*\*\*

82377  
ENTERPRISE RENT-A-CAR  
ATTN: ACCTS RECEIVABLE  
3591 PEARL AVE  
SAN JOSE CA 95136

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$204.00

RO NO	DESCRIPTION	AMOUNT
[REDACTED]	2 DAYS WARR 4 DAYS INT	204.00
	CUSTOMER#: [REDACTED] NAME: [REDACTED]	

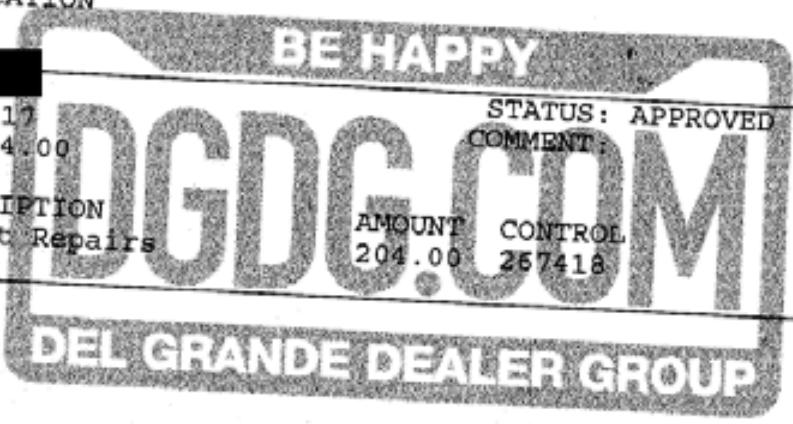
REASON FOR MODIFICATION  
INTERFACED PO OPENED.

REASON FOR MODIFICATION  
CHANGE AMOUNT

INVOICE: [REDACTED]  
DATE: 02OCT2017  
AMOUNT: 204.00

STATUS: APPROVED  
COMMENT:

CO	ACCOUNT	DESCRIPTION	AMOUNT	CONTROL
4	1275	Sublet Repairs	204.00	257418



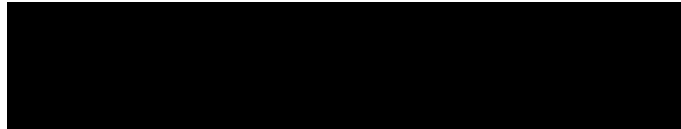
# PURCHASE ORDER ORIGINAL

PE18-012

GM

3-27-2019

Q3





# CAPITOL CHEVROLET

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CUSTOMER #:

\*ACCOUNTING\*

PAGE 1

\* PRE-INVOICE \*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG		26037/26200	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17
R.O OPENED		BOOKED	OPTIONS: SOLD-STK: DLR:426071			
07:38 29AUG17		08:30 07SEP17	ENG:5.3_LITER_SIDI TRN:A8			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE VEHICLE HAS A BRAKE CONCERN; CUSTOMER IS STATING THAT WHEN PULLING INTO A PARKING SPOT; THE VEHICLE HAS A TENDENCY OF NOT STOPPING FULLY AND INCHING FORWARD WHILE THE BRAKE PEDAL IS ENGAGE. CUSTOMER IS STATING THE BRAKE PEDAL BECOMES STIFF. CONCERN HAS OCCURED TWICE AND ITS OCCUR AT A FLAT DRIVEWAY & SHORT DISTANCE AFTER EACH CONCERN. CHECK AND ADVISE										
CAUSE: PERFORMED COMPLIMENTARY INITIAL INSPECTION DIAG CUSTOMER REQUESTS COMPLIMENTARY INITIAL INSPECTION											
	21563	WPC		0.00	0	0	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

26037 could not duplicate customers concern in regards to not stopping fully and inching forward. found bulletin pit5361c talks about possible oil in brake booster or vacuum line i checked and no oil in both brake booster or vacuum pump lines to the booster. checked software and it is all up to date /// TECH 22735 /// PERFORMED OVERNIGHT ROAD TEST IN 26042, OUT 26200. DROVE VEHICLE IN STOP AND GO TRAFFIC, CREEPING AND STOPPING. COULD NOT DUPLICATE CONDITION DESCRIBED ON RO.

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

CAUSE: SET AND LOGGED TIRE PRESSURES AS PER REGULATION?

PSI 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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

26037 set all tires to 35 psi

C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$				FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE				PHONE # OR IN PERSON		LABOR AMOUNT	
REASON				AUTHORIZED BY		PARTS AMOUNT	
DATE				PHONE # OR IN PERSON		GAS, OIL, LUBE	
REASON				AUTHORIZED BY		SUBLET AMOUNT	
DATE				PHONE # OR IN PERSON		HAZ. MAT. FEE	
REASON				AUTHORIZED BY		TOTAL CHARGES	
DATE				PHONE # OR IN PERSON		ADJUSTMENTS	
REASON				AUTHORIZED BY		SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 2

\* PRE-INVOICE \*

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26037/26200	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17

R.O OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:38 29AUG17	08:30 07SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
28	PT	DEFAULT									
		21563	CPC	0.20		420	0			0.00	0.00
PARTS:		0.00	LABOR:	0.00		OTHER:	0.00		TOTAL LINE C:		0.00

26037 performed mpi inspection

D By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

TEXT By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via texts. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing only.

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

E CUSTOMER REQUESTS COMPLIMENTARY CAR WASH

CAUSE: WASHED VEHICLE FOR CUSTOMER SATISFACTION

WASH CUSTOMER REQUESTS COMPLIMENTARY CAR WASH

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 CUSTOMER REQUESTS RENTAL VEHICLE

CAUSE: PROVIDED RENTAL VEHICLE AS PER CUSTOMER REQUEST

RENTAL CUSTOMER REQUESTS RENTAL VEHICLE

999	WPC	0.00	0	0	0.00	0.00
0 0 TPARTS						

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$				FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	REVISOR	LABOR AMOUNT	
REASON				ADDITIONAL AMOUNT \$	REVISOR	PARTS AMOUNT	
DATE	T ME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	REVISOR	GAS, OIL, LUBE	
REASON				ADDITIONAL AMOUNT \$	REVISOR	SUBLET AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		HAZ. MAT. FEE	
X				X		TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
						<b>PLEASE PAY THIS AMOUNT</b>	

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CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

PAGE 3

EPA # CAL 000358159 BAR # ARD 263536

\* PRE-INVOICE \*\*

SERVICE ADVISOR: 595735 JOSE CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE GREY	16	CHEVROLET SILVERADO	3GCUKSEC8GG	[REDACTED]	26037/26200	[REDACTED]

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			17:00 19SEP17		165.00 CASH	07SEP17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
07:38 29AUG17	08:30 07SEP17	ENG:5.3_LITER_SIDI	TRN:A8	426071

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0		0	TLABOR		

SUBL RENTAL PO#444230											
WPC											
						3800	3800			38.00	38.00
PARTS: 0.00						LABOR: 0.00		OTHER: 38.00		TOTAL LINE F: 38.00	

#1005 CREATED 2017-08-28  
 02:03:00PM TAKEN BY NI CK  
 DANDO

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-29-17	14:26	15:11	0.75	W	21563	A	
	16:07	16:08	0.01	W	21563	A	
08-30-17	08:27	10:59	2.53	W	21563	A	
	10:59	10:59	0.00	W	21563	B	
	10:59	11:02	0.05	W	21563	C	
09-01-17	15:18	18:02	2.73	W	21563	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3400	0	420	
4/3440	3800	3800		4/1140	3800	*****	
4/1010	0	*****					

COST, SALE, & COMP TOTALS 4220 3800 0

**SIGNATURE COPY**

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

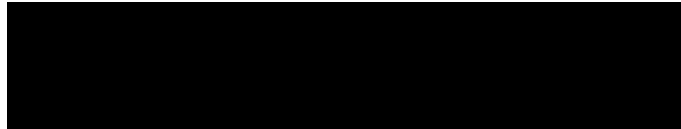
WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these 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 inhale, 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. \*Printed in accordance with Proposition 65 in Cal. Health & Safety Code §120141.5 et seq. For further information about Proposition 65, visit www.cdph.ca.gov/propp65.

PE18-012

GM

3-27-2019

Q3





Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Rd.  
Suite 300  
Atlanta, GA 30345

RECEIVED SEP 11 2017

RECEIVED SEP 11 2017

General Motors LLC  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.  
EXTENSION: 1012  
DIRECT DIAL: 878-791-1012  
E-MAIL: ALEX@PLEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300  
ATLANTA, GA 30345  
770-414-1002 1-866-865-3666  
FACSIMILE: 770-414-9891 1-877-216-0365

September 1, 2017

General Motors LLC  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

RE: [REDACTED], General Motors LLC  
**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**  
Our Client: [REDACTED]  
Vehicle: 2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]  
Date of purchase: 06/06/16  
Our File No.: [REDACTED]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Engine;
2. Electrical;
3. Transmission;
4. Suspension;
5. Vehicle vibration;
6. Driveability;
7. Excessive repair attempts;
8. Excessive days out of service.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

This letter shall serve as notice to General Motors LLC of its final opportunity to cure the above-referenced defects.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC



Alex Simanovsky  
Attorney at Law

AS/d

CC:

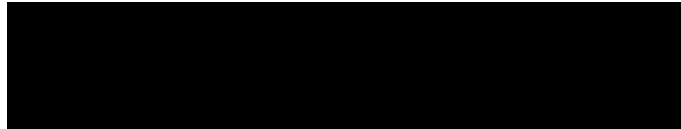


PE18-012

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3-27-2019

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**Document ID: 4629449**

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## **#PIE0359A: Engineering Information - Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set - (Nov 23, 2016)**

**Subject: Engineering Information – Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set**

**Models: 2015-2016 Cadillac CTS-V, Escalade Models**  
**2014-2016 Chevrolet Corvette, Silverado, Suburban, Tahoe**  
**2016 Chevrolet Camaro**  
**2014-2016 GMC Sierra, Yukon, Yukon XL**  
**Equipped with 4.3L, 5.3L or 6.2L Engine (RPOs LV3, L83, L86, LT1, LT4)**



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**This PI has been revised to end the need for information from the field. Please discard PIE0359.**

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If you encounter a vehicle with the above concern, please refer to SI diagnostics.

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**

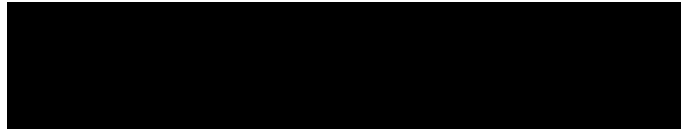


PE18-012

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3-27-2019

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**Document ID: 4549119**

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## **#PIE0360A: Engineering Information - Intermittent HVAC Cooling Issues During Driving - (Jun 30, 2016)**

**Subject: Engineering Information – Intermittent HVAC Cooling Issues During Driving**

**Models: 2016 Chevrolet Silverado, Suburban**

**2016 GMC Sierra, Yukon**

**Equipped with HVAC System (RPO C60, CJ2, CJ3 or CJ4)**

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**This PI has been revised to end the need for information from the field. Please discard PIE0360.**

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If you encounter a vehicle with this concern, please refer to SI diagnostics.

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.



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VOLUNTARY  
TECHNICIAN  
CERTIFICATION

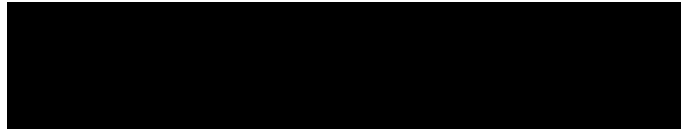


PE18-012

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3-27-2019

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**Document ID: 4566547**

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## #PIE0365A: Engineering Information - USB Receptacle Inoperative - (Aug 2, 2016)

**Subject: Engineering Information – USB Receptacle Inoperative**

**Models: 2016 Buick LaCrosse, Regal**

**2016 Cadillac ATS, CT6, CTS, Escalade Models, SRX, XTS**

**2016 Chevrolet Camaro, Colorado, Corvette, Cruze, Impala, Malibu, Silverado, Suburban, Tahoe**

**2016-2017 Chevrolet Volt**

**2016 GMC Canyon, Sierra, Yukon**

**Equipped with Radios IO5 or IO6**

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**This PI has been revised to end the need for information from the field. Please discard PIE0365.**

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If you encounter a vehicle with this concern, please refer to Bulletin Number 16-NA-242.

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

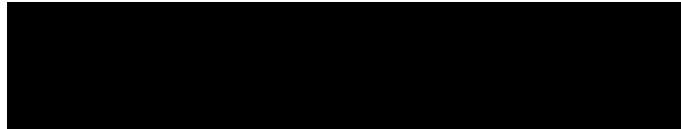


PE18-012

GM

3-27-2019

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untitled

Chantel N. Mojica-BRC Legal Advisor  
Africa on behalf of General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

CUSTOMER #:

# SUNRISE CHEVROLET

105-20 Queens Blvd,  
Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

\*WARRANTY\*

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 215 STEPHON SOLOMON			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKCOGR		42149/42149		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 06OCT17		0.00	CASH	06OCT17
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
07:12 25AUG17	09:46 06OCT17	TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D** C/S ENGINE HAS ECESSIVE VIBRATION WHEN DRIVING AND AT IDLE CAUSE: RIGHT AND LEFT ENGINE MOUNT ARE BROKEN CONCERN CODE:							
4067080				ENGINE MOUNT REPLACEMENT - LEFT SIDE			
			26	W 4.70		581.86	581.86
1	84175583	(S)MOUNT			116.40	116.40	116.40
6	15032594	NUT			6.07	6.07	36.42
1	15035747	(S)SEAL			18.56	18.56	18.56
4067150				ENGINE MOUNT REPLACEMENT - RIGHT SIDE			
			26	W 4.10		507.58	507.58
1	84175582	(S)MOUNT			116.40	116.40	116.40
1	15077362	(S)SEAL			17.04	17.04	17.04
4081688				Perform Pico Scope Idle Vibration Measurement			
			26	W 0.40		49.52	49.52
4029959				PRELIMINARY DIAGNOSTICS)			
			26	W 0.30		37.14	37.14
					17050	30482	TPARTS
					37601	117610	TLABOR

*40 813 48 5.4*

### PRELIMINARY DIAGNOSTICS:

CHECK VEHICLE FOR AN INTERMITTENT VIBRATION AT IDLE THAT FEELS LIKE A MISFIRE BUT THERE ARE NO MISFIRES. TRIED TO CLEAN INJECTORS AND VALVES BUT IT DIDNT CHARGE. TECH CHECKED VIBRATION WITH THE PICO SCOPE AS #17-NA-166 FOUND THE e .5 READINGS OVER 3.0 MGS TO HIGH. REPLACED BOTH ENGINE MOUNTS AS PER BULLETIN AND RECHECKED FOR VIBRATION, IS GONE

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**DISCLAIMER OF WARRANTIES**  
The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

**SUNRISE CHEVROLET**

105-20 Queens Blvd.  
 Forest Hills, NY 11375  
 Main Phone: (718) 263-7700  
 Service (718) 263-7770  
 www.drivesunrise.com

\*WARRANTY\*

PAGE 2

SERVICE ADVISOR: 215 STEPHON SOLOMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHXC0G8		42149/42149		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 06OCT17		0.00	CASH	06OCT17
06JUN16 DL							
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
07:12 25AUG17	09:46 06OCT17	TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-7700

COST, SALE, & COMP TOTALS 54651 148092 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	1176.10
PARTS AMOUNT	304.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1480.92
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1480.92

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

### SUNRISE CHEVROLET

105-20 Queens Blvd.  
Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

\*INTERNAL\*

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 215 STEPHON SOLOMON			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKCOGR		42149/42149		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 06OCT17		0.00	CASH	06OCT17
R.O. OPENED		READY		OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3			
07:12 25AUG17		09:46 06OCT17		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM A MULTI POINT INSPECTION	PERFORM A MULTI-POINT INSPECTION					
	MPI PERFORM A MULTI POINT INSPECTION	PERFORM A MULTI-POINT INSPECTION					
				26 ISP	0.00	0.00	0.00
*****							
B	PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE						
	CAUSE: MAINTENANCE/SERVICE						
	FI PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE						
				26 ISP	0.00	0.00	0.00
TECH HAD A SAMPLE KIT OF FUEL INJECTOR CLEANER PROVIDED FROM VALVOLINE. PERFORMED HIGH PRESSURISED FUEL INJECTOR CLEANING ON VEHICLE							
*****							
C	REPLACED WIPERS FRONT AND REAR						
	05 BODY TRIM						
				26 ISP	0.00	0.00	0.00
*****							
E**	CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE						
	CAUSE: TECH COMPLETED ENGINE OIL AND FILTER CHANGE INCLUDING FLUID TOP OFF.						
	LOF CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE						
				26 ISP	0.30	8.50	8.50
	2 12657093 (S)GASKET				6.09	4.34	8.68
	1 12559065 WASHER				1.33	1.17	1.17
	9 19352900 OIL				6.18	3.87	34.83
	1 19330000 (S)FILTER				8.60	4.73	4.73

THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-7700

COST, SALE, & COMP TOTALS 5585 5791 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
	The seller, hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.	LABOR AMOUNT	8.50
		PARTS AMOUNT	49.41
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	57.91
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

# SUNRISE CHEVROLET

105-20 Queens Blvd. - Forest Hills, NY 11375

Main Phone: (718) 263-7700

Service (718) 263-7770

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CUSTOMER #:

\*INVOICE\*



CHEVROLET

PAGE 1

BUS: CELL: SERVICE ADVISOR: 215 STEPHON SOLOMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKCOG		42149/42149		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 06OCT17		0.00	CASH	06OCT17

R.O. OPENED: 07:12 25AUG17 09:46 06OCT17  
 READY: [ ]  
 OPTIONS: SOLD-STK: [ ] ENG:L83 5.3L V8 ECOTEC3  
 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OB

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 MPI PERFORM A MULTI POINT INSPECTION PERFORM A  
 MULTI-POINT INSPECTION

26 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 \*\*\*\*\*

B PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE

CAUSE: MAINTENANCE/SERVICE

FI PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE

26 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TECH HAD A SAMPLE KIT OF FUEL INJECTOR CLEANER PROVIDED FROM  
 VALVOLINE. PERFORMED HIGH PRESSURISED FUEL INJECTOR CLEANING ON VEHICLE

C REPLACED WIPERS FRONT AND REAR

05 BODY TRIM

26 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

D\*\* C/S ENGINE HAS ECCESSIVE VIBRATION WHEN DRIVING AND AT IDLE

CAUSE: RIGHT AND LEFT ENGINE MOUNT ARE BROKEN

4067080 ENGINE MOUNT REPLACEMENT - LEFT SIDE

26 W (N/C)  
 1 84175583 (S)MOUNT (N/C)  
 6 15032594 NUT (N/C)  
 1 15035747 (S)SEAL (N/C)

4067150 ENGINE MOUNT REPLACEMENT - RIGHT SIDE

26 W (N/C)  
 1 84175582 (S)MOUNT (N/C)  
 1 15077362 (S)SEAL (N/C)

4081698 Perform Pico Scope Idle Vibration Measurement

26 W (N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES  
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

CUSTOMER #:

\*INVOICE\*



CHEVROLET

PAGE 2

SERVICE ADVISOR: 215 STEPHON SOLOMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		42149/42149		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 06OCT17		0.00	CASH	06OCT17
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
07:12 25AUG17	09:46 06OCT17	TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
4029959							
				26			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:							0.00

### PRELIMINARY DIAGNOSTICS:

CHECK VEHICLE FOR AN INTERMITTENT VIBRATION AT IDLE THAT FEELS LIKE A MISFIRE BUT THERE ARE NO MISFIRES. TRIED TO CLEAN INJECTORS AND VALVES BUT IT DIDNT CHARGE. TECH CHECKED VIBRATION WITH THE PICO SCOPE AS #17-NA-166 FOUND THE e .5 READINGS OVER 3.0 MGS TO HIGH. REPLACED BOTH ENGINE MOUNTS AS PER BULLETIN AND RECHECKED FOR VIBRATION, IS GONE

\*\*\*\*\*

### E\*\* CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE

CAUSE: TECH COMPLETED ENGINE OIL AND FILTER CHANGE INCLUDING FLUID TOP OFF.

### LOF CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE

26	ISP		(N/C)
2	12657093 (S) GASKET		(N/C)
1	12559065 WASHER		(N/C)
9	19352900 OIL		(N/C)
1	19330000 (S) FILTER		(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-7700

0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES  
The seller, hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER #:

# SUNRISE CHEVROLET

105-20 Queens Blvd.  
Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

WORKORDER

PAGE 1

BUS: CELL: SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GE		42149/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 25AUG17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
25AUG2017 07:12		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

### VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE	DESCRIPTION
	215	41305	16AUG17			
			01	26	W	CHARGE BACK TECH #26 1 HOUR OVER PAID
	215	41305	16AUG17			
			MPI	26	ISP	PERFORM A MULTI POINT INSPECTION PERFO
			LOF	26	ISP	CUSTOMER REQUEST ENGINE OIL AND FILT
			4022330	26	W	FUEL INJECTOR REPLACEMENT
			OLH	26	W	DIAG
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
			3480368	26	W	16-NA-242 TIPS FOR USB RECEPTACLE INC
			2881148	26	W	16-NA-356 AUTO MUTING LISTENING TO SC
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
			4416040	26	W	AIR CONDITIONING CONDENSER REPLACEME
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
	215	33642	24MAY17			
			MPI	234	C	PERFORM A MULTI POINT INSPECTION PERFO
			3420840	234	W	RADIO REPLACEMENT
			9997		W	FREIGHT CHARGE
			SOP	234	W	SPECIAL ORDER PARTS HAVE BEEN ORDERE
		31437	27APR17			
			LOF	232	ISP	CUSTOMER REQUEST ENGINE OIL AND FILT
			SOP	232	W	SPECIAL ORDER PARTS HAVE BEEN ORDERE
			5420100	232	W	120-VOLT ACCESSORY POWER RECEPTACLE
			01	232	W	VERIFIED CUSTOMERS CONCERN
			CND	232	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
	112	30942	22APR17			
			SOP	218	ISP	SPECIAL ORDER PARTS HAVE BEEN ORDERED
			R B	218	W	CONCERN NOT DUPLICATED
			NFF	218	ISP	INSPECTED FOR LISTED CONCERN(S) AND
			NA	218	C	CUSTOMER DROPPED CAR OFF WITHOUT AN

#### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated from date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

#### 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 treating due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #:

### SUNRISE CHEVROLET

105-20 Queens Blvd.  
Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

WORKORDER

PAGE 2

BUS: \_\_\_\_\_ CELL: \_\_\_\_\_ SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G1		42149/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 25AUG17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: _____ ENG:L83_5.3L_V8_ECOTEC3					
25AUG2017 07:12		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MPI		C	PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
# B	FI		C	PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE
# C	05		C	REPLACED WIPERS FRONT AND REAR

#D Customer states engine has excessive vibration when driving or at idle

Add on

ADD-ON VIBRATION IN TRUCK  
L. Lambert 10/3/17  
10:30 AM

#E LOF

11259

#### EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

STATE INSPECTION RECOMMENDED REPAIRS & REMARKS

STATE INSPECTION INFORMATION

INSPECTED BY (EMPLOYEE #)

106425

TIRES	LF	WHEELS PULLED	LF
	RF		RF
	LR		LR
	RR		RR

INSPECTION STICKER #

MILEAGE

TECHNICIAN'S SIGNATURE

ADDITIONAL MATERIALS USED

TIME CLOCK

TECHNICIAN'S FINDINGS AND REMARKS

1 COMPLAINT: Preliminary Diagnostics:  
 CAUSE: Checked vehicle for an intermittent vibration at idle that feel like a misfire but there are no misfires.  
 CORRECTION: I tried to clean the injectors and valves but it didn't

PRELIMINARY DIAG

.3

26

17 AUG 25 AM 8:01

2017 AUG 25 AM 7:12

2 COMPLAINT: change.  
 CAUSE:  
 CORRECTION: I checked the vibration with the Pico Scope as per #17-NA-166.

N/A

FLAT RATE

26

17 AUG 25 AM 9:46

17 AUG 25 AM 8:01

3 COMPLAINT: I found that the E .5 readings go over 3.0 mgs (too high)  
 CAUSE:  
 CORRECTION:

ADJUSTS

FLAT RATE

26

17 OCT 3 AM 10:44

4 COMPLAINT: Replaced both engine mounts as per bulletin and rechecked for a vibration. The vibration is gone.  
 CAUSE:  
 CORRECTION:

ADJUSTS

FLAT RATE

26

17 OCT 3 PM 3:01

17 OCT 3 AM 10:45

EMP #	REPAIR #	FLAG	EMP #	REPAIR #
EMP #	REPAIR #	FLAG	EMP #	REPAIR #
EMP #	REPAIR #	FLAG	EMP #	REPAIR #

REPAIR LABOR SALES

FLAT RATE

59280

17 OCT 3 PM 4:11

2.8

26

17 OCT 3 PM 3:03

FLAG

10-17-17:03:58PM:1111  
 1111  
 9/29

STATE INSPECTION INFORMATION				STATE INSPECTION RECOMMENDED REPAIRS & REMARKS							
INSPECTED BY (EMPLOYEE #)											
TIRES	LF	WHEELS PULLED	LF								
	RF		RF								
	LR		LR								
	RR		RR								
INSPECTION STICKER #				MILEAGE		TECHNICIAN'S SIGNATURE			TIME CLOCK		
TECHNICIAN'S FINDINGS AND REMARKS				ADDITIONAL MATERIALS USED							
1 COMPLAINT:				REPAIR LABOR DOLLARS	FLAG RATE	RO NO	EMP #	OFF	17 OCT 3 PM 4:41		
CAUSE: <i>LOF - .3</i> →				<i>.3</i>		<i>[REDACTED]</i>	<i>[REDACTED]</i>	ON			
CORRECTION: <i>Change oil after 140 hrs (3500 mi)</i>						TEC <i>26</i>		OFF	17 OCT 3 PM 4:12		
2 COMPLAINT:											
CAUSE: <i>Suggest: 106,000</i>											
CORRECTION: <i>424 Service - 2.6</i>											
3 COMPLAINT:											
CAUSE: <i>Trans Service - 1.5</i>											
CORRECTION:											
4 COMPLAINT:											
CAUSE:											
CORRECTION:											
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		OFF			
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		ON			
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		OFF			
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		ON			
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		OFF			
EMP #	REPAIR #	FLAG		EMP #	REPAIR #	FLAG		ON			

10-17-17:03:58PM:1111

:1111

# 10 / 29

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

CUSTOMER #: [REDACTED]

WORKORDER

PAGE 1



CHEVROLET

BUS: CELL: SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G6		42149/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS							
06JUN16 DD			18:00 25AUG17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] ENG:L83_5.3L_V8_ECOTEC3					
25AUG2017 07:12		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

### VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE	DESCRIPTION
[REDACTED]	215	41305	16AUG17			
			01	26	W	CHARGE BACK TECH #26 1 HOUR OVER PAID
	215	41305	16AUG17			
			MPT	26	ISP	PERFORM A MULTI POINT INSPECTION PERFO
			LOF	26	ISP	CUSTOMER REQUEST ENGINE OIL AND FILTE
			4022330	26	W	FUEL INJECTOR REPLACEMENT
			OLH	26	W	DIAG
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
			3480368	26	W	16-NA-242 TIPS FOR USE RECEPTACLE INC
			2881148	26	W	16-NA-356 AUTO MUTING LISTENING TO SC
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
			4416040	26	W	AIR CONDITIONING CONDENSER REPLACEMEN
			CND	26	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
	215	33642	24MAY17			
			MPI	234	C	PERFORM A MULTI POINT INSPECTION PERFO
			3420840	234	W	RADIO REPLACEMENT
			9997		W	FREIGHT CHARGE
			SOP	234	W	SPECIAL ORDER PARTS HAVE BEEN ORDERED
	215	31437	27APR17			
			LOF	232	ISP	CUSTOMER REQUEST ENGINE OIL AND FILTE
			SOP	232	W	SPECIAL ORDER PARTS HAVE BEEN ORDERED
			5420100	232	W	120-VOLT ACCESSORY POWER RECEPTACLE
			01	232	W	VERIFIED CUSTOMERS CONCERN
			CND	232	ISP	COULD NOT DUPLICATE CONCERN(S) AT TH
	112	30942	22APR17			
			SOP	218	ISP	SPECIAL ORDER PARTS HAVE BEEN ORDERED
			R B	218	W	CONCERN NOT DUPLICATED
			NFF	218	ISP	INSPECTED FOR LISTED CONCERN(S) AND I
			NA	218	C	CUSTOMER DROPPED CAR OFF WITHOUT AN

### EXCLUSION OF WARRANTIES

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X

PRELIMINARY ESTIMATE 9

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X

CUSTOMER SIGNATURE

SERVICE WRITER COPY

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www.drivesunrise.com

CUSTOMER #:

WORKORDER

PAGE 2

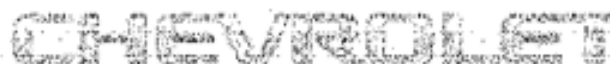


CHEVROLET

BUS: CELL: SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G6		42149/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN16 IS			18:00 25AUG17		0.00	CASH	
R.O. OPENED	READY	OPTIONS:		SOLD-STK:	ENG:	L83 5.3L V8 ECOTEC3	
25AUG2017 07:12		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MPI		C	PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
# B	FI		C	PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE
# C	05		C	REPLACED WIPERS FRONT AND REAR



### EXCLUSION OF WARRANTIES

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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 damage from freezing due to lack of antifreeze.

### PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER'S SIGNATURE

SERVICE WRITER COPY



Stephen Solomon

[Update My Profile](#)  
[Logout](#)

August 25, 2017

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).

### Vehicle Information

VIN: 1GNSKHKC0GR [REDACTED] Model: CK15905-2016 SUBURBAN 1500 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

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](#)

### Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N152028770	28770	4WD IPS Drift DTC C0398 - 4HI Lock-Up	01/06/2017	<u>Closed</u>
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	08/08/2016	<u>Closed</u>

### 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	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P0008 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0366		06/21/2016

### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.6271) and for XM Radio contact 877.GET.XMST (877.438.2677 Canada) and in the USA: 800-536-3600.

OnStar Equipped: Y XM Radio ID: 140XK3WU OnStar Status: Active  
 XM Equipped: Y 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
	Emission Limited Warranty	06/06/2016	9 MI	06/06/2019	50,009 MI
	Emission Select Component Ltd Wty	06/06/2016	9 MI	06/06/2024	80,009 MI
	Bumper to Bumper Limited Warranty	06/06/2016	9 MI	06/06/2019	36,009 MI
	Powertrain Limited Warranty	06/06/2016	9 MI	06/06/2021	60,009 MI
	Corrosion Limited Warranty	06/06/2016	9 MI	06/06/2022	100,009 MI
	Emission Select State Component Ltd Wty	06/06/2016	9 MI	06/06/2023	70,009 MI
	Chevrolet Scheduled Maintenance-2 visits	06/06/2016	9 MI	06/06/2018	24,000 MI
	CAC/BRC CCL - Comprehensive	05/04/2017	31,437 MI	05/04/2022	106,437 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
08/14/2017	58850	ZREG---Regular Vehicle Transaction		4416040 - Air Conditioning Condenser Replacement	41,305 MI
08/14/2017	58850	ZREG---Regular Vehicle Transaction		2881148 - Sirius XM Audio Evaluation and Scan for Codes	41,305 MI
08/14/2017	58850	ZREG---Regular Vehicle Transaction		4022330 - Fuel Injector Replacement	41,305 MI
08/14/2017	58850	ZREG---Regular Vehicle Transaction		3480068 - USB Receptacle Inoperative	41,305 MI
09/23/2017	54659	ZREG---Regular Vehicle Transaction		3420840 - Radio Replacement	33,642 MI
04/27/2017	0244022	ZREG---Regular Vehicle Transaction		0600458 - Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	31,437 MI
04/27/2017	54889	ZREG---Regular Vehicle Transaction		5420120 - Accessory Power Receptacle Replacement	31,437 MI
04/22/2017	54658	ZREG---Regular Vehicle Transaction		4028959 - Emissions - Customer Concern Not Duplicated (CCND)	30,942 MI
04/15/2017	54354	ZREG---Regular Vehicle Transaction		4041510 - Battery Replacement	30,181 MI
04/15/2017	54354	ZREG---Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	30,181 MI
04/12/2017	54176	ZREG---Regular Vehicle Transaction		4067060 - Engine Mount Replacement - Left Side	29,766 MI
04/12/2017	54176	ZREG---Regular Vehicle Transaction		4040320 - Generator Replacement	29,766 MI
04/08/2017	54025	ZREG---Regular Vehicle Transaction		4429959 - HVAC - Customer Concern Not Duplicated (CCND)	29,490 MI
04/08/2017	54025	ZFAT---Field Action Recall		9102844 - FA28770-Transfer Case Control Module Reprogramming with SPS	29,490 MI
03/01/2017	52668	ZREG---Regular Vehicle Transaction		8429639 - Transfer Case - Customer Concern Not Duplicated (CCND)	25,973 MI
03/01/2017	52668	ZREG---Regular Vehicle Transaction		4022330 - Fuel Injector	25,973 MI

		Vehicle Transaction	Replacement	
12/12/2016	49843	ZREG---Regular Vehicle Transaction	6420120 - Front View Camera Replacement	18,212 MI
12/05/2016	49605	ZREG---Regular Vehicle Transaction	2070870 - Air Inlet Grille Panel Replacement	17,550 MI
11/23/2016	49195	ZREG---Regular Vehicle Transaction	6420120 - Front View Camera Replacement	16,400 MI
11/01/2016	48372	ZREG---Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	14,019 MI
11/01/2016	48372	ZFAT---Field Action Recall	9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	14,019 MI
08/29/2016	46053	ZREG---Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	6,796 MI
02/27/2016	A06086	ZPDI---Pre-Delivery Inspection	0690072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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10-17-17, 10:55PM

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## #17-NA-166: Rough Idle in Drive - (Jun 6, 2017)

Subject: Rough Idle in Drive



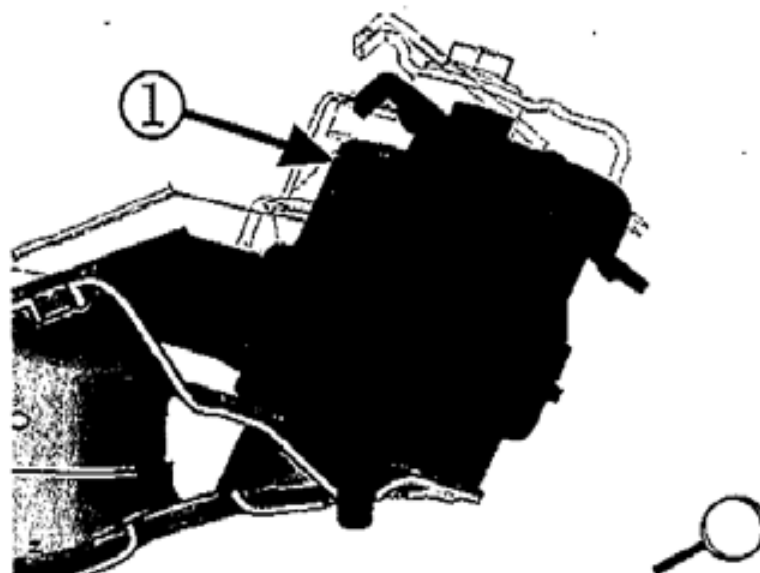
This Bulletin replaces PIP5211F. Please discard PIP5211F.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	SOP	(Plant Code F*) March 19, 2017	L83, L86, LV1, LV3	All
Chevrolet	Silverado	2014	2017		(Plant Code G & R*) February 22, 2017		
Chevrolet	Suburban Tahoe	2015	2017		(Plant Code Z*) March 16, 2017		
GMC	Sierra	2014	2017				
GMC	Yukon Models	2015	2017				
*For Build Plant Code See 11th Position of VIN							

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options</b>	Equipped with Engines 4.3L, 5.3L, 6.2L (RPO L83, L86, LV1, LV3)
<b>Condition</b>	<p>Some customers may comment about a rough idle and/or vibration at Idle in Drive.</p> <p>This condition may be most noticeable following extended driving, after hard acceleration, while idling at a stop in Drive. May feel like a lopey or lumpy idle, or may be described as a low idle.</p> <p>This condition will not be present in Park or Neutral. (There have been a few cases for rough idle in Reverse.)</p> <p>© 2017 General Motors. All rights reserved.</p>

**Note:** There will not be any DTCs with this concern.

Cause



This concern may be caused by ground out (1) within one or both engine mounts.

### Service Procedure

**Important:** Familiarize yourself with this entire bulletin before proceeding to ensure you are diagnosing and focusing on the correct issue by frequency measured with Pico scope.

If the rough idle / vibration concern frequency is E1.5 in the horizontal / lateral direction with Pico sensor mounted in seat track as indicated below – continue with steps to install updated design engine mounts and settle both engine and trans mounts to reduce amplitude (mg) / eliminate ground out within the engine mounts.

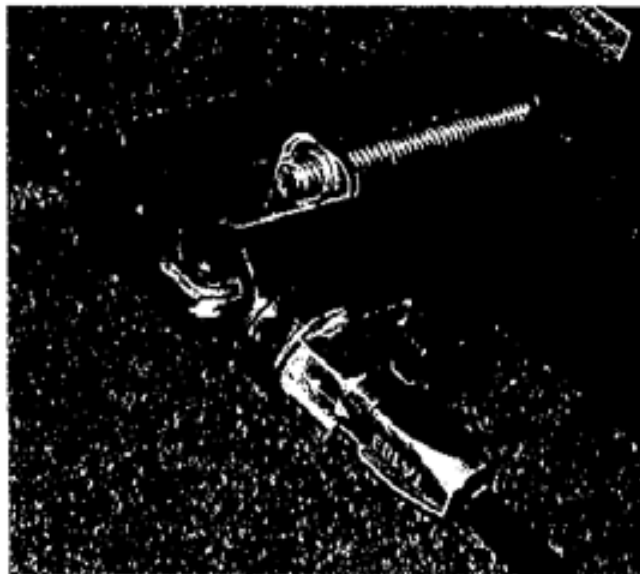
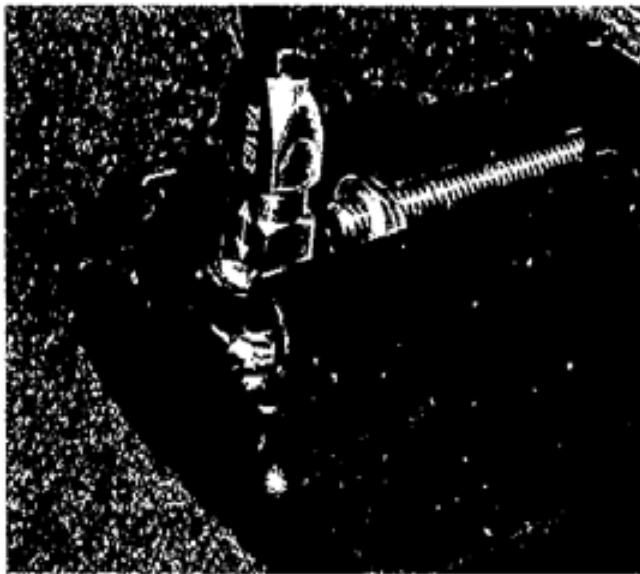
**Important:** The updated engine mounts are designed to reduce internal ground out, primarily E1.5. These mounts along with engine and trans mount settling will typically reduce amplitude at the seat track to 2 mg or less.

**Note:** The 6.2L engine has a characteristic E1 which can be felt, and may be described as a lopey idle. V8 engine firing frequency produces E4 which will typically be very low frequency at the seat track. Do not confuse 6.2L E1 characteristic (not caused by mount ground-out), with E1.5 normal idle characteristics being transmitted into the truck via ground-out through the engine mounts.

### Initial Setup / Duplication / Evaluation:

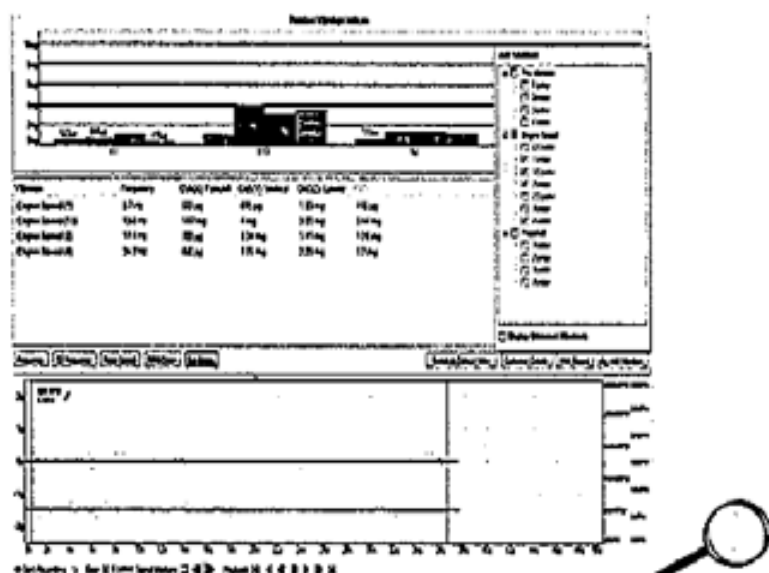
Measure the vibration disturbance using the vibration analyzer, CH-51450-A (Pico Oscilloscope), to qualify whether the issue frequency is E1.5 as opposed to E1 or E4.

**Note:** If using a single-axis pico sensor, mount and test both vertically and horizontally – E1.5 rough idle vibration will usually be horizontal / lateral at the seat track.



(TA183 single axis pico sensor shown / TA143 is tri-axis sensor)

Add E1.5 to the displayed data and turn Off T and P related data (under Add Vibration in Pico) since issue occurs with vehicle stationary.



**Note:** Amplitude (mg) readings from a single-axis pico sensor will be approximately 10% lower than with a tri-axis sensor. For example a reading of 4 mg using a tri-axis sensor, would likely measure as about 3.6 mg on a single-axis sensor.

If the disturbance frequency measures at the seat track as E1.5 with amplitude of approximately 2 mg or higher using a tri-axis sensor, continue with steps in this bulletin to reduce the amplitude (mg) of the disturbance, then exercise the vehicle and re-measure using pico to determine level of improvement.

If the E1.5 disturbance measures approximately 2 mg or lower using the Pico tri-axis sensor as indicated – the vehicle is considered acceptable.

1. Place tri-axis pico sensor on the inboard seat track forward-most location to record measurement of the rough idle vibration concern.

**Note:** Most rough idle in Drive concerns are temperature dependent, and can be difficult to re-create at times.

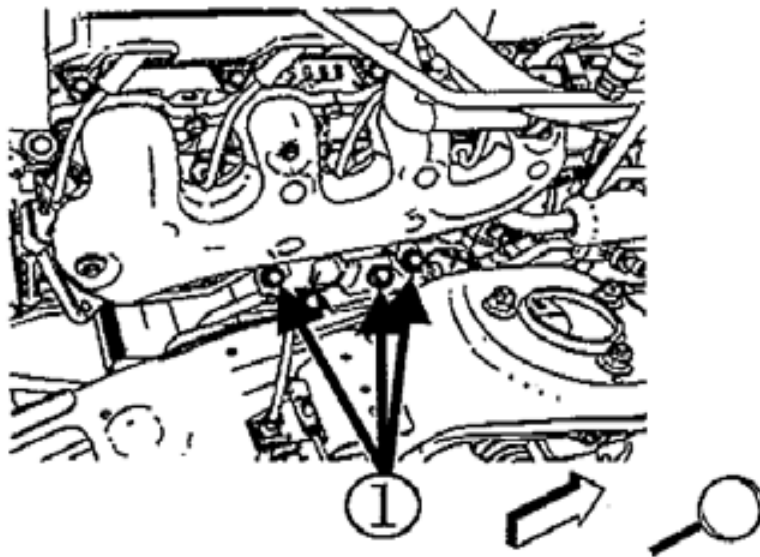
2. With A/C On, perform several short heavy launch events from stop to stop to bring the temperatures back up while attempting to re-create the rough idle vibration in Drive with Pico sensor placed on inboard seat track; while the vibration is active – Record Pico reading. This method seems to provide better results than extended test drives.
3. If the Pico reading for E1.5, with vibration active, at the inboard forward seat track location measures approximately 2 mg or higher – continue following steps in this bulletin to **install updated engine mounts and perform the engine/trans mount settling process.**
4. If the Pico reading for E1.5, with vibration active, at specified seat track location measures close to 2 mg or less – investigate other sources of the rough idle / vibration concern using SI diagnostics.

#### **Install Updated Engine Mounts and Engine/Trans Mount Settling Process:**

**Note:** For any engine mount to frame bolts and engine mount to engine block bolts removed during this process – clean bolt threads using denatured alcohol or equivalent; then apply threadlocker or equivalent to the bolt threads. Refer to Adhesives, Fluids, Lubricants, and Sealers.

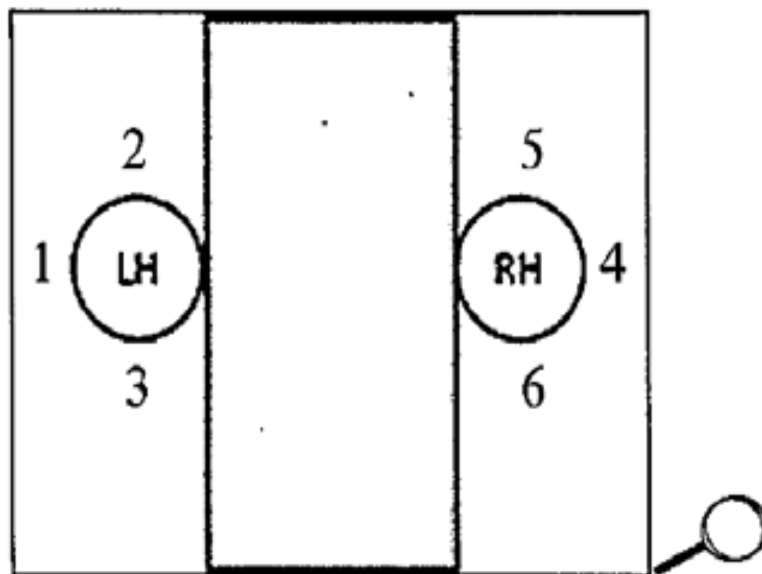
**Important:** Do Not use Impact wrenches when tightening the engine mount to frame bolts, or damage to threads in the frame may result.

**Important:** Both LH and RH engine mounts need to be seated to the vehicle frame **At The Same Time** to help ensure best alignment.



Summarized below are key notes for engine mount replacement for rough idle, refer to Engine Mount Replacement – Left and Engine Mount Replacement – Right for complete procedure.

1. Loosen the transmission/transfer case mount to frame crossmember mounting nuts.
2. When removing original engine mounts, also remove any previously installed spacer washers from beneath the mount base and/or bolt attachment points.
3. Apply threadlocker or equivalent to the threads of the engine mount to engine block bolts. Refer to Adhesives, Fluids, Lubricants, and Sealers.
4. Install the updated design engine mounts to the engine block. Tighten bolts to **65 Nm (48 lb ft)**.
5. Use care to seat both the LH and RH new mounts to the frame **At The Same Time**.
6. Apply threadlocker or equivalent to the threads of the engine mount to frame bolts. Refer to Adhesives, Fluids, Lubricants, and Sealers.
7. Install but do NOT tighten the mount to frame bolts.
8. Settle all mounts as follows:
  - 8.1. Ensure the engine mount to frame bolts (1) on both LH and RH sides are loosened a couple turns.
  - 8.2. Ensure, the transmission/transfer case mount to frame crossmember nuts are loosened a couple of turns.
  - 8.3. Have assistant set park brake and apply base brake.
  - 8.4. Have assistant turn Traction Control Off, and brake torque in Drive and Reverse – engine at operating temperature – then place in Neutral and turn engine Off.



- 8.5. In Neutral, with engine Off, using Only Hand Tools, tighten all engine mount to frame bolts in sequence shown, to **50 Nm (37 lb ft)**.
- 8.6. Tighten the transmission/transfer case mount to crossmember nuts to **55 Nm (41 lb ft)**.
9. Re-evaluate the rough Idle vibration – repeating steps 1-4 under Initial Set-up / Duplication / Evaluation.

If the E1.5 idle vibration at inboard seat track forward location has been reduced to 2 mg or less – the vehicle is considered acceptable.

If a different frequency other than E1.5 is now elevated, for example E4, then most likely one of the mounts is bound. Carefully repeat the mount settling process for the engine and trans mounts, then reevaluate.

#### Parts Information

Description	Part Number
Mount Asm – Engine (V6 PU, RH)	84175578
Mount Asm – Engine (V6 PU, LH)	84175579
Mount Asm – Engine (V8 PU, RH)	84175580
Mount Asm – Engine (V8 PU, LH)	84175581
Mount Asm – Engine (V8 SUV, RH)	84175582
Mount Asm – Engine (V8 SUV, LH)	84175583

#### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4081688*		0.4 hr

Labor Operation	Description	Labor Time
	Perform Pico Scope Idle Vibration Measurement	
4081348*	Engine Mount Replacement - Both Sides <b>Note:</b> Time Includes Engine and Trans Mount Settling. <b>Note:</b> 4WD Models ONLY: For steering wheel angle and/or front toe adjustment times, refer to labor code 8070012 and add the applicable base times to base labor hours.	(Pickup 4WD) 4.5 hrs (Pickup 2WD) 2.8 hrs (SUV 4WD) 5.4 hrs (SUV 2WD) 3.0 hrs
*This is a unique Labor Operation for Bulletin use only.		

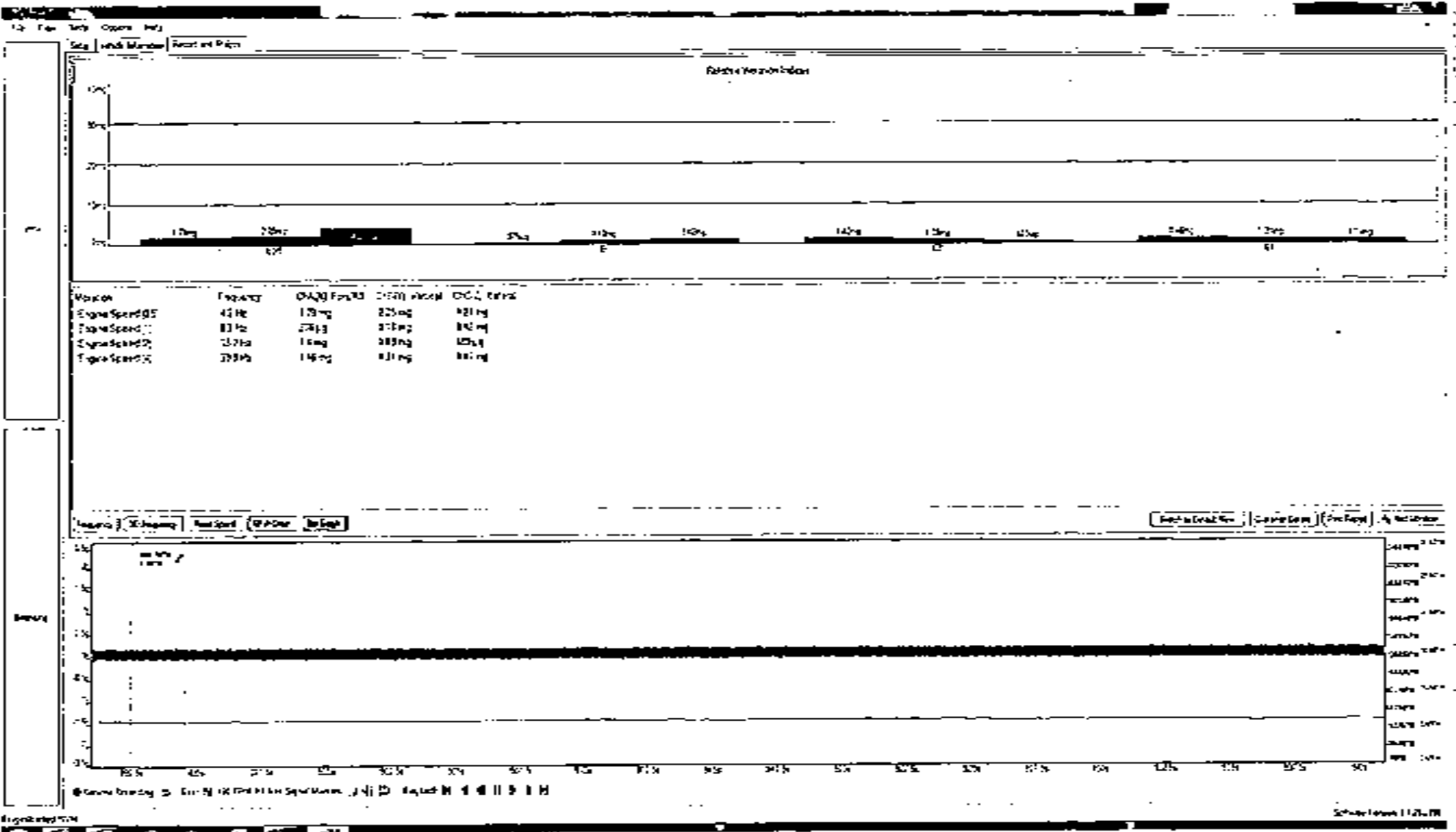
<b>Version</b>	2
<b>Modified</b>	June 6, 2017 -- Updated information, moved Parts Information and Warranty Information tables to bottom of bulletin and added Keywords.

Additional Keywords: PIP5211, PIP5211D, PIP5211E

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.



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 CERTIFICATION





2016 Chevrolet Suburban - 4WD | C/K SUV GLC | Engine/Propulsion | Engine Mechanical - 5.3L L83 or 6.2L L86 LT1 LT4 | Labor Time | Document ID: 4160428

## 4067150 Engine Mount Replacement - Right Side

Effective Date: Oct 1, 2017

**LABOR CODE:** 4067150

4 Wheel Drive

**LABOR TIME:**

4.1

Base

**LABOR TIME:**

2.1

2016 Chevrolet Suburban - 4WD | C/K SUV GLC | Engine/Propulsion | Engine Mechanical - 5.3L I83 or 6.2L I86 LT1 LT4 | Labor Time | Document ID: 4160427

# 4067080 Engine Mount Replacement - Left Side

Effective Date: Oct 1, 2017

**LABOR CODE:** 4067080

4 Wheel Drive

**LABOR TIME:**

4.7

Base

**LABOR TIME:**

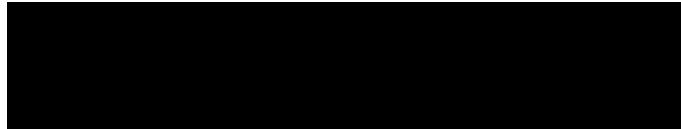
2.3

PE18-012

GM

3-27-2019

Q3



## Document ID: 4839326

# #16007-03: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - (Jul 10, 2017)

**Subject:** 16007-03 — Frontal Airbag and Pretensioner Non Deploy

**Models:** 2014–2017 Buick Encore  
 2014–2016 Buick LaCrosse  
 2015–2017 Cadillac Escalade, Escalade ESV  
 2014–2017 Chevrolet Caprice, Corvette, Silverado, Trax  
 2014–2016 Chevrolet Spark EV, SS  
 2015–2017 Chevrolet Suburban, Tahoe  
 2014–2017 GMC Sierra  
 2015–2017 GMC Yukon, Yukon XL



<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> July 2017
<b>Revision:</b> 03	
<b>Revision Description:</b> This bulletin is being revised to update the Service Procedure and the Warranty Information sections. Important changes have been made to the claim submission process. <b>Technicians MUST obtain a screenshot of the Programming Result screen and record the SPS Warranty Claim Code.</b> Please discard all previous copies of bulletin 16007-02.	

<b>Attention:</b>	<p>It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.</p> <p>All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.</p> <p><b>Effective July 10, 2017</b> additional requirements are being placed upon labor codes 9102276 and 9102561. To avoid warranty transaction rejections, the SPS Warranty Claim Code <b>MUST</b> be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction starting July 10, 2017.</p>
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Make	Model	Model Year	RPO	Description
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		From	To		
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

**Condition**

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet

	Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
<b>Correction</b>	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

### Parts Information

**Note:** If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
* 9102276	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
* 9102561	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
9102553	Customer Reimbursement Approved	0.2	ZFAT	***
9102554	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

**Note:** To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

\* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

\*\* Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

\*\*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**Note: (FOR US DEALERS ONLY)**

Based on the large volume of involved vehicles in dealer inventory, please review section 3.2.9 of the GM Service Policies & Procedures Manual regarding Technician Identification and Accounting of Labor. This section states "For multiple vehicles requiring reprogramming, as well as service update bulletins and field actions involving inspections only (No parts replacement), the technician is not required to punch on/off time tickets by job card."

**Service Procedure**

**Note:** Carefully read and follow the instructions below.

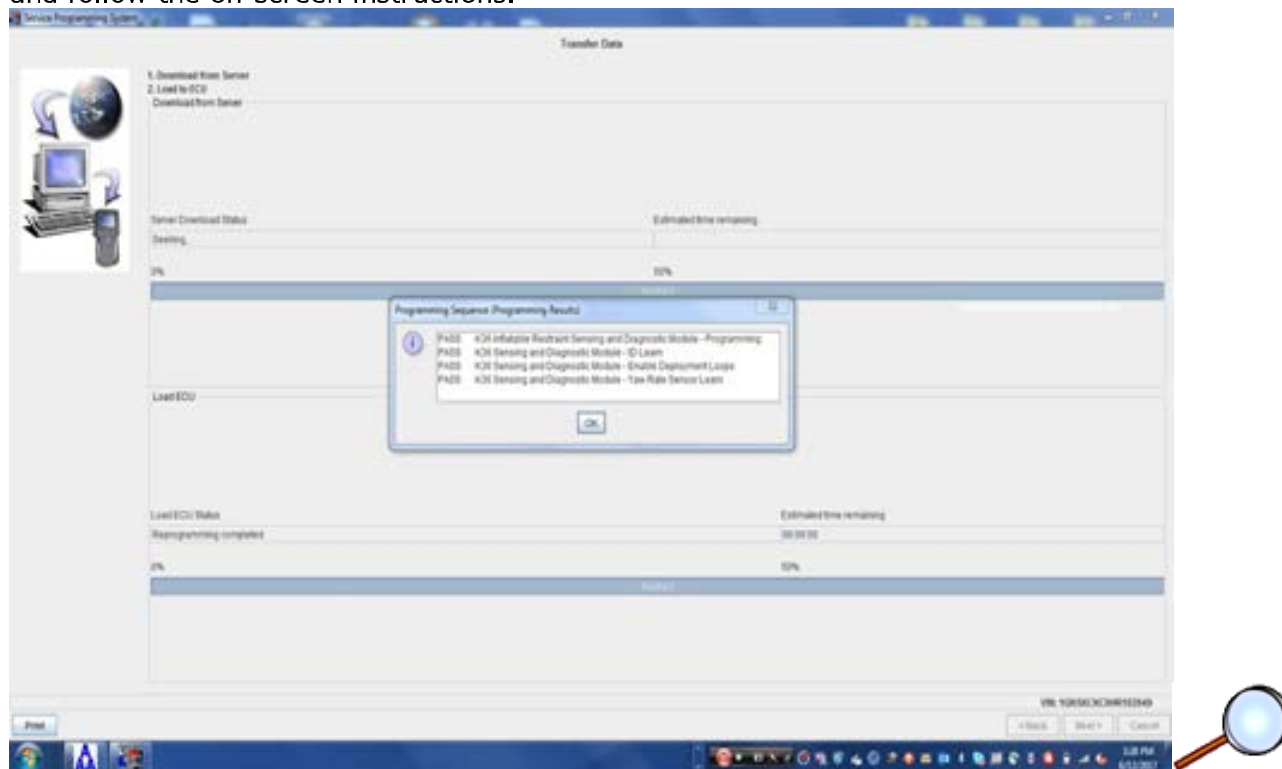
- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- The air bag indicator light may remain ON after the body control module (BCM), or Inflatable Restraint Sensing and Diagnostic Modules replaced, and during the programming procedure for the BCM until after the procedure is completed. When installing a new Inflatable Restraint Sensing and Diagnostic Module, there may be several DTCs set prior to programming. Once programmed, these DTCs should be in history and can be cleared.
- Failure to complete the following Setup procedure may cause DTC B1001 to be set in the Inflatable Restraint Sensing and Diagnostic Module.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Programming SDM**

**Note:** If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

### Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
  - Record and clear all DTC's in the vehicle before reprogramming the SDM.
1. Access the Service Programming System (SPS) and follow the on-screen instructions.
  2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.



2.1. To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

**Important:** The screen above should show all "PASS" or "SKIPPED" and/or "PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

Submit a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above along with the SPS Warranty Claim Code when submitting this transaction.

**Important:** To capture a screenshot:

- Click on the window you would like to capture.
  - Press **Ctrl + Print Screen** (Print Scrn) by holding down the **Ctrl** key and then pressing the **Print Screen** key. The **Print Screen** key is near the upper-right corner of your keyboard. (Depending on the type of keyboard you have, the exact key names on your keyboard may vary slightly.)
  - Click the **Start** button, located on the lower left-hand side of your desktop.
  - Click on **All Programs**.
  - Click on **Accessories**.
  - Click on **Paint**.
  - In the paint window, hold down the **Ctrl** key and then press and release the **V** key. Your captured screenshot should then appear within the paint window.
  - To save the image, click on the **File** drop-down menu located in the upper left-hand side of the toolbar and click on **Save As**.
  - In the **Save As window**, browse to your desired save location, enter a filename on the **File Name:** field, and click **Save** to save your screenshot.
3. Create a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above to be included when submitting this transaction. Record SPS Warranty Claim Code on job card for warranty transaction submission.
  4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

## Unable to Program SDM

### SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
  - If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.
1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.

Parameter Name	Value
Vehicle Identifier Number (VIN)	1G039000
End Model Part Number	1359413
Base Model Part Number	1359321
Manufacturer's Traceability Number	K1 608130P48A00
Inflatable Restraint Sensing and Diagnostic Module Primary Key	8721
Software Part Number	1351838
Calibration Part Number 1	84218721
Calibration Part Number 2	23237234
Diagnostic Data Identifier	0811
Software Module 1 Identifier	0 Counts
Software Module 2 Identifier	0 Counts
High Voltage Disable Requested - Crash Event Detected	No
Transmitting Acceleration Sensor Reading on Bus	Enabled



**Note:** "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

- If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
- If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

### **Dealer Responsibility — For US and Export (US States, Territories, and Possessions)**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### **Dealer Responsibility — All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### **Dealer Reports**

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

### **Customer Notification**

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 –

Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

## **IMPORTANT SAFETY RECALL**

October 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **Important:**

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

<p><b>Why is your vehicle being recalled?</b></p>	<p>The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.</p>
<p><b>What will we do?</b></p>	<p>Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at <b>no charge</b>. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.</p>
<p><b>What should you do?</b></p>	<p>You should contact your GM dealer to arrange a service appointment as soon as possible.</p>

<b>Did you already pay for this repair?</b>	Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.
<b>Do you have questions?</b>	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer

Vice President

## Global Vehicle Safety

### Enclosure

### GM Recall 16007

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.



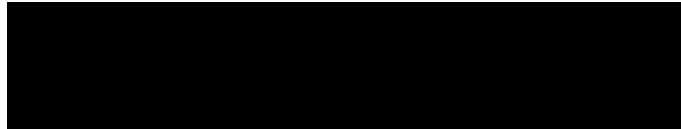
WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

PE18-012

GM

3-27-2019

Q3



Document ID: 4664225

## #28770: Service Update - 4WD IPS Drift DTC C0398 - 4HI Lock-Up - (Jan 6, 2017)

**Subject:** 4WD IPS Drift DTC C0398 - 4HI Lock-Up

**Models:** 2016 Cadillac Escalade, Escalade ESV  
 2016–2015 Chevrolet Silverado LD  
 2016 Chevrolet Suburban  
 2016 Chevrolet Tahoe  
 2016–2015 GMC Sierra LD  
 2016 GMC Yukon, Yukon XL



<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> January 2017
<b>Revision:</b> 00	

<b>Attention:</b>	This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.
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Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade / Escalade ESV	2016	2016	NQH	Transfer Case
Chevrolet	Silverado LD	2015	2016	NQH	Transfer Case
Chevrolet	Suburban	2016	2016	NP0/NQH	Transfer Case
Chevrolet	Tahoe	2016	2016	NP0/NQH	Transfer Case
GMC	Sierra LD	2015	2016	NQH	Transfer Case

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GMC	Yukon / Yukon XL	2016	2016	NP0/NQH	Transfer Case
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**Note:** Some Export models of the Cadillac Escalade may be equipped with transfer case RPO NP0.

Please confirm vehicle content and appropriately build the vehicle in GDS before reprogramming.

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	A "Service 4WD" message may be displayed on the Driver Information Center and DTC C0398 may be set. Concurrently, the vehicle is permanently locked in 4HI and cannot be shifted shift out of it while the code is present. If the code is cleared, this scenario may repeat if the transfer case is in "Auto" mode and driven for approx. 2 or more hours. Customers will likely notice that the steering wheel is harder to turn, the engine will feel like it has lost power and the tires may squeal when turning in a parking lot.
<b>Correction</b>	Dealers are to reprogram the Transfer Case Control Module.

### Parts Information

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102844	Transfer Case Control Module Reprogramming with SPS	0.4	ZFAT	N/A

### Service Procedure

**Note:** Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features

properly.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Some modules will require additional programming/setup events to be performed before or after programming.
- Some vehicles may require the use of a CANDi or MDI module for programming.
- Review the appropriate service information for these procedures.
- DTCs may set during programming. Clear DTCs after programming is complete.
- Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.

To program a replacement or an existing control module, perform the following procedure:

**Important:**

- If the vehicle DOES NOT have any service 4 wheel drive messages, continue to step 1.
- If the vehicle has a service 4 wheel drive message and the ONLY "C" code in the transfer case control module is C0398, continue to step 1.
- If there are ANY other "C" codes in the transfer case control module, refer to SI for diagnostics and complete any repairs prior to reprogramming as current diagnostic trouble codes may inhibit the relearn from being completed. If you receive the warranty information after programming, the module has successfully programmed and reprogramming it again will not help the relearn to complete.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module-Programming and follow the on-screen instructions. Refer to *Transfer Case Control Module Programming and Setup* in SI.
3. At the end of programming, clear DTC's.

**Dealer Responsibility**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.



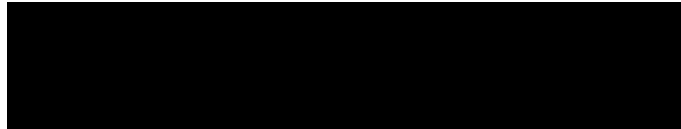
WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

PE18-012

GM

3-27-2019

Q3



OWNER #:



WORKORDER

PAGE 2

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 Service (718) 263-7770  
 www.drivesunrise.com



CHEVROLET

SERVICE ADVISOR: 112 HILL, MARCUS

MODEL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	16	CHEVROLET SUBURBAN 1	1GNSKHKCOGR		30942/	

DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
JN16 IS			18:00 22APR17		0.00	CASH	

R.O. OPENED: READY: OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3  
 TRN:NYC\_ELECTRONIC\_6-SPEED\_AUTOMATIC\_W/OD

OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

- 90 W CUST STATES CK PHONE DOES NOT CHARGE | CC:
- 02 W CUST STATES CK VEHICLE SHAKES AT IDLE | CC:
- 02 W CUST STATES CK VEHICLE ROLLS BACK ON SLIGHT INCLINE | CC:
- NA C CUSTOMER DROPPED CAR OFF WITHOUT AN APPOINTMENT. WE WILL ACCOMMODATE VEHICLE REPAIRS/SERVICE AS QUICKLY AS POSSIBLE. NO GUARANTEE ON ETA FOR START OR COMPLETION. \*\*\*PLEASE MAKE APPOINTMENTS FOR ALL FUTURE SERVICE &/OR REPAIR VISITS

**EXCLUSION OF WARRANTIES**

See repairs are covered by a limited warranty, all non part replacement repairs and/or workmanship are guaranteed for 90 days or 3000 miles which ever comes first; all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are covered in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed full warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disclaims all implied warranties, including the implied warranty of merchantability, to the same extent as shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done along with the necessary material agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in a of fire; theft or any other cause beyond your control or for any delays caused by availability of parts or delays in parts shipments by the supplier or transporter. I hereby grant 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 responsible for damages from traveling due to lack of anti-rattle.

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

# SUNRISE CHEVROLET

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 Service (718) 263-7770  
 www.drivesunrise.com



WORKORDER

PAGE 1

SERVICE ADVISOR: 112 HILL, MARCUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		30942/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT	INV. DATE
IN16 IS			18:00 22APR17		0.00	CASH	
IN16 DD							
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:			
R2017 09:01		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD		L83 5.3L V8 ECOTEC3			

### VEHICLE SERVICE HISTORY

CLSD DTE

S/A	MILEAGE	OP. CODE	TECH.	TYPE	DESCRIPTION
4	215	30181	15APR17		
		MPI	218	ISP	PERFORM A MULTI POINT INSPECTION PERFO
		05	218	ISP	VERIFIED CUSTOMER CONCERN LEAF IN BLO
		4041510	218	W	BATTERY REPLACEMENT
		CND	218	ISP	COULD NOT DUPLICATE CONCERN(S) AT THI
		4023850	218	W	VACUUM PUMP ASSEMBLY REPLACEMENT
5	215	29786	13APR17		
		CAF	218	C	CUSTOMER STATES REPLACE CABIN AIR FILT
		4040320	218	W	GENERATOR REPLACEMENT
		4067080	218	W	ENGINE MOUNT REPLACEMENT - LEFT SIDE
8	221	29494	08APR17		
		01	218	W	PARTS ORDERED. CUSTOMER WILL BE NOTIFI
5	221	29493	08APR17		
		MPI	218	ISP	PERFORM A MULTI POINT INSPECTION PERFO
		4429959	218	W	HVAC - CUSTOMER CONCERN NOT DUPLICATE
		9102844	218	W	4WD IPS DRIFT DTC C0398
		LOF	218	C	CUSTOMER REQUEST ENGINE OIL AND FILTE
6	112	25985	01MAR17		
		05	31	ISP	BODY TRIM
8	112	25976	01MAR17		
		4022330	31	W	FUEL INJECTOR REPLACEMENT
		OLH	31	W	OLH
		8429939	31	W	TRANSFER CASE - CUSTOMER CONCERN NOT
3	215	18212	12DEC16		
		MPI	31	ISP	MPI
		6420120	31	W	FRONT VIEW CAMERA REPLACEMENT
		07	31	ISP	RESECURED FRONT COWL ON WINDSHIELD ON

### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed. Sunrise Chevrolet has a full one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are guaranteed any date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby waives all implied warranties, including the implied warranty of merchantability, to the same period. Seller shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material & 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 availability 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.

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X \_\_\_\_\_

DATE

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 www.drivesunrise.com

\*INVOICE\*



PAGE 2

SERVICE ADVISOR: 112 MARCUS HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKCOGR		30942/30942		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00	22APR17	0.00	CASH	22APR17
N16 DE							
K.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] ENG:L83 5.3L V8 ECOTEC3					
		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/O/D					
1 22APR17	14:08	22APR17					

OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
APPOINTMENT. WE WILL ACCOMMODATE VEHICLE REPAIRS/SERVICE AS QUICKLY AS POSSIBLE. NO GUARANTEE ON ETA FOR START OR COMPLETION. ****PLEASE MAKE APPOINTMENTS FOR ALL FUTURE SERVICE &/OR REPAIR VISITS.						
218	C				0.00	0.00
\$	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE D

THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-7700

BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR REPAIRATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**DISCLAIMER OF WARRANTIES**  
 The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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 Service (718) 263-7770  
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CHEVROLET

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 112 MARCUS HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKCOG		30942/30942		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00	22APR17	0.00	CASH	22APR17
N16 DD							
R.S. OPENED		READY		OPTIONS:			
1 22APR17		14:08 22APR17		SOLD-STK: ENG:L83 5.3L V8 ECOTEC3 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD			

OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ST STATES CK PHONE DOES NOT CHARGE						
SOP SPECIAL ORDER PARTS HAVE BEEN ORDERED FOR YOUR CAR. PARTS CODED TO YOUR CAR ARE NOT RETURNABLE OR REFUNDABLE.						
S:	218	ISP				(N/C)
S:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

\*\*\*\*\*  
 ST STATES CK VEHICLE SHAKES AT IDLE  
 E: CONCERN NOT DUPLICATED  
 R B CONCERN NOT DUPLICATED  
 218 W (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

S:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00
FORMEDV DIAGNOSTIC TEST NO CODES -CUST CONCERN NOT DUPLICATED						

\*\*\*\*\*  
 ST STATES CK VEHICLE ROLLS BACK ON SLIGHT INCLINE  
 NPF INSPECTED FOR LISTED CONCERN(S) AND NO PROBLEM WAS FOUND AT THIS TIME  
 218 ISP (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*  
 CUSTOMER DROPPED CAR OFF WITHOUT AN APPOINTMENT. WE WILL ACCOMMODATE VEHICLE REPAIRS/SERVICE AS QUICKLY AS POSSIBLE. NO GUARANTEE ON ETA FOR START OR COMPLETION. \*\*\*\*PLEASE MAKE APPOINTMENTS FOR ALL FUTURE SERVICE &/OR REPAIR VISITS  
 B: CUSTOMER DROPPED CAR OFF WITHOUT AN APPOINTMENT. WE WILL ACCOMMODATE VEHICLE REPAIRS/SERVICE AS QUICKLY AS POSSIBLE. NO GUARANTEE ON ETA FOR START OR COMPLETION. \*\*\*\*PLEASE MAKE APPOINTMENTS FOR ALL FUTURE SERVICE &/OR REPAIR VISITS  
 NA CUSTOMER DROPPED CAR OFF WITHOUT AN

I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER UNLESS OTHERWISE INDICATED. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED OR THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR RETURN OF THE VEHICLE TO THE SERVICING DEALER FOR INSPECTION BY THE MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS-INSURANCE	
		SALES TAX	
FOR DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

# SUNRISE CHEVROLET

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Main Phone: (718) 263-7700

Service (718) 263-7770

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COMBR #: [REDACTED]

WORKORDER

PAGE 2



CHEVROLET

SERVICE ADVISOR: 215 SOLOMON, STEPHON

PLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR		42083/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00	24AUG17	0.00	CASH	
N16 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG: L83 5.3L V8 ECOTEC3		
G2017 07:19			TRN: MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
90		C	C/S VEHICLE ENGINE SHAKING
90		C	C/S RADIO SOUND HAS ECHO AND LOSTS SIGNAL ON AM / FM STATIONS

### EXCLUSION OF WARRANTIES

Warranties are covered by a limited warranty, all non part replacement repairs and/or adjustments are covered for 90 days or 3000 miles whichever ever comes first all parts installed by Sunrise Chevrolet are covered under unlimited mileage guarantee for parts and labor, except for mufflers, struts & brakes have a lifetime guarantee, Chevrolet batteries are prorated from date of installation. Tires are covered independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. Seller hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damages resulting from breach, and the exclusive remedy shall be repair or replacement.

### AUTHORIZATION FOR REPAIRS

I authorize the repair work herein set forth to be done along with the necessary material and I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or 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 your inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the amount of repairs thereto. The dealership is not responsible for damages from freezing due to snow/ice.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375  
 Main Phone: (718) 263-7700  
 Service (718) 263-7770  
 www.drivesunrise.com



CHEVROLET

OWNER #:

WORKORDER

PAGE 2

SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE (IN/OUT)	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		42149/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00 25AUG17		0.00	CASH	
N16 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG:L83 5.3L V8 ECOTEC3		
G2017 07:12			TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
MPI		C	PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
FI		C	PERFORM COMPLETE FUEL INJECTION CLEANING SERVICE
05		C	REPLACED WIPERS FRONT AND REAR

**EXCLUSION OF WARRANTIES**

Warranties are covered by a limited warranty, all non part replacement repairs and/or adjustments are void for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet full one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & which have a lifetime guarantee. Chevrolet batteries are prorated from date of installation. Tires are sold independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See limited warranty for details. See printed limited warranty for mufflers, struts and shocks for terms and conditions. Seller hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damages resulting from breach, and the exclusive remedy shall be repair or replacement.

**AUTHORIZATION FOR REPAIRS**

I authorize the repair work herein set forth to be done along with the necessary material and at you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, any other cause beyond your control or for any delays caused by unavailability of parts or parts shipments by the supplier or transporter. I hereby grant you and/or your employees to use the vehicle herein described on streets, highways or elsewhere for the purpose of and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the amount of repair's herein. The dealership is not responsible for damages from freezing due to antifreeze.

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR		42149/		
DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00	25AUG17	0.00	CASH	
N16 DD							
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
G2017 07:12		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

## VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
1	215	41305	16AUG17	01	26 W CHARGE BACK TECH #26 1 HOUR OVER PAID
0	215	41305	16AUG17	MPI	26 ISP PERFORM A MULTI POINT INSPECTION PERFO
				LOF	26 ISP CUSTOMER REQUEST ENGINE OIL AND FILTE
				4022330	26 W FUEL INJECTOR REPLACEMENT
				OLH	26 W DIAG
				CND	26 ISP COULD NOT DUPLICATE CONCERN(S) AT THI
				3480368	26 W 16-NA-242 TIPS FOR USB RECEPTACLE INO
				2881148	26 W 16-NA-356 AUTO MUTING LISTENING TO SO
				CND	26 ISP COULD NOT DUPLICATE CONCERN(S) AT THI
				4416040	26 W AIR CONDITIONING CONDENSER REPLACEMEN
				CND	26 ISP COULD NOT DUPLICATE CONCERN(S) AT THI
9	215	33642	24MAY17	MPI	234 C PERFORM A MULTI POINT INSPECTION PERFO
				3420840	234 W RADIO REPLACEMENT
				9997	234 W FREIGHT CHARGE
				SOP	234 W SPECIAL ORDER PARTS HAVE BEEN ORDERED
9	215	31437	27APR17	LOF	232 ISP CUSTOMER REQUEST ENGINE OIL AND FILTER
				SOP	232 W SPECIAL ORDER PARTS HAVE BEEN ORDERED
				5420100	232 W 120-VOLT ACCESSORY POWER RECEPTACLE R
				01	232 W VERIFIED CUSTOMERS CONCERN
				CND	232 ISP COULD NOT DUPLICATE CONCERN(S) AT THI
8	112	30942	22APR17	SOP	218 ISP SPECIAL ORDER PARTS HAVE BEEN ORDERED
				R B	218 W CONCERN NOT DUPLICATED
				NPF	218 ISP INSPECTED FOR LISTED CONCERN(S) AND N
				NA	218 C CUSTOMER DROPPED CAR OFF WITHOUT AN A

### EXCLUSION OF WARRANTIES

Sellers are covered by a limited warranty, all non part replacement repairs and/or adjustments are covered for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet all one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated from date of installation. Titles issued independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only, all limited warranty for details. See printed limited warranty for mufflers, struts and shocks for details and conditions. Seller hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damages resulting from breach, and the exclusive remedy shall be repair or replacement.

### AUTHORIZATION FOR REPAIRS

I authorize the repair work herein set forth to be done along with the necessary material and I you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, any other cause beyond your control or for any delays caused by unavailability of parts or parts shipments by the supplier or transporter. I hereby grant you and/or your employees to operate the vehicle herein described on streets, highways or elsewhere for the purpose of repair inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the amount of repairs thereto. The dealership is not responsible for damages from freezing due and freeze.

### PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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CHEVROLET

WORKORDER

PAGE 2

SERVICE ADVISOR: 215 SOLOMON, STEPHON

CLDR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		31437/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00 27APR17		0.00	CASH	
R2017 11:27							
R.O. OPENED		READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3				
			TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
MPI		ISP	PERFORM A MULTI-POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
05		W	C/S RADIO HAS EXCESSIVE STATIC, VOLUMN WILL ADJUST BY ITSELF  CC:
SOP		W	C/S FRONT CHARGING SOCKET HAS INTERNAL FAILURE  CC:
01		W	C/S WHITE SMOKE IS COMING OUT OF THE EXHAUST  CC:
01		W	C/S BRAKE PEDAL SHAKES INTERMITTENLY CHECK AND REPORT  CC:

### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles, whichever ever comes first. All parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are guaranteed in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed road warranty for mufflers, struts and shocks for all exceptions and conditions. Dealer hereby disclaims all implied warranties, including the implied warranty of merchantability, to the same period, or shall not be liable for any consequential damages resulting from any breach, and the dealer hereby shall be repair or replacement.

### 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 care of me, 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 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 responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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PAGE 1



CHEVROLET

SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR		31437/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS							
N16 DD			18:00 27APR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
R2017 11:27		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/O5					

### VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
8	112	30942	22APR17		
		SOP	218	ISP	SPECIAL ORDER PARTS HAVE BEEN ORDERED
		R B	218	W	CONCERN NOT DUPLICATED
		NPF	218	ISP	INSPECTED FOR LISTED CONCERN(S) AND N
		NA	218	C	CUSTOMER DROPPED CAR OFF WITHOUT AN A
4	215	30181	15APR17		
		MPI	218	ISP	PERFORM A MULTI POINT INSPECTION PERFO
		05	218	ISP	VERIFIED CUSTOMER CONCERN LEAF IN BLO
		4041510	218	W	BATTERY REPLACEMENT
		CND	218	ISP	COULD NOT DUPLICATE CONCERN(S) AT THI
		4023850	218	W	VACUUM PUMP ASSEMBLY REPLACEMENT
5	215	29786	13APR17		
		CAF	218	C	CUSTOMER STATES REPLACE CABIN AIR FILT
		4040320	218	W	GENERATOR REPLACEMENT
		4067080	218	W	ENGINE MOUNT REPLACEMENT - LEFT SIDE
8	221	29494	08APR17		
		01	218	W	PARTS ORDERED, CUSTOMER WILL BE NOTIFI
5	221	29493	08APR17		
		MPI	218	ISP	PERFORM A MULTI POINT INSPECTION PERFO
		4429959	218	W	HVAC - CUSTOMER CONCERN NOT DUPLICATE
		9102844	218	W	4WD IPS DRIFT DTC C0398
		LOF	218	C	CUSTOMER REQUEST ENGINE OIL AND FILTE
6	112	25985	01MAR17		
		05	31	ISP	BODY TRIM
8	112	25976	01MAR17		
		4022330	31	W	FUEL INJECTOR REPLACEMENT
		OLH	31	W	OLH
		8429939	31	W	TRANSFER CASE - CUSTOMER CONCERN NOT

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REVISED ESTIMATE (2)			
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\*INVOICE\*

DUPLICATE 1  
 PAGE 2



CHEVROLET

SERVICE ADVISOR: 215 STEPHON SOLOMON

PLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN./OUT.	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR		31437/31437		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00 27APR17		0.00	CASH	27APR17
N16 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK: ENG:L83_5.3L_V8_ECOTEC3 TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				
7 27APR17	16:16	27APR17					

OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
--------	------	------	-------	------	-----	-------

S BRAKE PEDAL SHAKES INTERMITTENLY. CHECK AND REPORT  
 CND COULD NOT DUPLICATE CONCERN(S) AT THIS TIME.

232 ISP (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHARGE FOR DURATION OF PAIRS  
 THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-770

HALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED IN THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR SETTLEMENT AT THE SERVICING DEALER FOR INSPECTION BY THE FACTORER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES  
 The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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\*INVOICE\*

DUPLICATE 1  
 PAGE 1



CHEVROLET

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	16	CHEVROLET SUBURBAN 1	1GN5KHKC0GR		31437/31437		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
N16 IS			18:00 27APR17		0.00	CASH	27APR17
N16 DI							
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
7 27APR17	16:16 27APR17	TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					
OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 LOF CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE  
 232 ISP (N/C)  
 1 19330000 (S) FILTER (N/C)  
 1 12559065 WASHER (N/C)  
 9 19352900 OIL (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

S RADIO HAS EXCESSIVE STATIC, VOLUMN WILL ADJUST BY ITSELF  
 SOP SPECIAL ORDER PARTS HAVE BEEN ORDERED FOR  
 YOUR CAR. PARTS CODED TO YOUR CAR ARE NOT  
 RETURNABLE OR REFUNDABLE.  
 232 W (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

UNVERIFIED CUSTOMERS CONCERN, RADIO HAS INTERNAL FAILURE ORDERED  
 REPAIR FOR CUSTOMERS CONCERN  
 232 W (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 S FRONT CHARGING SOCKET HAS INTERNAL FAILURE  
 5420100 120-VOLT ACCESSORY POWER RECEPTACLE  
 REPLACEMENT  
 232 W (N/C)  
 1 13509947 RECEPTACLE (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

S WHITE SMOKE IS COMING OUT OF THE EXHAUST  
 01 VERIFIED CUSTOMERS CONCERN  
 232 W (N/C)  
 S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UNVERIFIED CUSTOMERS CONCERN, REFERED TO DOC # PIP5382F PERFORMED OIL  
 CHANGE TO START OIL CHANGE  
 SUMPTION TEST. CUSTOMER IS TO RETURN IN 100 HOURS OR 2,000 MILES

I, THE SERVICE ADVISOR, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER UNLESS INDICATED OTHERWISE. IF THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WAS DEFECTIVE, THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR RETURN AT THE SERVICING DEALER FOR INSPECTION BY THE FACTORY'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]      RO Status: CLOSED

Customer: [REDACTED]      Click to View Cust Copy  
 Phone(s): [REDACTED]      Main [REDACTED]      Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED]      2016 SUBUC      BLK

Mileage: 14,019      Payment type: CASH      Waiter: No  
 Service advisor: 112      Promised time: 05:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 11/01/2016      Customer Comments: No

**A**      PERFORM RECALL 16007 FRONTAL AIR BAG --NON DEPLOY  
 9102276      W      Inflatable Restraint      0.30      37.14  
    Sensing and  
    Diagnostic Module  
    Reprogramming with  
    SPS

Tech(s): 31  
 Pts:      0.00 Lbr:      37.14 Other:      0.00 Total Line A:      37.14  
 Story: 14019      REPROGRAMMED SDM WCC S60A6

**B**      CUSTOMER STATES PERFORM SCHEDULED CERTIFIED SERVICE. VEHICLE AT  
 5---% OIL LIFE. INCLUDES OIL CHANGE, FILTER, LUBRICATION, FLUID  
 TOP-OFF AND TIRE ROTATION (IF APPLICABLE). RESET SERVICE OIL  
 LIFE REMINDER

0600723      W      CERTIFIED SERVICE      0.70      10.71  
 Tech(s): 31  
 19330000      1 (S)FILTER      4.73  
 12559065      1 WASHER      1.17  
 19259487      9 OIL      33.39

Pts:      39.29 Lbr:      10.71 Other:      0.00 Total Line B:      50.00  
 Story: 14019      PERFORMED SCHEDULED MAINTENANCE SERVICE

**C**      PERFORM MULTIPOINT CHECK  
 MPI      C      MPI      0.00      0.00  
 Tech(s): 31  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line C:      0.00

**D**      CUST STATES CK REAR DEFFOGGER DOES NOT DEFROST AT TOP  
 03      C      NO PROBLEM FOUND      0.00      0.00  
 Tech(s): 31  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line D:      0.00  
 Story: 14019      ALL GRIDS ON REAR DEFFOGGER WORKS

**E**      CUSTB STATES CK RADIO LOSES SIGNAL ALL STATIONS FM/AM --STATIC  
 CONDITION  
 NPF      C      INSPECTED FOR LISTED  
    CONCERN(S) AND NO  
    PROBLEM WAS FOUND AT  
    THIS TIME.      0.00      0.00

Tech(s): 31  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line E:      0.00  
 Story: 14019      RADIO OPERATION OK AT THIS TIME ANTENNA SIGNAL  
 PRESENT --STATIC POSSIBLE DUE TO HD RADIO ON /OFF

**F**      CUST STATES CK RADIO VOUME GOES ALL THE WAY DOWN WITHN AC HEATER

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): [REDACTED]

Main: [REDACTED]

Cell:

Vehicle: 1GNSKHKC0GR [REDACTED]

2016 SUBUC BLK

Mileage: 14,019

Payment type: CASH

Waiter: No

Service advisor: 112

Promised time: 05:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 11/01/2016

Customer Comments: No

ON	NPF	IUP	INSPECTED FOR LISTED CONCERN(S) AND NO PROBLEM WAS FOUND AT THIS TIME.	0.00	0:00
	Tech(s):	31			
Pts:	0.00	Lbr:	0.00	Other:	0.00
Story: 14019	NO PROBLEM FOUND			Total Line F:	0.00

G	90	C	CUST STATES CK TRANSMISSION JERKS WHILST DRIVING MISCELLANEOUS	0.00	0.00
	Tech(s):	31			
Pts:	0.00	Lbr:	0.00	Other:	0.00
Story: 14019	CONDITION FELT MAY HAVE BEEN DUE TO LOW OIL LIFE			Total Line G:	0.00

H	02	C	CUST STATES CK FOR ROUGH IDLE AT STOPS DRIVE and EMISSIONS	0.00	0.00
	Tech(s):	31			
Pts:	0.00	Lbr:	0.00	Other:	0.00
Story: 14019	SEE LOW OIL PRCENTAGE			Total Line H:	0.00

I	90	C	CUST STATES CK TRAFFIC AHEAD WARNING WORKS SOMETIMES MISCELLANEOUS	0.00	0.00
	Tech(s):	31			
Pts:	0.00	Lbr:	0.00	Other:	0.00
Story: 14019	SYSTEM MOPERATING TO SPECS			Total Line I:	0.00

J	90	IUP	CUST STATES CK REAR FLOOR CARPETING LOOSE MISCELLANEOUS	0.30	27.00
	Tech(s):	31			
Pts:	0.00	Lbr:	27.00	Other:	0.00
Story: 14019	SECURED CARPETING WITH NEW VELCRO			Total Line J:	27.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): [REDACTED]

Cell:

Vehicle: 1GNSKHKC0GR [REDACTED]

2016 SUBUC

BLK

Mileage: 16,480

Payment type: CASH

Waiter: No

Service advisor: 215

Promised time: 06:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 11/23/2016

Customer Comments: No

A	MPI	ISP	MPI	0.00	0.00
	MPI				
	Tech(s): 31				
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line A: 0.00

B	05	C/S SERVICE FRONT CAMERA LIGHT IS ON CHECK AND REPORT W	VERIFIED CUSTOMERS CONCERN B101D(3C) HARDWARE LINE INTERNAL FAILURE. REPLACED FRONT VIEW CAMERA IN VEHICLE FOR CONCERN	0.80	99.04
	Tech(s): 31				
	84103240		1 CAMERA		559.20
Pts:	559.20	Lbr:	99.04	Other:	0.00
					Total Line B: 658.24

C	07	C/S ADJUST WASHER FLUID NOZZLES SPRAYS OUY LOW ISP	ADJUSTED WASHER NOZZLES ON VEHICLE	0.00	0.00
	Tech(s): 31				
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line C: 0.00

D	07	C/S FRONT WINDSHIELD CHOWEL IS COMING UP CHECK AND REPORT ISP	VERIFIED CONCERN COWL IS WORPED . ORDERED PARTS FOR VEHICLE	0.00	0.00
	Tech(s): 31				
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line D: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): [REDACTED] Main: [REDACTED]  
 Vehicle: 1GNSKHKC0GF [REDACTED] 2016 SUBBU BLK

Click to View Cust Copy  
 Cell:

Mileage: 17,550  
 Service advisor: 215  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 06:00 PM  
 Promised date: 12/05/2016

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A MPI MPI ISP MPI 0.00 0.00  
 Tech(s): 31  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B 07 C/S SERVICE FRONT CAMERA ASSIST LIGHT IS ON CHECK AND REPORT  
 ISP TECH VERIFIED 0.00 0.00  
 CUSTOMER S CONCERN,  
 UNABLE TO RELEARN  
 CAMERA WITH RAIN  
 Tech(s): 31  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C 07 C/S RADIO HAS EXCESSIVE STATIC CHECK AND REPORT  
 ISP TECH COULD NOT 0.00 0.00  
 DUPLICATE CONCERN  
 Tech(s): 31  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00  
 Story: 17550 REPLACED FRONT WINDSHIELD COWL ON CUSTOMERS VEHICLE  
 FOR CONCERN

D\*\* 2070870 C/S COWL ON FRONT WINDSHIELD IS COMING UO  
 W AIR INLET GRILLE 0.40 49.52  
 PANEL REPLACEMENT  
 Tech(s): 31  
 23454604 1 PANEL 127.27  
 Pts: 127.27 Lbr: 49.52 Other: 0.00 Total Line D: 176.79

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]      RO Status: CLOSED

Customer: [REDACTED]      [Click to View Cust Copy](#)  
 Phone(s): [REDACTED]      Main: [REDACTED]      Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED]      2016 SUBUC      BLK

Mileage: 18,016      Payment type: CASH      Waiter: No  
 Service advisor: 165      Promised time: 06:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 12/10/2016      Customer Comments: No

**A      CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE**      10.71  
 CSVC      ISP      PERFORM SCHEDULED      0.70  
 CERTIFIED SERVICE  
 INCLUDING OIL CHANGE,  
 FILTER, LUBRICATION,  
 FLUID TOP-OFF AND  
 TIRE ROTATION (IF  
 APPLICABLE). RESET  
 SERVICE OIL LIFE  
 REMINDER

Tech(s): 28  
 19330000      1 (S)FILTER      4.73  
 12559065      1 WASHER      1.17  
 19259487      9 OIL      33.39

Pts:      39.29 Lbr:      10.71 Other:      0.00 Total Line A:      50.00  
 Story: 18016      TECHNICIAN PERFORMED CERTIFIED SERVICE. OIL AND  
 FILTER CHANGE, FLUID TOP-OFF, TIRE ROTATION, CHECK WHEELS  
 AND BRAKES, CHECK UNDERCARRIAGE OF VEHICLE, RESET OIL LIFE

**B      CUST STATES DASHBOARD READS SERVICE FRONT CAMERA**      0.00  
 NWP      ISP      NO WORK PERFORMED AT      0.00  
 THIS TIME FOR LISTED  
 CONCERN

Tech(s): 28  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line B:      0.00  
 Story: 18016      TECHNICIAN CONFIRMED CUSTOMER COMPLAINT, GM SERVER  
 GIVING DIFFICULTIES, CUSTOMER TO RETURN DURING THE WEEK FOR  
 CAMERA REPLACEMENT AND REPROGRAMMING

**C      CUST STATES ENGINE HAS SLIGHTLY ROUGH IDLE**      0.00  
 NPF      ISP      INSPECTED FOR LISTED      0.00  
 CONCERN(S) AND NO  
 PROBLEM WAS FOUND AT  
 THIS TIME.

Tech(s): 28  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line C:      0.00  
 Story: 18016      TECHNICIAN INSPECTED VEHICLE, NO CODES IN SYSTEM,  
 NO PROBLEM FOUND AT THIS TIME

**D      CUST STATES D/S WINDSHIELD WASHER COWL BUBBLING AND NOT STABLE AT**      0.00  
 HIGHWAY SPEEDS  
 POO      ISP      PART ON ORDER      0.00

Tech(s): 28  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line D:      0.00  
 Story: 18016      TECHNICIAN ORDERED PART FOR CUSTOMER'S CONCERN

# Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Click to View Cust Copy  
Cell:

Phone(s): Contact: [REDACTED]

Main [REDACTED]

Vehicle: 1GNSKHKC0GR [REDACTED]

2016 SUBUC

BLK

Mileage: 18,016

Payment type: CASH

Waiter: No

Service advisor: 165

Promised time: 06:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 12/10/2016

Customer Comments: No

INVESTIGATED VEHICLE HISTORY: NO RECALLS, CAMPAIGNS OR SERVICE ACTIONS OPEN ON THIS VEHICLE AT THIS TIME.

NOR	ISP	INVESTIGATED VEHICLE HISTORY: NO RECALLS, CAMPAIGNS OR SERVICE ACTIONS OPEN ON THIS VEHICLE AT THIS TIME.	0.00	0.00
-----	-----	---	------	------

Pts: Tech(s): 28 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F	MPI	ISP	MPI		0.00	0.00
---	-----	-----	-----	--	------	------

Pts: Tech(s): 28 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
<b>Total</b>	<b>0.00</b>

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell:  
 Vehicle: 1GNSKHKK0GR [REDACTED] 2016 SUBUC BLK

Mileage: 18,212 Payment type: CASH Waiter: No  
 Service advisor: 215 Promised time: 06:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 12/12/2016 Customer Comments: No

A	MPI	ISP	MPI	0.00	0.00
	Tech(s): 31				
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line A:
					0.00

B	C/S SERVICE FRONTAL CAMERA SERVICE LIGHT IS ON	W	FRONT VIEW CAMERA REPLACEMENT	0.80	99.04
	Tech(s): 31		1 CAMERA		578.76
	84181403				
Pts:	578.76	Lbr:	99.04	Other:	0.00
					Total Line B:
					677.80

Story: 18212 PERFORMED PARTS AND LABOR WARRANTY. VERIFIED FRONTAL CAMERA HAS INTERNAL FAILURE. REPLACED CAMERA ON 11/23/16 RO [REDACTED] AFTER REPAIRS WERE PERFORMED VEHICLE IS OPERATING TO FACTORY SPEC

C	C/S FRONT COWL ON FRONT WINDSHIELD IS MAKING EXCESSIVE NOISE	ISP	RESECURED FRONT COWL ON WINDSHIELD ON CUSTOMERS VEHICLE	0.00	0.00
	Tech(s): 31				
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line C:
					0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Click to View Cust Copy  
Cell:

Phone(s): Contact: [REDACTED]

Main [REDACTED]

Vehicle: 1GNSKHKC0GF [REDACTED]

2016 SUBBU BLK

Mileage: 25,973

Payment type: CASH

Waiter: No

Service advisor: 112

Promised time: 06:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 03/01/2017

Customer Comments: No

A	CUST STATES CK ENGINE LIGHT ON								
	4022330	W	FUEL INJECTOR REPLACEMENT		2.60				321.88
	Tech(s): 31								
	12672368		2 (S)INJECTOR KIT						192.10
	12618336		1 (S)PIPE						67.75
	12673077		1 (S)PIPE						38.68
	12626354		8 (S)GASKET						28.80
	OLH	W	OLH		0.40				49.52
	Tech(s): 31								
Pts:	327.33	Lbr:	371.40	Other:	0.00	Total Line A:			698.73

Story: 25973 PERFORMED DIAGNOSTIC TEST FOR CODES P0500 N AND P0300 PERFORMED FUEL INJECTOR TEST AND BALANCING -FOUND FUEL INJECTORS CYLINDER 6 %&7 BELOW SPECS -REPLACED FUEL INJECTORS CYLINDERS 6 AND 7 -CLEARED DTC AND CHECKED ALL PARAMETERS WITHIN SPECS -NEEDED TO REMOVE BOTH FUEL RAILS DUE TO INJECTORS -REPLACED ON OPPOSITE BANKS

B	CUST STATES CK VEHICLE ONLY SHOWS 4 WHEEL DRIVE ON DISPLAY								
	8429939	W	TRANSFER CASE - CUSTOMER CONCERN NOT DUPLICATED (CCND)		0.30				37.14
	Tech(s): 31								
Pts:	0.00	Lbr:	37.14	Other:	0.00	Total Line B:			37.14

Story: 25973 PERFORMED DIAGNOSTIC TEST NO FAIL CODES STORED IN SYSTEM -UNABLE TO DUPLICARTE CUSTOMER COMPLAINT AT THIS TIME

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED] Main: [REDACTED]  
 Vehicle: 1GNSKHKC0GR [REDACTED] 2016 SUBUC BLK

[Click to View Cust Copy](#)  
 Cell:

Mileage: 25,977      Payment type: CASH      Waiter: No  
 Service advisor: 112      Promised time: 06:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 03/01/2017      Customer Comments: No

A	05	CUST STATES CK LIFT GATE INOP ISP BODY TRIM	0.50	37.50
		Tech(s): 31		
		Parts: 0.00 Lbr: 37.50 Other: 0.00		Total Line A: 37.50
Story: 25977 LIFTGATE DISABLED DUE TO INACCURATE READING AND NOT FULLY UPDATED AIR TEMP SENSOR DRIVE VEHICLE TO UPDATE SYSTEM AND ENABLED LIFTGATE				

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED] 2016 SUBUC BLK

Mileage: 29,490 Payment type: CC Waiter: No  
 Service advisor: 221 Promised time: 06:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 04/08/2017 Customer Comments: No

**A**      PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 MPI            ISP      PERFORM A MULTI POINT      0.00      0.00  
    INSPECTION PERFORM A  
    MULTI-POINT  
    INSPECTION

Pts:      Tech(s): 218  
                  0.00 Lbr:                    0.00 Other:                    0.00 Total Line A:                    0.00

**B**      C/S KNOCKING NOISE COMING FROM DASH ONLY WHEN HEAT/AC IS ON,  
 CHECK AND REPORT  
 4429959            W      HVAC - CUSTOMER      0.30      37.14  
    CONCERN NOT  
    DUPLICATED (CCND)

Pts:      Tech(s): 218  
                  0.00 Lbr:                    37.14 Other:                    0.00 Total Line B:                    37.14

**C**      PERFORM SERVICE BULLETIN 4WD IPS Drift DTC C0398 - 4HI Lock-Up  
 9102844            W      4WD IPS DRIFT DTC      0.40      0.40  
    C0398

Pts:      Tech(s): 218  
                  0.00 Lbr:                    0.40 Other:                    0.00 Total Line C:                    0.40

Story: 29490      PERFORMED BULLETIN 28770 4WD IPS DRIFT DTC TRANSFER  
 CASE CONTROL MODULE REPROGRAMMING WITH SPS.

**D**      CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE  
 LOF            C      CUSTOMER REQUEST      0.30      10.00  
    ENGINE OIL AND FILTER  
    CHANGE

Tech(s): 218  
 19330000                    1 (S)FILTER                    4.73  
 12559065                    1 WASHER                    1.17  
 19352900                    9 OIL                    33.39  
 Pts:      39.29 Lbr:                    10.00 Other:                    0.00 Total Line D:                    49.29

Customer Pay	10.00
Labor	10.00
Parts	39.29
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	1.95
Deductible	0.00
Total Charges	51.24
Less Insurance/Adjustment	0.00
Sales Tax	4.55

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED] Main: [REDACTED]  
 Vehicle: 1GNSKHKC0GR [REDACTED] 2016 SUBUC BLK

Click to View Cust Copy  
 Cell:

Mileage: 29,494  
 Service advisor: 221  
 Tag number:

Payment type: CASH  
 Promised time: 06:00 PM  
 Promised date: 04/08/2017

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A 01 C/S KNOCKING NOISE COMING FROM DASH ONLY WHEN HEAT/AC IS ON,  
 CHECK AND REPORT W PARTS ORDERED, 0.00 0.00  
 CUSTOMER WILL BE  
 NOTIFIED WHEN PARTS  
 ARE IN

pts: Tech(s): 218 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00







# Repair Order Detail - Internal Copy

RO Number: [REDACTED]      RO Status: CLOSED

Customer: [REDACTED]      Click to View Cust Copy  
 Phone(s): Contact: [REDACTED]      Main: [REDACTED]      Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED]      2016      30000      BLK

Mileage: 31,437      Payment type: CASH      Waiter: No  
 Service advisor: 215      Promised time: 06:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 04/27/2017      Customer Comments: No

**A**      PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 LOF      ISP      CUSTOMER REQUEST      0.30      10.66  
                                  ENGINE OIL AND FILTER  
                                  CHANGE

Tech(s): 232      1 (S)FILTER      4.73  
 19330000      1 WASHER      1.17  
 12559065      9 OIL      33.39  
 19352900

Pts:      39.29 Lbr:      10.66 Other:      0.00 Total Line A:      49.95

**B**      C/S RADIO HAS EXCESSIVE STATIC, VOLUMN WILL ADJUST BY ITSELF  
 SOP      W      SPECIAL ORDER PARTS      0.00      0.00  
                                  HAVE BEEN ORDERED FOR  
                                  YOUR CAR. PARTS  
                                  CODED TO YOUR CAR ARE  
                                  NOT RETURNABLE OR  
                                  REFUNDABLE.

Tech(s): 232  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line B:      0.00  
 Story: 31437      VERIFIED CUSTOMERS CONCERN, RADIO HAS INTERNAL  
 FAILURE. ORDERED RADIO FOR CUSTOMERS VEHICLE

**C**      C/S FRONT CHARGING SOCKET HAS INTERNAL FAILURE  
 5420100      W      120-VOLT ACCESSORY      0.60      74.28  
                                  POWER RECEPTACLE  
                                  REPLACEMENT

Tech(s): 232      1 RECEPTACLE      98.59  
 13509947

Pts:      98.59 Lbr:      74.28 Other:      0.00 Total Line C:      172.87

**D**      C/S WHITE SMOKE IS COMING OUT OF THE EXHAUST  
 01      W      VERIFIED CUSTOMERS      0.00      0.00  
                                  CONCERN

Tech(s): 232  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line D:      0.00  
 Story: 31437      VERIFIED CUSTOMERS CONCERN, REFERED TO DOC #  
 PIP5382F PERFORMED OIL CHANGE TO START OIL CONSUMPTION TEST.  
 CUSTOMER IS TO RETURN IN 100 HOURS OR 2,000 MILES

**E**      C/S BRAKE PEDAL SHAKES INTERMITENLY CHECK AND REPORT  
 CND      ISP      COULD NOT DUPLICATE      0.00      0.00  
                                  CONCERN(S) AT THIS  
                                  TIME.

Tech(s): 232  
 Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line E:      0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell:

Vehicle: 1GNSKHKC0GR [REDACTED] 2016 SUBUC BLK

Mileage: 33,642 Payment type: CASH Waiter: No  
 Service advisor: 215 Promised time: 06:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 05/23/2017 Customer Comments: No

A PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 MPI C PERFORM A MULTI POINT INSPECTION 0.00 0.00  
 INSPECTION PERFORM A  
 MULTI-POINT  
 INSPECTION

Tech(s): 234  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

3 C/S RADIO SCREEN FREEZES AND GOES BLANK CHECK AND REPORT  
 3420840 W RADIO REPLACEMENT 1.40 173.32

Tech(s): 234  
 MISC W FREIGHT CHARGE 25.00  
 Pts: 0.00 Lbr: 173.32 Other: 25.00 Total Line B: 198.32

Story: 33642 VERIFIED CONCERN RADIO SCREEN GOES BLANK AND  
 FREEZES NO STORED CODES PROGRAM CODE 30747 REMOVED AND  
 REPLACED RADIO FOR CONCERN

C C/S VEHICLE HAS WHITE SMOKE COMING FROM EXHAUST (TECH PERFORMED  
 FIRST STEP OF OIL CONSUMPTION MARKED DIP STICK ON PRIOR REPAIRS  
 AND PERFORMED OIL CHANGE)  
 SOP W SPECIAL ORDER PARTS 0.00 0.00  
 HAVE BEEN ORDERED FOR  
 YOUR CAR. PARTS  
 CODED TO YOUR CAR ARE  
 NOT RETURNABLE OR  
 REFUNDABLE.

Tech(s): 234  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 33642 VERIFIED CONCERN, VEHICLE IS CONSUMING EXCESSIVE  
 OIL. ORDERED RODS AND PISTONS FOR VEHICLE

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Phone(s): [REDACTED] Main: [REDACTED] Click to View Cust Copy Cell:  
 Vehicle: 1GNSKHKC0GF [REDACTED] 2016 SUBUC BLK

Mileage: 41,305 Service advisor: 215 Tag number: [REDACTED]  
 Payment type: CASH Promised time: 06:00 PM Promised date: 08/14/2017  
 Waiter: No Estimate: 0.00 Customer Comments: No

A PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION  
 MPI ISP PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION 0.00 0.00

Pts: Tech(s): 26 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE  
 LOF ISP CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE 0.30 11.87

Tech(s): 26  
 19330000 1 (S)FILTER 4.73  
 12559065 1 WASHER 1.17  
 19352900 9 OIL 33.84  
 Pts: 39.74 Lbr: 11.87 Other: 0.00 Total Line B: 51.61

C C/S VEHICLE IN IDLE HAS EXCESSIVE VIBRATION CHECK AND REPORT  
 4022330 W FUEL INJECTOR REPLACEMENT 1.60 198.08

Tech(s): 26  
 88861803 1 CLEANER 23.52  
 12378521 1 SEALANT 19.89  
 OLH W DIAG 1.00 123.80  
 Pts: 43.41 Lbr: 321.88 Other: 0.00 Total Line C: 365.29

Story: 41305 CHECK VEHICLE FOR ROUGH IDLE AND MISFIRE. FOUND CODE P0300-00 AND MULTIPLE MISFIRES. MOST MISFIRES SEEM TO BE AT #3 AND #8 CYLINDERS. PERFORMED AN AFIT TEST, ALL INJECTORS LOOK FINE AS FAR AS FLOW GOES. TECH PERFORMED DE-CARBONIZATION OF VALVES AND PISTONS TO MAKE SURE THEY ARE FREE OF EXCESSIVE DEPOSITS. ROAD TESTED THE VEHICLE AND MENTIONED TO CUSTOMER TO USE TOP TIER FUEL AND REEVALUATE THE IDLE AT LATER DATE

D C/S WHITE SMOKE IS COMING FROM EXHAUST WHEN FIRST TURNING ON  
 CND ISP COULD NOT DUPLICATE CONCERN(S) AT THIS TIME. 0.00 0.00

Pts: Tech(s): 26 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E C/S RADIO HAS SEVERAL ISSUES, SCREEN GOES BLACK OR BLANK  
 3480368 W 16-NA-242 TIPS FOR 0.60 74.28

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]      RO Status: CLOSED

Customer: [REDACTED]      Click to View Cust Copy  
 Phone(s): [REDACTED]      Main: [REDACTED]      Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED]      2016 SUBUC      BLK  
 Mileage: 41,305      Payment type: CASH      Waiter: No  
 Service advisor: 215      Promised time: 06:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 08/14/2017      Customer Comments: No

## USB RECEPTACLE INOPERATIVE

Tech(s): 26  
 Pts: 0.00 Lbr: 74.28 Other: 0.00 Total Line E: 74.28  
 Story: 41305 CHECK OPERATION OF THE RADIO AND AUX OUTPUT, RECEPTACLE. CHECK RECEPTACLE WITH THE MIT TESTER AND IT WORKS FINE. DOC # 4566545. CHECKED FOR RADIO PROGRAMMING UPDATES FOR ANY UPDATES FOR ANY BLANK SCREEN OR RECEPTION ISSUE NONE. CHECK FOR POSSIBLE HARNESS ON THE L/S OF THE DASH OKAY (DOC # 4632177) COULD NOT DUPLICATE ANY CONCERNS AT THIS TIME

F C/S RADIO HAS EXCESSIVE STATIC CHECK AND REPORT  
 2881148 W 16-NA-356 AUTO MUTING 0.40 49.52  
 LISTENING TO SOME XM CHANNELS

Tech(s): 26  
 Pts: 0.00 Lbr: 49.52 Other: 0.00 Total Line F: 49.52  
 Story: 41305 CHECK OPERATION OF THE RADIO AND AUX OUTPUT, RECEPTACLE. CHECK RECEPTACLE WITH THE MIT TESTER AND IT WORKS FINE. DOC # 4566545. CHECKED FOR RADIO PROGRAMMING UPDATES FOR ANY UPDATES FOR ANY BLANK SCREEN OR RECEPTION ISSUE NONE. CHECK FOR POSSIBLE HARNESS ON THE L/S OF THE DASH OKAY (DOC # 4632177) COULD NOT DUPLICATE ANY CONCERNS AT THIS TIME

G C/S WHEN USING AUX PORT TO PLAY MUSIC SOUND GOES IN AND OUT  
 CND ISP COULD NOT DUPLICATE 0.00 0.00  
 CONCERN(S) AT THIS TIME.

Tech(s): 26  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00

H C/S VEHICLE A/C IS BLOWING WARM AIR CHECK AND REPORT  
 4416040 W AIR CONDITIONING 3.00 371.40  
 CONDENSER REPLACEMENT

Tech(s): 26  
 84211191 1 W-(S)CONDENSER 268.41  
 52474373 1 (S)SEAL 6.52  
 12356150 32 REFRIGERA 16.64  
 88901445 1 LUBRICANT 3.58  
 Pts: 295.15 Lbr: 371.40 Other: 0.00 Total Line H: 666.55

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]      RO Status: CLOSED

Customer: [REDACTED]      [Click to View Cust Copy](#)  
 Phone(s): Contact [REDACTED]      Main [REDACTED]      Cell:  
 Vehicle: 1GNSKHKC0GR [REDACTED]      2016 [REDACTED]      BLK

Mileage: 41,305      Payment type: CASH      Waiter: No  
 Service advisor: 215      Promised time: 06:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 08/14/2017      Customer Comments: No

C/S WHEN RADIO IS ON A/C FEELS LIKE IT LOOSES STRENGTH  
 CND      ISP      COULD NOT DUPLICATE      0.00      0.00  
 CONCERN(S) AT THIS  
 TIME.

Tech(s): 26  
 Parts:      0.00 Lbr:      0.00 Other:      0.00 Total Line I:      0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

STOMER #:

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375  
Main Phone: (718) 263-7700  
Service (718) 263-7770  
www.drivesunrise.com

\*INVOICE\*

PAGE 1



SERVICE ADVISOR: 112 MARCUS HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		6798 / 6798	
EL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT
UN16 IS			18:00	29AUG16	0.00	CASH
UN16 DI						29AUG16
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3				
53 29AUG16	15:15 29AUG16	TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				
E OPCODE TECH TYPE HOURS			LIST	NET	TOTAL	

CUSTOMER STATES PERFORM SCHEDULED CERTIFIED SERVICE VEHICLE AT 11---% OIL LIFE, INCLUDES OIL CHANGE, FILTER, LUBRICATION, FLUID TOP-OFF AND TIRE ROTATION (IF APPLICABLE) RESET SERVICE OIL LIFE REMINDER

SE: MAINT  
0600723 CERTIFIED SERVICE  
28 W  
1 19330000 (S) FILTER (N/C)  
1 12559065 WASHER (N/C)  
9 19259487 OIL (N/C)  
FC: PART#: 19330000 COUNT: 1 (N/C)  
CLAIM TYPE: W  
AUTH CODE:

LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
PERFORMED LUBE OIL FILTER SERVICE --TIRE ROTATION  
\*\*\*\*\*  
PERFORM MULTIPOINT CHECK  
MPI MPI  
28 C  
LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
PERFORMED MULTIPOINT CHECK --ALSO PERFORMED N-Y S ATTES INSPEC --IN  
OR --#12575200  
\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS. WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE & THE REPAIRS PERFORMED. IF THERE WAS ANYTHING THAT DID NOT MEET YOUR STANDARDS PLEASE CONTACT OUR SERVICE DEPT @ 718-263-7700.

I, THE HALF OF SERVICING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER UNLESS OTHERWISE INDICATED. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WAS DEFECTIVE. THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECTIVE PART, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR RETURN OF THE VEHICLE TO THE SERVICING DEALER FOR INSPECTION BY THE FACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES  
The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375  
 Main Phone: (718) 263-7700  
 Service (718) 263-7770  
 www.drivesunrise.com



WORKORDER

PAGE 2

SERVICE ADVISOR: 112 HILL, MARCUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		25977/	
EL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
UN16 IS						INV. DATE
UN16 DD		18:00	01MAR17		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] ENG:L83 5.3L V8 ECOTEC3				
AR2017 13:34		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

WORK ORDER CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
05		W	CUST STATES CK LIFT GATE INOP   CC:

**EXCLUSION OF WARRANTIES**

All repairs are covered by a limited warranty. All non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed at Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed list of implied warranties, including the implied warranty of merchantability, to the same period, it shall not be liable for any consequential damages resulting from any breach, and the only remedy shall be repair or replacement.

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done along with the necessary material agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in 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 and/or your employees permission to operate the vehicle herein described on streets, roads 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 thereon. The dealership is responsible for damages from testng due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER # [REDACTED]

[REDACTED]

**SUNRISE CHEVROLET**  
 105-20 Queens Blvd. Forest Hills, NY 11375  
 Main Phone: (718) 263-7700  
 Service (718) 263-7770  
 www.drivesunrise.com

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PAGE 1



CELL:

SERVICE ADVISOR: 112 MARCUS HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKCOG [REDACTED]		25973/25976	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
UN16 IS			18:00 01MAR17		0.00	CASH	01MAR17
UN16 DI							
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] ENG:L83 5.3L V8 ECOTEC3					
24 01MAR17	11:53 01MAR17	TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

DESCRIPTION	LIST	NET	TOTAL
-------------	------	-----	-------

IST STATES CK ENGINE LIGHT ON  
 SE: BELOW SPECS  
 4022330 FUEL INJECTOR REPLACEMENT  
 31 W  
 2 12672368 (S) INJECTOR KIT (N/C)  
 1 12618336 (S) PIPE (N/C)  
 1 12673077 (S) PIPE (N/C)  
 8 12626354 (S) GASKET (N/C)  
 OIL OIL  
 31 W (N/C)

FC: PART#: 12672368 COUNT: 2  
 CLAIM TYPE: W  
 AUTH CODE:

S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 PERFORMED DIAGNOSTIC TEST FOR CODES P0500 N AND P0300 PERFORMED  
 FUEL INJECTOR TEST AND BALANCING. FOUND FUEL INJECTORS CYLINDER 6 & 7  
 BELOW SPECS - REPLACED FUEL INJECTORS CYLINDERS 6 AND 7 - CLEARED DTC AND  
 CHECKED ALL PARAMETERS WITHIN SPECS - NEEDED TO REMOVE BOTH FUEL RAILS  
 TO INJECTORS - REPLACED ON OPPOSITE BANKS

IST STATES CK VEHICLE ONLY SHOWS 4 WHEEL DRIVE ON DISPLAY  
 SE: NO DUPLICATION  
 8429939 TRANSFER CASE - CUSTOMER CONCERN NOT  
 DUPLICATED (CCND)  
 31 W (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 PERFORMED DIAGNOSTIC TEST NO FAIL CODES STORED IN SYSTEM - UNABLE  
 TO DUPLICATE CUSTOMER COMPLAINT AT THIS TIME

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WAS DEFECTIVE. THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT CATION AT THE SERVICING DEALER FOR INSPECTION BY THE MANUFACTURER'S REPRESENTATIVE.

**DISCLAIMER OF WARRANTIES**  
 The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DI - DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #:

# SUNRISE CHEVROLET

105-20 Queens Blvd. • Forest Hills, NY 11375

Main Phone: (718) 263-7700

Service (718) 263-7770

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WORKORDER

PAGE 2



SERVICE ADVISOR: 112 HILL, MARCUS

16	CHEVROLET SUBURBAN 1	1GNSKHKC0G	VIN	LICENSE	MILEAGE IN/OUT	TAG
UN16 IS	UN16 DD	18:00 01MAR17	PO NO.	RATE	PAYMENT	INV. DATE
AR2017 07:24	READY	OPTIONS: SOLD-STK:	ENG:L83 5.3L V8 ECOTEC3	0.00	CASH	
		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

VE. OP. CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
02		W	CUST STATES CK ENGINE LIGHT ON   CC:
03		W	CUST STATES CK VEHICLE ONLY SHOWS 4 WHEEL DRIVE ON DISPLAY   CC:

### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty, all non part replacement repairs and/or labor are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disclaims all implied warranties, including the implied warranty of merchantability, to the same period, but shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

### 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 responsible for damages from loading due to lack of employee.

### PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

# SUNRISE CHEVROLET

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CHEVROLET

CUSTOMER # [REDACTED]

WORKORDER

PAGE 1

SERVICE ADVISOR: 112 HILL, MARCUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR [REDACTED]		25973/	[REDACTED]	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
UN16 IS			18:00 01MAR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] ENG:L83 5.3L V8 ECOTEC3					
AR2017 07:24		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

## VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
13	215	18212	12DEC16	MPI 31	ISP MPI
		6420120		07 31	W FRONT VIEW CAMERA REPLACEMENT
		07		07 31	ISP RESECURED FRONT COWL ON WINDSHIELD ON
18	165	18016	10DEC16	CSVC 28	ISP PERFORM SCHEDULED CERTIFIED SERVICE IN
		NWP		28 28	ISP NO WORK PERFORMED AT THIS TIME FOR LI
		NPF		28 28	ISP INSPECTED FOR LISTED CONCERN(S) AND N
		POO		28 28	ISP PART ON ORDER
		NOR		28 28	ISP INVESTIGATED VEHICLE HISTORY: NO REC
		MPI		28 28	ISP MPI
5	215	17550	05DEC16	MPI 31	ISP MPI
		07		07 31	ISP TECH VERIFIED CUSTOMER S CONCERN, UNA
		07		07 31	ISP TECH COULD NOT DUPLICATE CONCERN
		2070870		07 31	W AIR INLET GRILLE PANEL REPLACEMENT
5	215	16488	23NOV16	MPI 31	ISP MPI
		05		05 31	W VERIFIED CUSTOMERS CONCERN BLOID (IC)
		07		07 31	ISP ADJUSTED WASHER NOZZLES ON VEHICLE
		07		07 31	ISP VERIFIED CONCERN COWL IS WORPED ORD
2	112	14021	01NOV16	9102276	31 W Inflatable Restraint Sensing and Diagn
		0600723		31 31	W CERTIFIED SERVICE
		MPI		31 31	C MPI
		03		31 31	C NO PROBLEM FOUND
		NPF		31 31	C INSPECTED FOR LISTED CONCERN(S) AND N
		NPF		31 31	IUP INSPECTED FOR LISTED CONCERN(S) AND N
		90		31 31	C MISCELLANEOUS

### EXCLUSION OF WARRANTIES

Our repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated in date of installation. Tires are warranted independently by the manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disavows all implied warranties, including the implied warranty of merchantability, to the same period, or shall not be liable for any consequential damages resulting from any breach, and the sole remedy shall be repair or replacement.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that I am not responsible for loss or damage to vehicle or articles left in vehicle in the event 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 and/or your employees permission to operate the vehicle herein described on streets, roads or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereon. The dealership is responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

# SUNRISE CHEVROLET

105-20 Queens Blvd. - Forest Hills, NY 11375

Main Phone: (718) 263-7700

Service (718) 263-7770

www.drivesunrise.com

STOMER #:

WORKORDER

PAGE 1



CHEVROLET

SERVICE ADVISOR: 221 DORCEUS, YVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKCOGR		29490/		
EL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
JUN16 IS							
JUN16 DD			18:00 08APR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83_5.3L_V8_BCOTEC3					
PR2017 09:24		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

## VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
96	112	25985	01MAR17		
		05	31	ISP	BODY TRIM
68	112	25976	01MAR17		
		4022330	31	W	FUEL INJECTOR REPLACEMENT
		OLH	31	W	OLH
		8429939	31	W	TRANSFER CASE - CUSTOMER CONCERN NOT
43	215	18212	12DEC16		
		MPI	31	ISP	MPI
		6420120	31	W	FRONT VIEW CAMERA REPLACEMENT
		07	31	ISP	RESECURED FRONT COWL ON WINDSHIELD ON
18	165	18016	10DEC16		
		CSVC	28	ISP	PERFORM SCHEDULED CERTIFIED SERVICE IN
		NWP	28	ISP	NO WORK PERFORMED AT THIS TIME FOR LI
		NPF	28	ISP	INSPECTED FOR LISTED CONCERN(S) AND N
		POO	28	ISP	PART ON ORDER
		NOR	28	ISP	INVESTIGATED VEHICLE HISTORY: NO REC
		MPI	28	ISP	MPI
05	215	17550	05DEC16		
		MPI	31	ISP	MPI
		07	31	ISP	TECH VERIFIED CUSTOMER S CONCERN, UNA
		07	31	ISP	TECH COULD NOT DUPLICATE CONCERN
		2070870	31	W	AIR INLET GRILLE PANEL REPLACEMENT
35	215	16488	23NOV16		
		MPI	31	ISP	MPI
		05	31	W	VERIFIED CUSTOMERS CONCERN B101D(3C)
		07	31	ISP	ADJUSTED WASHER NOZZLES ON VEHICLE
		07	31	ISP	VERIFIED CONCERN COWL IS WORPED : ORD
72	112	14021	01NOV16		
		9102276	31	W	Inflatable Restraint Sensing and Diagn

### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty. All non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed at Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are provided 3m days of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only! See printed limited warranty for details. See printed also warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby waives all implied warranties, including the implied warranty of merchantability, to the same period, Seller shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

### 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 to 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 responsible for damages from flooding due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 44.95

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

# SUNRISE CHEVROLET

105-20 Queens Blvd. · Forest Hills, NY 11375  
 Main Phone: (718) 263-7700  
 Service (718) 263-7700  
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CUSTOMER # [REDACTED]

\*INVOICE\*

PAGE 1



CHEVROLET

SERVICE ADVISOR: 221 YVES DORCEUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G	[REDACTED]	29490/29493	[REDACTED]	
EL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
JUN16 IS							
JUN16 DI			18:00 08APR17		0.00	CASH	08APR17
R.O. OPENED	READY	OPTIONS:					
24 08APR17	13:36 08APR17	SOLD-STK: [REDACTED] ENG:L83 5.3L V8 ECOTEC3 TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

DESCRIPTION	LIST	NET	TOTAL
PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION			
MPI PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION			
218 ISP			(N/C)
TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
*****			
V/S KNOCKING NOISE COMING FROM DASH ONLY WHEN HEAT/AC IS ON, CHECK AND REPORT			
4429952 HVAC CUSTOMER CONCERN NOT DUPLICATED (CCND)			
218 W			(N/C)
TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
*****			
PERFORM SERVICE BULLETIN 4WD IPS Drift DTC C0398 4HI Lock-Up			
SE: SERVID BULLETIN			
9102844 4WD IPS DRIFT DTC C0398			
218 W			(N/C)
TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
*****			
PERFORMED BULLETIN 28770 4WD IPS DRIFT DTC TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS.			
*****			
CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE			
SE: TECH COMPLETED ENGINE OIL AND FILTER CHANGE INCLUDING FLUID TOP OFF			
LOF CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE			
218 C		10.00	10.00
1 19330000 (S) FILTER	8.60	4.73	4.73
1 12559065 WASHER	1.33	1.17	1.17
9 19352900 OIL	5.91	3.71	33.39
TS: 39.29 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D:			49.29
*****			
CUSTOMER PAY WASTE DISPOSAL FOR REPAIR ORDER			1.95

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO YOU UNLESS OTHERWISE INDICATED. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED WAS DEFECTIVE. THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OF THIS INVOICE AT THE SERVICING DEALER FOR INSPECTION BY THE MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES  
 The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# SUNRISE CHEVROLET

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Service (718) 263-7770

www.drivesunrise.com



CHEVROLET

SERVICE ADVISOR: 221 DORCEUS, YVES

STOMER #:

WORKORDER

PAGE 2

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		29490/	
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
JUN16 IS						
JUN16 DD		18:00	08APR17		0.00	CASH
A.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83_5.3L_V8_ECOTEC3				
		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				
1PR2017 09:24						

NO	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
1	MPI		ISP	PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
3	01		W	C/S KNOCKING NOISE COMING FROM DASH ONLY WHEN HEAT/AC IS ON. CHECK AND REPORT   CC:
2	RECALL		W	PERFORM SERVICE BULLETIN 4WD IPS Drift DTC C0398 - 4HI Lock-Up   CC:
3	LOP		C	CUSTOMER REQUEST ENGINE OIL AND FILTER CHANGE
EST: MISC 44.95 TOTAL 44.95				

**EXCLUSION OF WARRANTIES**

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first. All parts installed by Sunrise Chevrolet have a full one-year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet repairs are prorated from date of installation. These are warranted independently by the original manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Dealer hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damage resulting from any breach, and the exclusive remedy shall be repair or replacement.

**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 steering due to lack of anti-lock.

PRELIMINARY ESTIMATE \$ 44.95

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

TOMER #

# SUNRISE CHEVROLET

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Main Phone: (718) 263-7700

Service (718) 263-7770

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WORKORDER

PAGE 2



CHEVROLET

SERVICE ADVISOR: 215 SOLOMON, STEPHON

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
16	CHEVROLET SUBURBAN 1	1GNSKHKC0GR		29786/			
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
UN16 IS							
UN16 DD			18:00 12APR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:L83 5.3L V8 ECOTEC3					
PR2017 07:54		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

E OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS  
 MPI ISP PERFORM A MULTI POINT INSPECTION PERFORM A  
 MULTI-POINT INSPECTION

SOP W. C/S THEY ARE HEARING A NOISE FROM BEHIND DASH |CC:

### EXCLUSION OF WARRANTIES

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are guaranteed in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed stated warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disavows all implied warranties, including the implied warranty of merchantability, to the same period. We shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

### 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 availability 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 crashing due to lack of attention.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CHEVROLET

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# SUNRISE CHEVROLET

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CHEVROLET

SERVICE ADVISOR: 215 SOLOMON, STEPHON

CUSTOMER #:

WORKORDER

PAGE 1

16	CHEVROLET SUBURBAN 1	1GNSKHKCGR			29786/		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
JN16 IS							
JN16 DI			18:00 12APR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STR: ENG:L83_5.3L V8 ECOTEC3					
PR2017 07:54		TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD					

### VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
18	221	29494	08APR17	01	218 W PARTS ORDERED, CUSTOMER WILL BE NOTIFI
15	221	29493	08APR17	MPI	218 ISP PERFORM A MULTI POINT INSPECTION PERPO
		4429959	218	W	HVAC CUSTOMER CONCERN NOT DUPLICATE
		9102844	218	W	4WD IPS DRIFT DTC C0398
		LOF	218	C	CUSTOMER REQUEST ENGINE OIL AND FILTE
16	112	25985	01MAR17	05	31 ISP BODY TRIM
18	112	25976	01MAR17	4822330	31 W FUEL INJECTOR REPLACEMENT
		OLH	31	W	OLH
		8429939	31	W	TRANSFER CASE - CUSTOMER CONCERN NOT
3	215	18212	12DEC16	MPI	31 ISP MPI
		6420120	31	W	FRONT VIEW CAMERA REPLACEMENT
		07	31	ISP	RESECURED FRONT COWL ON WINDSHIELD ON
8	165	18016	18DEC16	CSVC	28 ISP PERFORM SCHEDULED CERTIFIED SERVICE IN
		NWP	28	ISP	NO WORK PERFORMED AT THIS TIME FOR LI
		NPF	28	ISP	INSPECTED FOR LISTED CONCERN(S) AND N
		POO	28	ISP	PART ON ORDER
		NOR	28	ISP	INVESTIGATED VEHICLE HISTORY: NO REC
		MPI	26	ISP	MPI
5	215	17550	05DEC16	MPI	31 ISP MPI
		07	31	ISP	TECH VERIFIED CUSTOMER'S CONCERN, UNA
		07	31	ISP	TECH COULD NOT DUPLICATE CONCERN
		2070876	31	W	AIR INLET GRILLE PANEL REPLACEMENT

#### EXCLUSION OF WARRANTIES

See repairs are covered by a limited warranty, all non part replacement repairs and/or payments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are promised to date of installation. Taxes are warranted independently by the the manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed list of warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disclaims all implied warranties, including the implied warranty of merchantability, to the same period, but shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

#### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material I 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 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 responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

# SUNRISE CHEVROLET

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 www.drivesunrise.com

\*INVOICE\*

PAGE 1



CHEVROLET

SERVICE ADVISOR: 215 STEPHON SOLOMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
-------	------	------------	-----	---------	----------------	-----

	16	CHEVROLET SUBURBAN 1	1GNSKHKCOG		30181/30181	
--	----	----------------------	------------	--	-------------	--

DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN/DATE
------	------------	------------	----------	--------	------	---------	---------

UN16 IS							
UN16 DD			18:00 15APR17		0.00	CASH	15APR17

R.O. OPENED	READY	OPTIONS:
-------------	-------	----------

16 15APR17	12:11 15APR17	SOLD-STK: ENG:L83 5.3L V8 ECOTEC3 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD
------------	---------------	--

DESCRIPTION	TECH	TYPE	HOURS	LIST	NET	TOTAL
-------------	------	------	-------	------	-----	-------

PERFORM A MULTI POINT INSPECTION PERFORM A MULTI POINT INSPECTION  
 MPI PERFORM A MULTI POINT INSPECTION PERFORM A  
 MULTI POINT INSPECTION

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 S THEY ARE HEARING EXCESSIVE FAN NOISE COMING FROM VENTS  
 05 VERIFIED CUSTOMER CONCERN LEAF IN BLOWER LEAF.  
 REMOVED LEAF FROM VEHICLE

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 S VEHICLE BATTERY DIED TWICE YESTERDAY CHECK AND REPORT  
 RE: BATTERY INTERNAL FAILURE  
 4041510 BATTERY REPLACEMENT

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 S PERFORMED BATTERY TEST, BAD CELL INTERNAL FAILURE REPLACED BATTERY  
 VEHICLE FOR CONCERN

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 S VEHICLE HAS NO POWER WHEN ACCELERATING CHECK AND REPORT  
 CND COULD NOT DUPLICATE CONCERN(S) AT THIS TIME

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 TECH NOTED WHEN ROAD TESTING VEHICLE BRAKES HAD NO VACUUM  
 RE: VACUUM PUMP LEAKING  
 4023850 VACUUM PUMP ASSEMBLY REPLACEMENT

PS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
-----	------	--------	------	--------	------	---------------	------

\*\*\*\*\*  
 H NOTED NOTED ON ROAD TEST VACCUM PUMP IS LEAKING. REPLACED

I, THE SERVICE ADVISOR, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER UNLESS INDICATED OTHERWISE. THE APPEARANCE OF THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TO THE SERVICE ADVISOR FOR INSPECTION BY THE FACTORY'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE
---	--------------------

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WORKORDER

PAGE 2



CHEVROLET

SERVICE ADVISOR: 215 SOLOMON, STEPHON

COLOR		YEAR		MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		16		CHEVROLET SUBURBAN 1	1GNSKHKC0G		30181/	
UN16 IS	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
UN16 DD			18:00 15APR17		0.00	CASH		
R.O. OPENED		READY		OPTIONS: SOLD-STK:		ENG:L83 5.3L V8 ECOTEC3		
PR2017 08:16				TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD				

E OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
MPI	ISP		PERFORM A MULTI POINT INSPECTION PERFORM A MULTI-POINT INSPECTION
D5	W		C/S THEY ARE HEARING EXCESSIVE FAN NOISE COMING FROM VENTS   CC:
05	W		C/S VEHICLE BATTERY DIED TWICE YESTERDAY CHECK AND REPORT   CC:
10	W		C/S VEHICLE HAS NO POWER WHEN ACCELERATING CHECK AND REPORT   CC:

**EXCLUSION OF WARRANTIES**

These repairs are covered by a limited warranty, all non part replacement repairs and/or adjustments are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except for mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are prorated from date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed limited warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby limits all implied warranties, including the implied warranty of merchantability, to the same period, seller shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

**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 at 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 tracing due to lack of anti-theft.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

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 Service (718) 263-7770  
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CHEVROLET

WORKORDER

PAGE 1

SERVICE ADVISOR: 215 SOLOMON, STEPHON

CUSTOMER # [REDACTED]  
 [REDACTED]

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
16	CHEVROLET SUBURBAN 1	1GNSKHKC0G		30181/			
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
UN16 IS							
UN16 DD		18:00	15APR17		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:		ENG:L83 5.3L V8 ECOTEC3			
PR2017 08:16		TRN:MYC_ELECTRONIC_6-SPRED_AUTOMATIC_W/OD					

VEHICLE SERVICE HISTORY

S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
75	215	29786	13APR17	CAF 218	C CUSTOMER STATES REPLACE CABIN AIR FILT
		4040320	218	W	GENERATOR REPLACEMENT
		4067080	218	W	ENGINE MOUNT REPLACEMENT - LEFT SIDE
18	221	29494	08APR17	01 218	W PARTS ORDERED, CUSTOMER WILL BE NOTIFI
35	221	29493	08APR17	MPI 218	ISP PERFORM A MULTI POINT INSPECTION PERFO
		4429959	218	W	HVAC CUSTOMER CONCERN NOT DUPLICATE
		9102844	218	W	4WD IPS DRIFT DTC C0398
		LOF 218	C		CUSTOMER REQUEST ENGINE OIL AND FILTE
16	112	25985	01MAR17	05 31	ISP BODY TRIM
18	112	25976	01MAR17	4022330 31	W FUEL INJECTOR REPLACEMENT
		OLH 31	W		OLH
		8429939 31	W		TRANSFER CASE CUSTOMER CONCERN NOT
3	215	18212	12DEC16	MPI 31	ISP MPI
		6420120 31	W		FRONT VIEW CAMERA REPLACEMENT
		07 31	ISP		RESECURED FRONT COWL ON WINDSHIELD ON
8	165	18016	10DEC16	CSVC 28	ISP PERFORM SCHEDULED CERTIFIED SERVICE IN
		NWP 28	ISP		NO WORK PERFORMED AT THIS TIME FOR LI
		NPF 28	ISP		INSPECTED FOR LISTED CONCERN(S) AND N
		POO 28	ISP		PART ON ORDER
		NOR 28	ISP		INVESTIGATED VEHICLE HISTORY: NO REC
		MPI 28	ISP		MPI

EXCLUSION OF WARRANTIES

Repairs are covered by a limited warranty, all non part replacement repairs and/or labor are guaranteed for 90 days or 3000 miles which ever comes first all parts installed by Sunrise Chevrolet have a full one year unlimited mileage guarantee for parts and labor, except mufflers, struts & shocks which have a lifetime guarantee. Chevrolet batteries are covered in date of installation. Tires are warranted independently by the tire manufacturer. All warranties apply to Chevrolet vehicles only. See printed limited warranty for details. See printed tire warranty for mufflers, struts and shocks for all exceptions and conditions. Seller hereby disclaims all implied warranties, including the implied warranty of merchantability, to the same period, or shall not be liable for any consequential damages resulting from any breach, and the exclusive remedy shall be repair or replacement.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in a 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 thereon. The dealership is responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

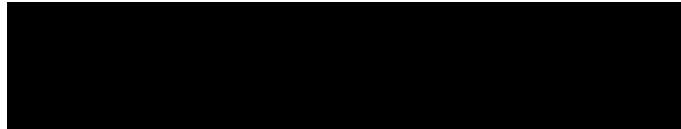
CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3



## Document ID: 4893636

## #17336-02: Special Coverage - Combi-Cooler Air Conditioner Refrigerant Leak - (Nov 3, 2017)

**Subject:** 17336-02 — Combi-Cooler Air Conditioner Refrigerant Leak

**Models:** 2015–21017 Cadillac Escalade, Escalade ESV  
 2015–2017 Chevrolet Suburban, Tahoe  
 2015–2017 GMC Yukon, Yukon XL



<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> November 2017
<b>Revision:</b> 02	
<b>Revision Description:</b> This bulletin has been updated to reflect additional parts in the parts information section and additional steps in the service procedure section. Please discard all copies of 17336-01.	

<b>Attention:</b>	This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.
-------------------	---

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				

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	Tahoe			
GMC	Yukon			
	Yukon XL			

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition:</b>	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

### [Parts Information](#)

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US)* 10953485 (Canada)*
Use Specified Amount in SI	Air Conditioning Refrigerant (R-1234YF)	19260234 (US)* 19260235 (Canada)*
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)
1 (If Required)	Air Conditioning Condenser Shield Assembly	84375798
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron HP ATF)	19355656 (US) 19353430 (Canada)
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron VI ATF)	88864060 (US) 19264717 (Canada)

**\* These parts 12356150, 10953485, 19260234 & 19260235 can be purchased locally if not available at Dealer.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### [Warranty Information](#)

Labor Code	Description	Labor Time	Trans. Type	list distribution/regions,if applicable]Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement	3.3*	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

\* The labor time includes air conditioning system leak testing, recover and recharge the air conditioning system, air conditioning condenser replacement, patch installation, and transmission fluid auxiliary cooler pre-fill.

\*\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

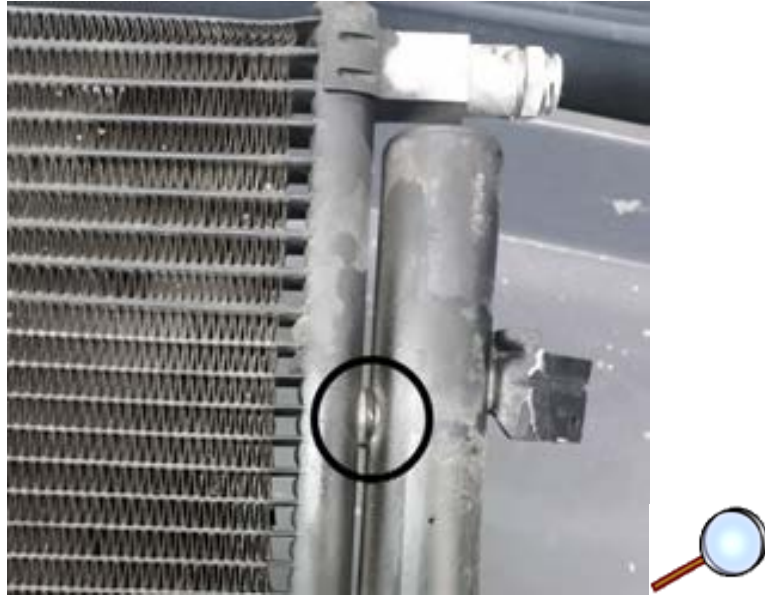
### Service Procedure

**Note:** This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.



**Cadillac Escalade shown. Other models are similar.**

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.

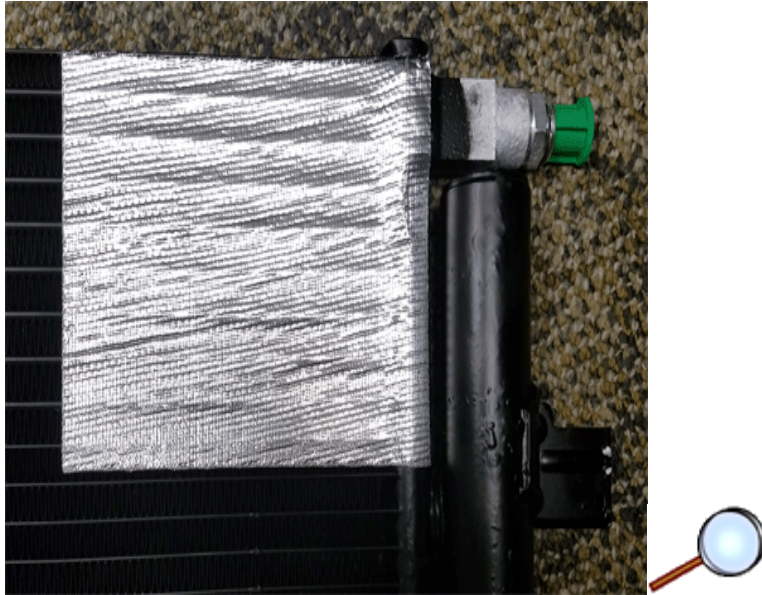


**Note:** General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
  - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Remove the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.



4. Verify if an air conditioning condenser shield assembly is installed on the NEW air conditioning condenser as shown above.
  - If an air conditioning condenser shield assembly is installed, proceed to the next step.



- If an air conditioning condenser shield assembly is NOT installed, install the air conditioning condenser shield assembly as shown in the picture above.
5. Remove one of the plugs from the transmission fluid auxiliary cooler fitting.
  6. Fill the transmission fluid auxiliary cooler full of transmission fluid.
  7. Install the plug back into the transmission fluid auxiliary cooler fitting.
  8. Install the NEW air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

### **Courtesy Transportation — For USA & Canada**

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### **Customer Notification**

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

November 2017

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)

Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch

Executive Director

Global Connected Customer Experience

Enclosure

17336

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.



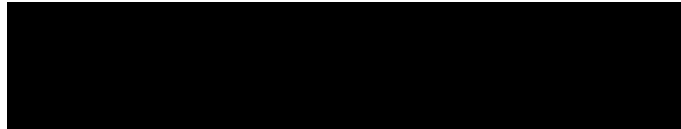
WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

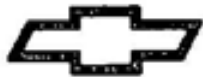
PE18-012

GM

3-27-2019

Q3





# CHEVROLET

SALESMAN

VEHICLE INVOICE  
 NYS LICENSE NO.  
 7116118  
 NYC CONSUMER AFFAIRS  
 NO. 1468765

Berg Family Enterprises LLC  
 d/b/a  
**SUNRISE CHEVROLET**  
 105-20 QUEENS BLVD. FOREST HILLS, N.Y. 11375  
 103-15 69th RD. FOREST HILLS, N.Y. 11375  
 (718) 263-7700

DATE 06/25/97

CUSTOMER NO. [REDACTED]

SOLD TO RODOLFO ZILIBERSKY GALINA ZILIBERSKY  
42 CORBIN ST 42 CORBIN ST  
 ADDRESS BROOKLYN NY 11235 BROOKLYN NY 11235

TELEPHONE NO. [REDACTED]

YEAR	MAKE	VEH. IDENT. NO.	BODY STYLE	MODEL NO.	COLOR	NO.	IGN. KEY	TRUNK KEY	STOCK NO.
2016	CHEVROLET	[REDACTED]	SEDAN	CR15406	BLK		S		[REDACTED]
TRADE IN									

IF TERMS ARE A PART OF THIS TRANSACTION, THEN ALL OF THE DETAILS ARE ATTACHED HEREON ON A CONDITIONAL SALES CONTRACT AND BECOME AN INTEGRAL PART OF THIS INVOICE.

M. V. NO. \_\_\_\_\_  
 TEMP. NO. \_\_\_\_\_  
 DEP. NO. \_\_\_\_\_  
 C/S NO. \_\_\_\_\_

NEW  USED

PRICE OF CAR 63443.00  
 SERVICE CONTRACT 2495.00  
 N.Y. STATE INSPECTION 10.00  
 CERT. NO. \_\_\_\_\_

SALES TAX ( 8.875% ) 5652.53  
 FIRE TAX 12.50  
 COUNTY FEES 15.00

\*DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE - \$75.00\*  
 LICENSE (OR TRANSFER FEE) 265.00

**TOTAL CASH PRICE** → 72150.00

SETTLEMENT

DEPOSIT 500.00  
 DUE ON DELIVERY 200.00  
 REPAIR 2400.00  
 TRADE IN ALLOW. \_\_\_\_\_

LESS LIEN TO. \_\_\_\_\_  
 BALANCE DUE 72150.00  
 PAYMENTS TO: FINANCIAL

72 @ 1116.61  
**TOTAL** → 69394.00

GROUP	TAX OR GAS BILLAGE	DESCRIPTION	10
SERVICE CONTRACT			2495.00
FIRE AND TITLE			1177.00

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

CUSTOMER'S INITIALS: \_\_\_\_\_ DATE: \_\_\_\_\_

"If this motor vehicle is classified as a used motor vehicle SUNRISE CHEVROLET certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

\* THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$75.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUES NUMBER PLATES.

I hereby certify that on above date SUNRISE CHEVROLET delivered the within described automobile with the price label intact as required by P.L. 85-506.

The safer SUNRISE CHEVROLET hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and SUNRISE CHEVROLET neither assumes nor authorizes any other

**THANK YOU**  
 "YOUR DRIVING PLEASURE IS OUR GREATEST TREASURE"



Berg Family Enterprises LLC  
 d/b/a  
 Sunrise Chevrolet  
 (718) 263-7700  
 www.drivesunnisechevy.com

105-20 Queens Blvd, Forest Hills, NY 11375  
 103-15 69th RD, Forest Hills, NY 11375

DealerCAP

NYS License NO. 7-116118  
 NYC Consumer Affairs NO. 1458765

**TAIL PURCHASE AGREEMENT**

Deal Number: [REDACTED]

Buyer's Name(s): [REDACTED] Date: 06/06/2016

Address: [REDACTED] County: [REDACTED]

Phone (1): [REDACTED] Telephone (2): [REDACTED] DOB: [REDACTED]

Driver License: [REDACTED] D.L./State I.D.#: [REDACTED] Issuing State: NY Exp. Date: 07/06/2016

The above information has been requested so that we may verify your identity. By signing below, you represent that you are at least 18 years of age and have the ability to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Trade Commission Statement for full disclosure.

YEAR: 2016	MAKE: CHEVROLET	MODEL: SUBURBAN 1500	COLOR: BLK	STOCK NO.: [REDACTED]
SERIAL NO.: [REDACTED]	ODOMETER READING: [REDACTED]		SALESPERSON: [REDACTED]	
VEHICLE IS A: <input checked="" type="checkbox"/> NEW VEHICLE <input type="checkbox"/> USED VEHICLE		Prior Use Certification (required by Vehicle and Traffic Law, Section 477-a if the principal prior use of the Vehicle was as a police vehicle, taxicab, rental vehicle or driver education vehicle). The principal prior use of the Vehicle was as a: <input type="checkbox"/> police vehicle, <input type="checkbox"/> taxicab, <input type="checkbox"/> rental vehicle, or a driver education vehicle.		
MONSTRATOR: <input type="checkbox"/> WHOLESALE VEHICLE <input type="checkbox"/> JUNK VEHICLE				

**WARRANTY STATEMENT**

warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only the manufacturer or supplier shall be liable for performance under such warranties. We neither make nor authorize any other person to assume for us any liability in connection with the sale of a vehicle and related goods and services. If we enter into a service contract with you at the time of sale, within 90 days of the date of this transaction, we may not limit or modify the implied warranties.

**NEW VEHICLES:** We expressly disclaim all express and implied warranties, including the implied warranties of merchantability and fitness for a particular purpose. The manufacturer's warranty is not affected by this disclaimer of warranties by the Dealership.

**USED VEHICLES:** If this motor vehicle is classified as a used motor vehicle, the dealer named above certifies that the entire vehicle is in condition and repair to perform, under normal use, satisfactory and adequate service upon the public highway at the time of delivery.

We expressly warrant or implied warranty of fitness for any particular purpose or implied warranty of merchantability beyond that set forth above is given by the Dealer, unless a box is marked below stating that the Vehicle is sold with a Used Vehicle Limited Warranty from the Dealer or the Dealer has entered into a Service Contract with you at the time of, or within 90 days of, the date of this transaction.

**FACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)** The information you see on this window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale. Traducción española: Ver al dorso.

The Vehicle is sold with a Used Vehicle Limited Warranty from the Dealer which is issued with and is a part of this form. No other express warranties are made by the Dealer. Any implied warranties apply for the duration required by State Law or the duration of the Used Vehicle Limited Warranty, whichever is longer. The duration of this Limited Warranty is based on the Vehicle's mileage as follows:  
 3,000 miles or less, the warranty is for 90 days or 4,000 miles, whichever comes first.  
 3,001 to 79,999 miles, the warranty is for 60 days or 3,000 miles, whichever comes first.  
 80,000 to 100,000 miles, the warranty is for 30 days or 1,000 miles, whichever comes first.

CASH PRICE OF VEHICLE	62250.00
OPTIONAL EQUIPMENT (Dealer Installed)	
SERVICE CONTRACT	2495.00
TIRE & WHEEL	1192.00
TOTAL SELLING PRICE	64937.00
TAXABLE SUBTOTAL	64937.00
SALES TAX	2645.85
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION*	75.00
WASTE TIRE MANAGEMENT & RECYCLING FEE	12.00
TITLE/REG FEES	265.00
TOTAL AMOUNT DUE	71535.85
LESS DEPOSIT	500.00
REBATE	2000.00
LESS CASH DUE AT DELIVERY	265.00

OTHER: \_\_\_\_\_

**VEHICLES:** The remainder of the Manufacturer's Limited Warranty Applies for \_\_\_\_\_ miles, whichever comes first.

If an optional fee for processing application for registration and/or certificate of title, and for long special or distinctive plates (if applicable). **THIS IS NOT A DMV FEE** \*\$ 75.00

OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$75.00 MAXIMUM) AND TIRE/PLATE PROCESSING FEE (\$3.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE. An annual fee to be assessed by the Department of Motor Vehicles for the cost of the plate will be \$ 114.

AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF PURCHASING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Price contained in this contract is the final contract price to which the parties have agreed. No additional charge may be imposed or collected. Please see paragraph titled "Price Changes" on the reverse side.

**TRADE-IN VEHICLE INFORMATION**

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_

Year: \_\_\_\_\_ Odometer Reading: \_\_\_\_\_

Not Accurate

In Allowance: \_\_\_\_\_ Balance Owed & Lienholder: \_\_\_\_\_

YOU SHOULD BE ENTITLED TO A REFUND UNDER NEW YORK GENERAL BUSINESS LAW, SECTION 138-b, IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE DEALERSHIP CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS AGREEMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED VEHICLE WHOLESALE VALUE GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES.

Name and Address [Redacted]	Co-Buyer Name and Address [Redacted]	Seller-Creditor (Name and Address) SUNRISE CHEVROLET 105-20 SUSPERS BLVD FOREST HILLS, NY
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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 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 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.

Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased Personal, family, or household unless otherwise indicated below.
		CHEVROLET SUNBURBA	1GMSKHK06K [Redacted]	<input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/>

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of our credit as yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
4.99%	\$ 116.89	\$ 2204.03	\$ 22395.02	\$ 22160.02

Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
72	3116.61	Monthly beginning 07/23/2016

As Follows: N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 1.00% or 5% of the part of the payment that is late, whichever is greater.

penalty payment. If you pay off all your debt early, you will not have to pay a penalty. 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 and security interest.

**FINANCING OF AMOUNT FINANCED**

Cash Price (including \$ sales tax) \$ 22160.02  
 Total Downpayment =  
 Your trade-in allowance N/A  
 Gross Trade-In Allowance \$ N/A  
 Less Prior Credit or Lease Balance (e) \$ N/A  
 Equals Net Trade In \$ N/A  
 + Cash \$ 765.00  
 + Other \$ N/A  
 (If total downpayment is negative, enter "0" and see 4i below) \$ 2160.02 (2)  
 Unpaid Balance of Cash Price (1 minus 2) \$ 22395.02 (3)  
 Other Charges Including Amounts Paid to Others on Your Behalf  
 Seller may keep part of these amounts:  
 Cost of Optional Credit Insurance  
 Paid to Insurance Company or Companies  
 Life \$ N/A  
 Disability \$ N/A  
 Vendor's Single Interest Insurance  
 Paid to Insurance Company \$ N/A  
 Other Optional Insurance Paid to Insurance Company or Companies \$  
 Fees Paid to Government Agencies \$

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below: Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both  
 Premium:  
 Credit Life \$ 1.00  
 Credit Disability \$ N/A  
 Insurance Company Name N/A  
 Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance 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. If you choose this insurance, the cost is shown in Item 4A of the Financing of Amount Financed. 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 below.

**Other Optional Insurance**

N/A Type of Insurance Term  
 Premium \$  
 Insurance Company Name N/A  
 Home Office Address N/A  
 N/A Type of Insurance Term  
 Premium \$  
 Insurance Company Name N/A  
 Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will

for Prior Credit or Lease Balance (a)	\$	N/A
for	\$	N/A
for DOCUMENT FEE	\$	20.00
for SUP. CONTRACT	\$	76.95 (2)
for N/A	\$	N/A
for N/A	\$	N/A
for N/A	\$	N/A
for N/A	\$	N/A
for N/A	\$	N/A
for N/A	\$	N/A
for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	N/A
5 Amount Financed (3 + 4)	\$	2857.50 (4)
	\$	62376.13 (5)

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.**

**VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose to obtain insurance through which the VSI insurance is obtained, if you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ \_\_\_\_\_ and also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

**Returned Check Charge:** You agree to pay a charge of \$ 20 if any check you give us is dishonored.

**GAP Waiver Notice**  
 If this box is checked, and if the vehicle is a total loss because it is confiscated, damaged, or stolen, you will not be liable for the gap amount. The gap amount is the excess, if any, of (1) the amount you would owe under this contract as of the date of loss if the vehicle were not a total loss and you were to prepay the contract in full (less any refunds we get for cancelling optional insurance, maintenance, service or other contracts), over (2) the sum of (a) any past due payments and other amounts due because you broke promises in this contract and (b) the actual cash value of the vehicle immediately before the loss.

**Trade-In Payoff Agreement:** Seller relies on information from you about the amount of your trade-in vehicle to arrive at the payoff amount shown in Item 2 of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate. If the actual payoff amount is more than the amount shown in 2 you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 2 Seller will refund to you any overage Seller receives from your prior lender or lessor.

Buyer Signature X N/A Co-Buyer Signature X

**OPTION:**  You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A Year. SELLER'S INITIALS N/A

**WARRANTIES**  
 The following paragraph does not affect any warranties covering the vehicle that the manufacturer may provide or limit any rights you may have under the Lemon Laws or, for used vehicles, under the certificate of serviceability that was included in your purchase contract. The following paragraph also does not apply if the vehicle is a used vehicle you bought in New York City. Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose. The following notice only applies to used vehicles bought in New York City:

**IMPORTANT NOTICE TO BUYER**  
 (A) STATE LAW REQUIRES THAT SELLERS OF SECOND-HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.  
 (B) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE.  
 (C) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.  
 (D) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 60 LAFAYETTE STREET, NEW YORK, NEW YORK 10013. COMPLAINT PHONE: (212) 964-7777.

**NO COOLING OFF PERIOD**  
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller and retain its right to receive**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract is binding on you and we must sign it. No oral changes are binding. If any part of this contract is not valid, all other parts remain in effect. You may request to extend the time for making some payments without penalty. See back for other important agreements.

**NOTICE TO BUYER:** 1. Do not sign a completely filled in copy of the agreement. 2. Under the law, you have a right to pay off in advance the full amount due. If you do so, you may, depending on the nature of the credit service charge, either (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 3. According to law, you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

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 read it. We confirm that you received a completely filled-in copy when you signed it.

**RETAIL**  
 Buyer Sign \_\_\_\_\_ Date 06/06/16 Co-Buyer Sign X N/A \_\_\_\_\_ Date 06/06/16  
 Co-Buyer \_\_\_\_\_  
 does not have a security interest in the vehicle given to us in this contract.

Other owner signs here X N/A \_\_\_\_\_ Address N/A \_\_\_\_\_  
 Seller Sign \_\_\_\_\_ Date 06/06/16 By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to **GH FINANCIAL** (Assigns under the terms of Seller's agreement(s) with Assignee.)  
 Assigned with recourse  Assigned with limited recourse

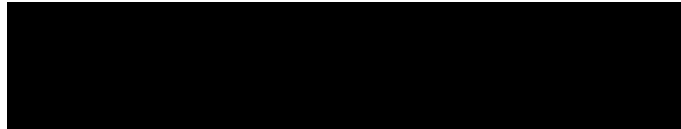
Seller \_\_\_\_\_ By \_\_\_\_\_ Title \_\_\_\_\_

PE18-012

GM

3-27-2019

Q3





2016 SUBURBAN 4WD 1/2 TON LT  
GBA BLACK  
H2U JET BLACK  
ORDER NO. TFKQWX/TRE STOCK NO.  
VIN 1GN SKHK C0 GR  
\*\*\*\*\*  
MODEL & FACTORY OPTIONS  
\*\* CONTINUED FROM PAGE 1 \*\*

/V8G

GENERAL MOTORS LLC  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE  
\*\*\*\*\*2030\*\*\*\*\*13\*02200S  
MSRP INV AMT RETAIL - STOCK

TOTAL MODEL & OPTIONS	65720.00	60959.80	ACT 237	60183.20
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1971.60
DEALER IMR CONTRIBUTION		657.20	ADV 261	657.20
LMA GROUP CONTRIBUTION		985.80	EXP 65A	985.80
TOTAL	66915.00	63797.80	PAY 310	63797.80
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		60960.25		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

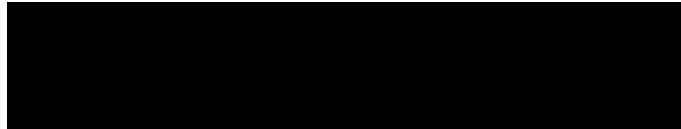
SUNRISE CHEVROLET

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

October 27, 2017

Alex Simanovsky, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request [REDACTED]  
2016 Chevrolet Suburban  
Vehicle Identification Number: 1GNSKHKC0G [REDACTED]  
Customer Relationship Specialist: Chantel

Dear [REDACTED]

We have received your rejection of our settlement offer, dated October 25, 2017. In an attempt to settle this matter, General Motors is making a final offer of \$7,500.00 inclusive.

We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client(s) agree with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

U9128

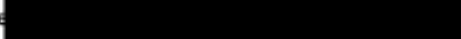

[REDACTED]

Vehicle M [REDACTED]

\_\_\_\_\_  
Date

11/2/17  
\_\_\_\_\_  
Date

**RELEASE OF CLAIM**

We  (hereinafter referred to as "Releasor(s)"), on behalf of ourselves and our assigns, heirs and executors, in consideration of \$7,500.00 paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2016 Chevrolet Suburban bearing Vehicle Identification Number 1GNSKHKC0GR ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 49128 on the date of the signing of this release.

Releasor(s) have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

We agree to the terms of this Release of All Claims


City, State, Zip Code

City, State, Zip Code

STATE OF New York  
COUNTY OF Kings

Sworn to (or affirmed) and subscribed before me this 17 day of November, 2017,  
by [redacted] and [redacted]  
[redacted]  
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known  OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

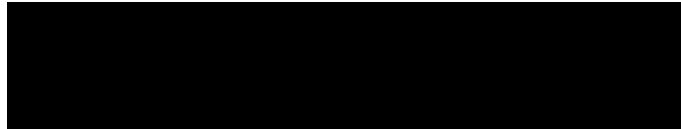
GLENN ERIC SINGER  
Notary Public, State of New York  
No. 02SI6037548  
Qualified in Kings County  
Commission Expires February 22, 2018

PE18-012

GM

3-27-2019

Q3



## Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type  
 See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.  
**ALEX SIMANOVSKY & ASSOCIATES, LLC**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:  
 Individual/sole proprietor or single-member LLC  
 C Corporation  
 S Corporation  
 Partnership  
 Trust/estate  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ **S**  
*Note.* For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.  
 Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  
 Exempt payee code (if any) \_\_\_\_\_  
 Exemption from FATCA reporting code (if any) \_\_\_\_\_  
*(Applies to accounts maintained outside the U.S.)*

5 Address (number, street, and apt. or suite no.)  
 [Redacted]

6 City, state, and ZIP code  
 [Redacted]

7 List account number(s) here (optional)

Requester's name and address (optional)

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

--	--	--	--	--	--	--	--	--	--

or

Employer identification number

[Redacted]

*Note.* If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ [Redacted]

Date ▶ 11/21/2017

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.  
**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/w9](http://www.irs.gov/w9).

#### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

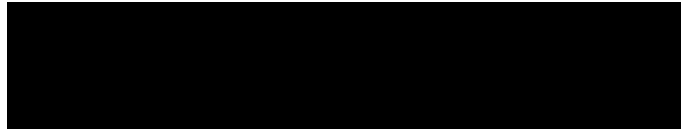
- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

---

From: Alex Simanovsky <Alex@FileLemonLaw.com>  
Sent: Tuesday, September 19, 2017 11:14 AM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,  
Counter-demand for [REDACTED] is \$12,500 inclusive.  
Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

---

From: Chantel Mojica (C) [mailto:chantel.mojica@gm.com]  
Sent: Tuesday, September 19, 2017 9:51 AM  
To: carol@filelemonlaw.com; alex@lemonlawinfo.com  
Subject: RE: [EXTERNAL] RE: [REDACTED] 2016 Chevrolet Suburban, SR# [REDACTED]

Ooops here you go.

Thank you.

It's appreciated.

---

From: Carol Dominguez [mailto:carol@filelemonlaw.com]  
Sent: Tuesday, September 19, 2017 9:49 AM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Dear Chantel,

There was nothing attached. I have attached clearer copies of the retail installment sale contract and vehicle invoice. We are still waiting to get a copy of the registration from the client but I will follow up and forward the copy to you asap.

Thank you.

Carol Dominguez  
Paralegal

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
National Headquarters:  
2300 Henderson Mill Road  
Suite 300  
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013  
Toll-Free Fax: 1-877-216-0365  
Email: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com)  
Website: [www.FileLemonLaw.com](http://www.FileLemonLaw.com)

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Sent: Tuesday, September 19, 2017 7:14 AM  
To: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com); [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)  
Cc: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)  
Subject: RE: [EXTERNAL] [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached offer.

Also, can you resend and confirm your client's name on the Sales documents? It's unclear and I am unable to draft a release at this time.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

From: Carol Dominguez [<mailto:carol@filelemonlaw.com>]  
Sent: Friday, September 15, 2017 2:15 PM

To: Chantel Mojica (C)  
Cc: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)  
Subject: [EXTERNAL] [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Dear Chantel:

Attached are the repair invoices, retail installment sale contract, vehicle invoice and purchase agreement. I have requested a copy of the vehicle registration and will forward that once it arrives. Please advise if there is any additional information you will require.

Sincerely,

Carol Dominguez  
Paralegal

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
National Headquarters:  
2300 Henderson Mill Road  
Suite 300  
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013  
Toll-Free Fax: 1-877-216-0365  
Email: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com)  
Website: [www.FileLemonLaw.com](http://www.FileLemonLaw.com)

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---

 Virus- [REDACTED]

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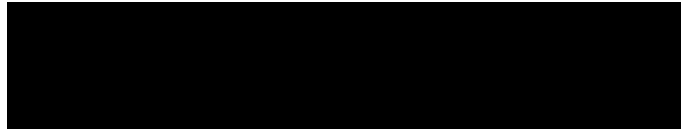
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PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

---

From: Alex Simanovsky <Alex@FileLemonLaw.com>  
Sent: Tuesday, September 19, 2017 1:42 PM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,  
Counter-demand is \$11,750 incl. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

---

From: Chantel Mojica (C) [mailto:chantel.mojica@gm.com]  
Sent: Tuesday, September 19, 2017 11:22 AM  
To: alex@filelemonlaw.com  
Subject: RE: [EXTERNAL] RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached offer letter.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

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Sent: Tuesday, September 19, 2017 11:14 AM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: [REDACTED] 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,  
Counter-demand for [REDACTED] is \$12,500 inclusive.  
Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
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Ooops here you go.  
Thank you.  
It's appreciated.

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Thank you.

Carol Dominguez  
Paralegal

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
National Headquarters:  
2300 Henderson Mill Road  
Suite 300  
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013  
Toll-Free Fax: 1-877-216-0365  
Email: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com)  
Website: [www.FileLemonLaw.com](http://www.FileLemonLaw.com)

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Cc: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)  
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Dear Chantel:

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requested a copy of the vehicle registration and will forward that once it arrives. Please advise if there is any additional information you will require.

Sincerely,

Carol Dominguez  
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Virus-free. 

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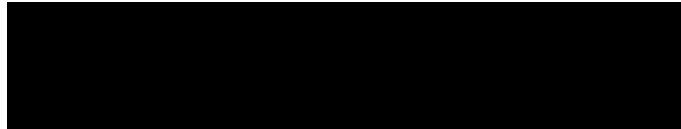
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PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

---

From: Alex Simanovsky <Alex@FileLemonLaw.com>  
Sent: Friday, September 22, 2017 10:36 AM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Thanks Chantel.  
Counter-demand is \$10,500 inclusive. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

---

From: Chantel Mojica (C) [mailto:chantel.mojica@gm.com]  
Sent: Friday, September 22, 2017 10:27 AM  
To: alex@filelemonlaw.com  
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Do you have a status on this case?

Please advise.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

From: Chantel Mojica (C)  
Sent: Tuesday, September 19, 2017 3:38 PM  
To: 'alex@filelemonlaw.com'  
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

GM can increase the offer to \$6,000.00.

Please advise.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

From: Alex Simanovsky [<mailto:Alex@FileLemonLaw.com>]  
Sent: Tuesday, September 19, 2017 1:42 PM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,  
Counter-demand is \$11,750 incl. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

---

From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]  
Sent: Tuesday, September 19, 2017 11:22 AM  
To: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)  
Subject: RE: [EXTERNAL] RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached offer letter.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

From: Alex Simanovsky [<mailto:Alex@FileLemonLaw.com>]  
Sent: Tuesday, September 19, 2017 11:14 AM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,  
Counter-demand for [REDACTED] is \$12,500 inclusive.  
Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

---

From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]  
Sent: Tuesday, September 19, 2017 9:51 AM  
To: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com); [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)  
Subject: RE: [EXTERNAL] RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Ooops here you go.

Thank you.

It's appreciated.

---

From: Carol Dominguez [<mailto:carol@filelemonlaw.com>]

Sent: Tuesday, September 19, 2017 9:49 AM

To: Chantel Mojica (C)

Subject: [EXTERNAL] RE: [REDACTED], 2016 Chevrolet Suburban, SR#[REDACTED]

Dear Chantel,

There was nothing attached. I have attached clearer copies of the retail installment sale contract and vehicle invoice. We are still waiting to get a copy of the registration from the client but I will follow up and forward the copy to you asap.

Thank you.

Carol Dominguez  
Paralegal

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
National Headquarters:  
2300 Henderson Mill Road  
Suite 300  
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013

Toll-Free Fax: 1-877-216-0365

Email: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com)

Website: [www.FileLemonLaw.com](http://www.FileLemonLaw.com)

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DISCLAIMER: This email correspondence does not create an attorney-client relationship between the sender and receiver. This is merely a request for information. No attorney-client relationship is formed without a written terms of representation.

---

From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com); [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)

Cc: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)

Subject: RE: [EXTERNAL] [REDACTED], 2016 Chevrolet Suburban, SR#[REDACTED]

Good Morning,

Please see attached offer.

Also, can you resend and confirm your client's name on the Sales documents? It's unclear and I am unable to draft a release at this time.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC

Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

From: Carol Dominguez [<mailto:carol@filelemonlaw.com>]  
Sent: Friday, September 15, 2017 2:15 PM  
To: Chantel Mojica (C)  
Cc: [alex@filelemonlaw.com](mailto:alex@filelemonlaw.com)  
Subject: [EXTERNAL] [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Dear Chantel:

Attached are the repair invoices, retail installment sale contract, vehicle invoice and purchase agreement. I have requested a copy of the vehicle registration and will forward that once it arrives. Please advise if there is any additional information you will require.

Sincerely,

Carol Dominguez  
Paralegal

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
National Headquarters:  
2300 Henderson Mill Road  
Suite 300  
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013  
Toll-Free Fax: 1-877-216-0365  
Email: [carol@filelemonlaw.com](mailto:carol@filelemonlaw.com)  
Website: [www.FileLemonLaw.com](http://www.FileLemonLaw.com)

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Virus-free. [REDACTED]

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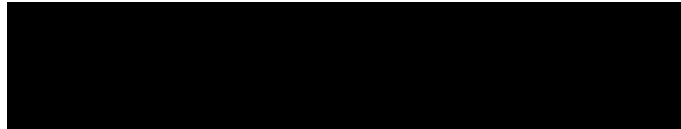
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PE18-012

GM

3-27-2019

Q3



## Chantel Mojica (C)

---

From: Alex Simanovsky <Alex@FileLemonLaw.com>  
Sent: Wednesday, October 25, 2017 12:52 PM  
To: Chantel Mojica (C)  
Subject: [EXTERNAL] [REDACTED]  
Attachments: GM repares.pdf

Importance: High

Chantel,  
Please confirm receipt of the most recent RO for [REDACTED]  
Counter-demand is \$12,000 inclusive. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.  
Managing Partner

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys  
[www.FileLemonLaw.com](http://www.FileLemonLaw.com)  
Phone: 855-781-1012  
Fax: 877-570-5413  
Email: [Alex@FileLemonLaw.com](mailto:Alex@FileLemonLaw.com)

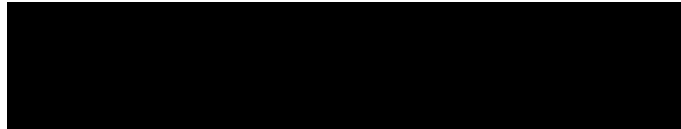
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PE18-012

GM

3-27-2019

Q3



## Chantel Mojica (C)

---

**From:** Chantel Mojica (C)  
**Sent:** Wednesday, September 13, 2017 9:43 AM  
**To:** 'llambert@drivesunrise.com'  
**Subject:** RE: [REDACTED] Request for Sales & RO's BRC LEGAL URGENT

Good Morning,

Do you have a status on this request?

Please advise.

Thank you,

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

---

**From:** Chantel Mojica (C)  
**Sent:** Tuesday, September 12, 2017 9:16 AM  
**To:** 'llambert@drivesunrise.com'  
**Subject:** [REDACTED] Request for Sales & RO's BRC LEGAL URGENT  
**Importance:** High

Service Request [REDACTED]  
Customer Last Name: [REDACTED]  
2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]  
Mileage: 41,305

Good Afternoon,

The customer mentioned above has obtained an attorney and has filed a not in suit case matter. We need **sales** and **repair order** documents associated with the VIN mentioned above to fully evaluate the customer's claims.

Also, we need to verify is the **vehicle is currently in the shop** and if you have **noticed any accident damage or aftermarket products installed** on the vehicle.

Please see attached request for all repair orders you have associated with this VIN.

Thank you,

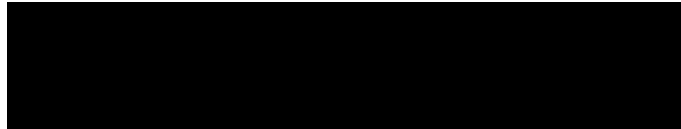
Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

PE18-012

GM

3-27-2019

Q3



## Chantel Mojica (C)

---

**From:** Chantel Mojica (C)  
**Sent:** Tuesday, September 12, 2017 9:16 AM  
**To:** 'llambert@drivesunrise.com'  
**Subject:** [REDACTED] Request for Sales & RO's BRC LEGAL URGENT  
**Attachments:** DLR Ack Letter Sunrise.pdf

**Importance:** High

Service Request [REDACTED]  
Customer Last Name: [REDACTED]  
2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]  
Mileage: 41,305

Good Afternoon,

The customer mentioned above has obtained an attorney and has filed a not in suit case matter. We need **sales** and **repair order** documents associated with the VIN mentioned above to fully evaluate the customer's claims.

Also, we need to verify is the **vehicle is currently in the shop** and if you have **noticed any accident damage or aftermarket products installed** on the vehicle.

Please see attached request for all repair orders you have associated with this VIN.

Thank you,

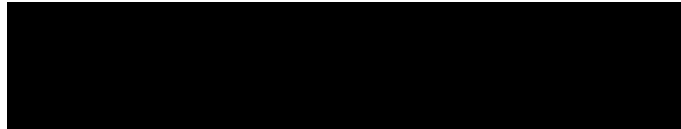
Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

PE18-012

GM

3-27-2019

Q3





Chevrolet Division  
General Motors LLC  
P.O. Box 33170  
Detroit, MI 48232-5170

**CHEVROLET**

September 12, 2017

LARRY LAMBERT  
SUNRISE CHEVROLET  
105-20 QUEENS BLVD  
FOREST HILLS NY 11375-4247

RE: [REDACTED]  
Service Request [REDACTED]  
2016 Chevrolet Suburban  
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]  
Customer Relationship Specialist: Chantel

Dear LARRY LAMBERT:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

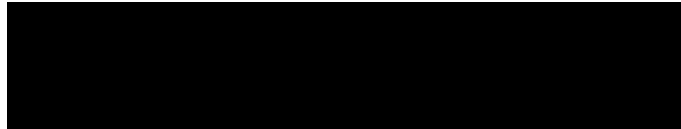
Chevrolet

PE18-012

GM

3-27-2019

Q3



## Chantel Mojica (C)

---

**From:** Chantel Mojica (C)  
**Sent:** Tuesday, September 12, 2017 9:13 AM  
**To:** John Daly  
**Subject:** [REDACTED] NISM Acknowledgement

Service Request: [REDACTED]  
Customer Last Name: [REDACTED]  
2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]  
Mileage: 41,305  
Involved DLR:  
BAC: 282 [REDACTED]  
SUNRISE CHEVROLET  
CEM: LARRY LAMBERT

Dear DMA John Daly,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center **has not** been involved. Due to time constraints, a response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

- A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.
- B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.
- C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).
- D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

It is important that whichever selection is made, **DMA should not communicate directly with the customer but only through their attorney.** If a response is not received within 48 hours, the default option will be "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

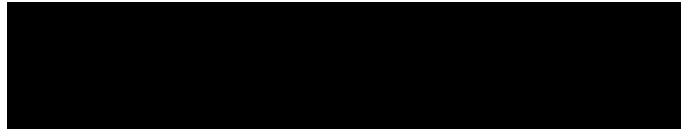
Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790

PE18-012

GM

3-27-2019

Q3



## Chantel Mojica (C)

---

**From:** Chantel Mojica (C)  
**Sent:** Wednesday, December 27, 2017 12:14 PM  
**To:** John Daly  
**Subject:** RE: [REDACTED] NISM Resolution

Service Request [REDACTED]  
Customer Last Name: [REDACTED]  
2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]  
Mileage: 41,305  
Involved DLR:  
BAC: 282 [REDACTED]  
SUNRISE CHEVROLET  
CEM: LARRY LAMBERT

Dear DMA John Daly,

After negotiations with the plaintiff's counsel, the final offer of cash in the amount of \$7,500.00 inclusive was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

If you have further questions, please contact Customer Relationship Specialist Chantel at 866-790-5700 x 21056, or by fax at 866-266-1790. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

---

**From:** John Daly  
**Sent:** Tuesday, September 12, 2017 9:31 AM  
**To:** Chantel Mojica (C)  
**Subject:** RE: [REDACTED] NISM Acknowledgement

B please

---

**From:** Chantel Mojica (C)  
**Sent:** Tuesday, September 12, 2017 9:13 AM  
**To:** John Daly <[john.daly@chevrolet.com](mailto:john.daly@chevrolet.com)>  
**Subject:** [REDACTED] NISM Acknowledgement

Service Request [REDACTED]  
Customer Last Name: [REDACTED]  
2016 Chevrolet Suburban  
VIN: 1GNSKHKC0GR [REDACTED]

Mileage: 41,305  
Involved DLR:  
BAC: 282 [REDACTED]  
SUNRISE CHEVROLET  
CEM: LARRY LAMBERT

Dear DMA John Daly,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center **has not** been involved. Due to time constraints, a response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

It is important that whichever selection is made, **DMA should not communicate directly with the customer but only through their attorney.** If a response is not received within 48 hours, the default option will be "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Chantel N. Mojica-BRC Advisor  
General Motors, LLC  
Northeast Region  
Business Resource Center  
Phone: (866) 790-5700 Ext. 5921056  
Facsimile: (866) 266-1790