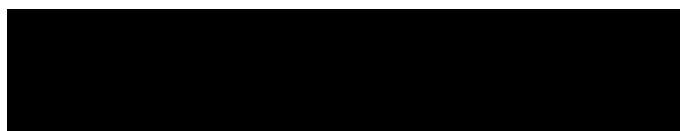


PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Leony Dockery <leony@filelemonlaw.com>
Sent: Tuesday, November 21, 2017 12:40 PM
To: Chantel Mojica (C)
Subject: [EXTERNAL] [REDACTED]
Attachments: [REDACTED] signed rel.pdf

Good Afternoon Ms. Mojica,

Attached please find the executed Release to conclude the above-referenced claim. Please forward the settlement check to our accounting department in the Atlanta office: 2300 Henderson Mill Road, Suite 300, Atlanta, Georgia 30345.

Sincerely,
Leony Dockery
Paralegal

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys
www.FileLemonLaw.com

Toll-Free: [1-866-865-3666](tel:1-866-865-3666) EXT 1010

Toll-Free Fax: [1-877-216-0365](tel:1-877-216-0365)

Email: leony@filelemonlaw.com *** PLEASE NOTE NEW EMAIL ADDRESS ***

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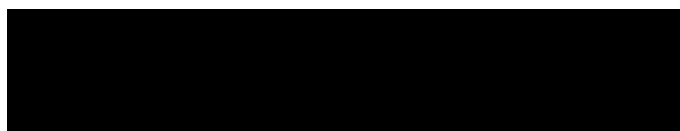
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PE18-012

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: 1GNSKHKC0GR [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

Current Vehicle Mileage

Client's Signature

Client's Signature

Date

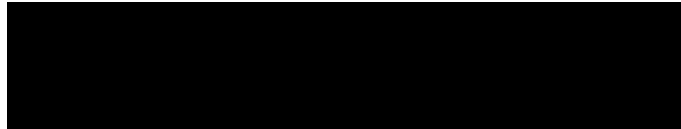
Date

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Friday, October 27, 2017 2:31 PM
To: 'alex@filelemonlaw.com'
Cc: carol@filelemonlaw.com
Subject: RE: [EXTERNAL] [REDACTED]
Attachments: FINAL Offer.pdf

Importance: High

Good Afternoon,

Please see attached FINAL offer.

Also, we need clear sales docs and registration to draft you a proper release.

Please advise.

Thank you,

Chantel N. Mojica-BRC Legal Advisor
Alorica on behalf of 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: Wednesday, October 25, 2017 12:52 PM
To: Chantel Mojica (C)
Subject: [EXTERNAL] [REDACTED]
Importance: High

Chantel,
Please confirm receipt of the most recent RO for Zhitomirsky.
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

Phone: 855-781-1012

Fax: 877-570-5413

Email: Alex@FileLemonLaw.com

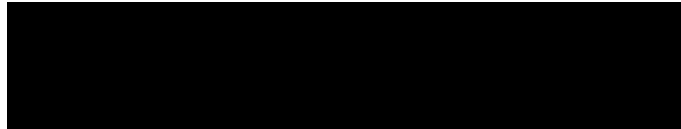
THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 770-414-1002 so that our address record can be corrected. Thank you. 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. IRS Circular 230 disclosure: A U.S. Treasury regulation requires us to inform you that any U.S. tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code, or (ii) promoting, marketing or recommending to any party, who is not the original and intended recipient of this communication, any transaction or matter addressed herein.

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Friday, September 29, 2017 9:05 AM
To: alex@filelemonlaw.com
Subject: FW: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: Offer 4.pdf

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: Monday, September 25, 2017 5:28 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Afternoon,

Please see attached offer.

Please let me know.

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: 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

Phone: 855-781-1012

Fax: 877-570-5413

Email: 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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

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 Zhitomirsky 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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

Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: carol@filelemonlaw.com; alex@lemonlawinfo.com

Cc: 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

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

Website: www.FileLemonLaw.com

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Virus-free. [REDACTED]

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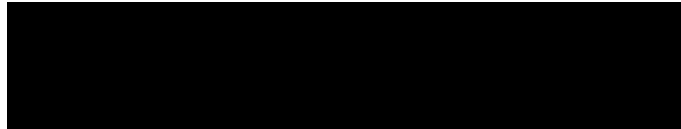
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PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Monday, October 09, 2017 8:52 AM
To: alex@filelemonlaw.com
Subject: FW: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: NFA.pdf; Offer 4.pdf

Good Morning,

Do you have a status on the no further adjustment that was send on October 4, 2017?

If no response is received by the end of the week, your case may be closed out.

Please advise.

Thank you,

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

From: Chantel Mojica (C)
Sent: Wednesday, October 04, 2017 12:01 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached letter for no further adjustment.

Also, we do need clear sales and registration to draft a proper release.

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: Wednesday, October 04, 2017 11:54 AM
To: Chantel Mojica (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,
Counter-demand is \$10,000 inclusive. Please let me know.
Thanks,
Alex

Alex Simanovsky, Esq.
Managing Partner

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys
www.FileLemonLaw.com
Phone: 855-781-1012
Fax: 877-570-5413
Email: Alex@FileLemonLaw.com

From: Chantel Mojica (C) [mailto:chantel.mojica@gm.com]
Sent: Wednesday, October 4, 2017 8:38 AM
To: alex@filelemonlaw.com
Subject: RE: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached ten day letter for the last offer of \$6,500.00 inclusive.

Please advise.

Your case will be closed in ten days if not response is received.

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: Friday, September 29, 2017 9:05 AM
To: alex@filelemonlaw.com
Subject: FW: [EXTERNAL] RE: 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: Monday, September 25, 2017 5:28 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Afternoon,

Please see attached offer.

Please let me know.

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: 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

Phone: 855-781-1012

Fax: 877-570-5413

Email: 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: [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

Phone: 855-781-1012

Fax: 877-570-5413

Email: 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

From: Alex Simanovsky [<mailto:Alex@FileLemonLaw.com>]
Sent: Tuesday, September 19, 2017 11:14 AM
To: Chantel Mojica (C)
Subject: [EXTERNAL] 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]
Sent: Tuesday, September 19, 2017 7:14 AM
To: carol@filelemonlaw.com; alex@lemonlawinfo.com
Cc: 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
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
Website: www.FileLemonLaw.com

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Virus-free. [REDACTED]

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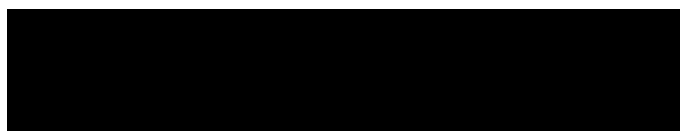
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PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Friday, September 22, 2017 10:27 AM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] 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: [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

Phone: 855-781-1012

Fax: 877-570-5413

Email: 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

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 Zhitomirsky is \$12,500 inclusive.
Please let me know.
Thanks,
Alex

Alex Simanovsky, Esq.
Managing Partner

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Consumer Protection Attorneys
www.FileLemonLaw.com
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
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Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: carol@filelemonlaw.com; alex@lemonlawinfo.com

Cc: 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

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

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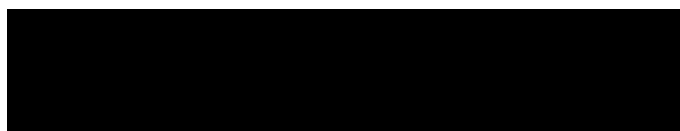
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

October 4, 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: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear [REDACTED]

We have received your rejection of our settlement offer, dated October 4, 2017. After further review, we do not believe that additional adjustment of our settlement offer, dated September 25, 2017 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; 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,

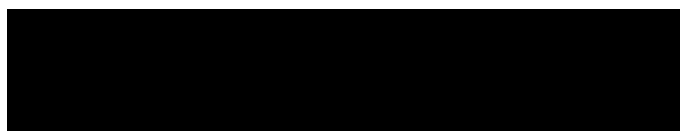
General Motors

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Wednesday, October 04, 2017 12:01 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: NFA.pdf; Offer 4.pdf

Good Morning,

Please see attached letter for no further adjustment.

Also, we do need clear sales and registration to draft a proper release.

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: Wednesday, October 04, 2017 11:54 AM
To: Chantel Mojica (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Chantel,
Counter-demand is \$10,000 inclusive. Please let me know.
Thanks,
Alex

Alex Simanovsky, Esq.
Managing Partner

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys
www.FileLemonLaw.com
Phone: 855-781-1012

Fax: 877-570-5413

Email: Alex@FileLemonLaw.com

From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Wednesday, October 4, 2017 8:38 AM

To: alex@filelemonlaw.com

Subject: RE: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Morning,

Please see attached ten day letter for the last offer of \$6,500.00 inclusive.

Please advise.

Your case will be closed in ten days if not response is received.

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: Friday, September 29, 2017 9:05 AM

To: alex@filelemonlaw.com

Subject: FW: [EXTERNAL] RE: 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: Monday, September 25, 2017 5:28 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Afternoon,

Please see attached offer.

Please let me know.

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: 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
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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

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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

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 Zhitomirsky is \$12,500 inclusive.
Please let me know.
Thanks,
Alex

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Email: 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

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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
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Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: carol@filelemonlaw.com; alex@lemonlawinfo.com

Cc: 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
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From: Carol Dominguez [<mailto:carol@filelemonlaw.com>]

Sent: Friday, September 15, 2017 2:15 PM

To: Chantel Mojica (C)

Cc: 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

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Consumer Protection Attorneys
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Suite 300
Atlanta, Georgia 30345

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Toll-Free Fax: 1-877-216-0365

Email: carol@filelemonlaw.com
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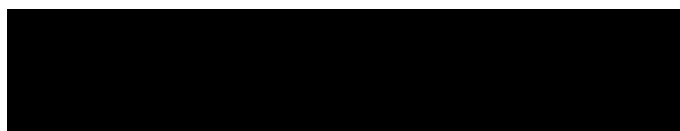
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 19, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear [REDACTED]:

We regret that your client(s) are dissatisfied with their 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$4,000.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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

Odometer

Client's Signature

Date

Client's Signature

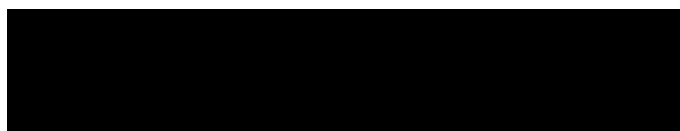
Date

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Tuesday, September 19, 2017 7:14 AM
To: 'carol@filelemonlaw.com'; alex@lemonlawinfo.com
Cc: 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
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
Website: www.FileLemonLaw.com

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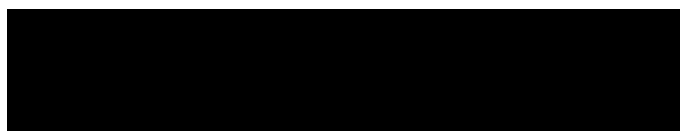


PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 19, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$5,000.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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

Odometer

Client's Signature

Date

Client's Signature

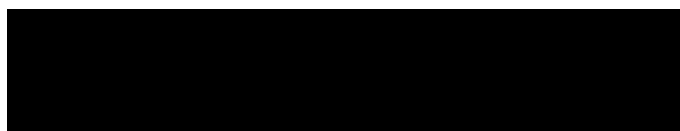
Date

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Tuesday, September 19, 2017 11:22 AM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: Offer 2.pdf

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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]
Sent: Tuesday, September 19, 2017 7:14 AM
To: carol@filelemonlaw.com; alex@lemonlawinfo.com
Cc: 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
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

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Toll-Free Fax: 1-877-216-0365
Email: carol@filelemonlaw.com
Website: www.FileLemonLaw.com

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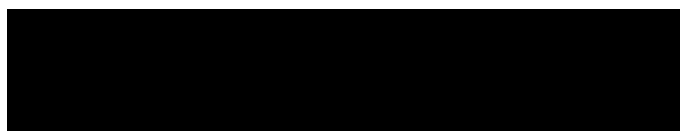
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 19, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$6,000.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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

Odometer

Client's Signature

Date

Client's Signature

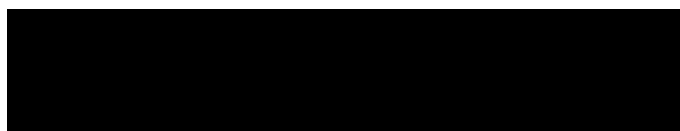
Date

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

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]
Attachments: Offer 3.pdf

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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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

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 Zhitomirsky 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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

Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: carol@filelemonlaw.com; alex@lemonlawinfo.com

Cc: 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
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
Website: www.FileLemonLaw.com

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Virus-free [REDACTED]

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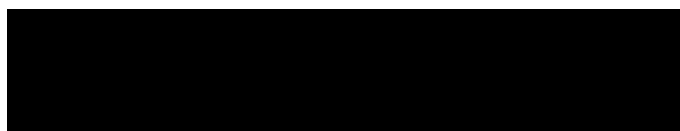
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 25, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$6,500.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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

Odometer

Client's Signature

Date

Client's Signature

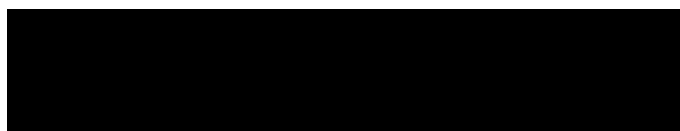
Date

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Monday, September 25, 2017 5:28 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: Offer 4.pdf

Good Afternoon,

Please see attached offer.

Please let me know.

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: 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
Phone: 855-781-1012

Fax: 877-570-5413

Email: 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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

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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
Website: www.FileLemonLaw.com

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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]
Sent: Tuesday, September 19, 2017 7:14 AM
To: carol@filelemonlaw.com; alex@lemonlawinfo.com
Cc: 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
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

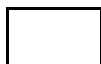
Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys
National Headquarters:
2300 Henderson Mill Road

Suite 300
Atlanta, Georgia 30345

Toll-Free: 1-866-865-3666 EXT 1013
Toll-Free Fax: 1-877-216-0365
Email: carol@filelemonlaw.com
Website: www.FileLemonLaw.com

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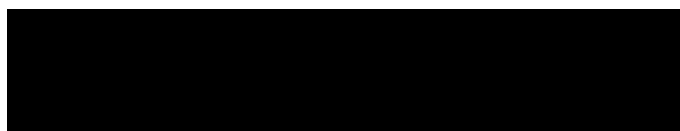
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PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Tuesday, September 12, 2017 9:04 AM
To: alex@lemonlawinfo.com
Subject: GM VS [REDACTED]
Attachments: PC Ack Letter.pdf

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
2016 Chevrolet Suburban
VIN: 1GNSKHKC0GR [REDACTED]

Good Morning,

Please see attached letter.

Thank you,

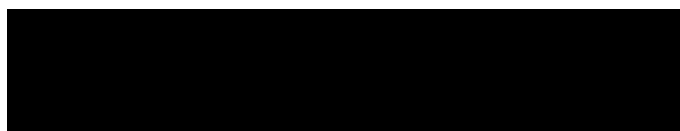
Chantel N. Mojica-BRC Advisor
General Motors, LLC
Northeast Region
Business Resource Center
Phone: (866) 790-5700 Ext. 5921056
Facsimile: (866) 266-1790

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 12, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ne Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear Mr. Simanovsky:

This is to advise that General Motors is in receipt of the above referenced case dated September 1, 2017. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Repair Orders

☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

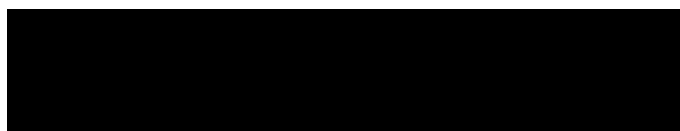
Signature

PE18-012

GM

3-27-2019

Q3



Keep this document to show to the police and courts.

MV-839CR (1/15)

NEW YORK STATE REGISTRATION DOCUMENT



G OMT*SR

ZBEST1

2016 CHEVR NONTRANSFERABLE

SUBN BK 1GNSKHKC0GR [REDACTED]

7 G 8 AQD3MTA4 MAY 05 2017

Wt/Seats

Fuel/Cyl

CAS CYI799

05/21/18

MA*

1.75

CHG

ADD CHG)

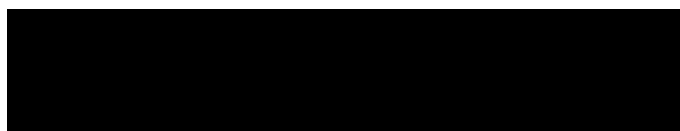
8.00

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

October 4, 2017

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd Ne Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC0GR [REDACTED]
Customer Relationship Specialist: Chantel

Dear Mr. Simanovsky:

On September 25, 2017 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting 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,

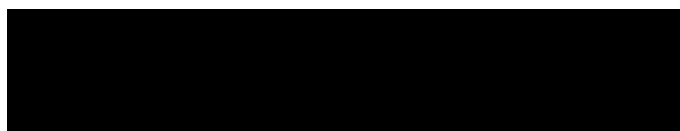
General Motors

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Wednesday, October 04, 2017 8:38 AM
To: alex@filelemonlaw.com
Subject: RE: [EXTERNAL] RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]
Attachments: Ten Day Letter.pdf

Good Morning,

Please see attached ten day letter for the last offer of \$6,500.00 inclusive.

Please advise.

Your case will be closed in ten days if not response is received.

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: Friday, September 29, 2017 9:05 AM
To: alex@filelemonlaw.com
Subject: FW: [EXTERNAL] RE: 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: Monday, September 25, 2017 5:28 PM
To: 'alex@filelemonlaw.com'
Subject: RE: [EXTERNAL] RE: RE: RE: RE: [REDACTED], 2016 Chevrolet Suburban, SR# [REDACTED]

Good Afternoon,

Please see attached offer.

Please let me know.

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: 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
Phone: 855-781-1012
Fax: 877-570-5413
Email: 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: [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: [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

Phone: 855-781-1012

Fax: 877-570-5413

Email: 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

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
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Phone: 855-781-1012
Fax: 877-570-5413
Email: 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
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From: Chantel Mojica (C) [<mailto:chantel.mojica@gm.com>]

Sent: Tuesday, September 19, 2017 7:14 AM

To: carol@filelemonlaw.com; alex@lemonlawinfo.com

Cc: 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

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
Website: www.FileLemonLaw.com

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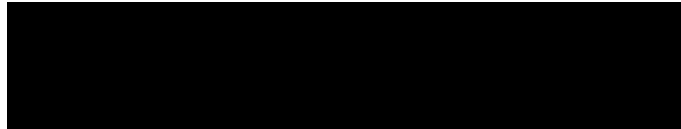
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 29, 2017

Mike Kim, Esq.
Law Office Of Mike K. Kim
55 E Monroe St Ste 3800
Chicago, IL 60603

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKJKC5GR [REDACTED]
Customer Relationship Specialist: Henry

Dear Mr. Kim:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$4,000.00 inclusive of fees.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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

Odometer

Client's Signature

Date

Client's Signature

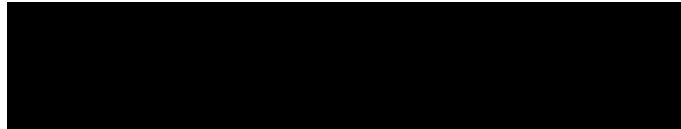
Date

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

October 3, 2017

Mike Kim, Esq.
Law Office Of Mike K. Kim
55 E Monroe St Ste 3800
Chicago, IL 60603

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKJKC5GR [REDACTED]
Customer Relationship Specialist: Henry

Dear Mr. Kim:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$5,000.00 inclusive of fees.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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Sincerely,

General Motors

Odometer

Client's Signature

Date

Client's Signature

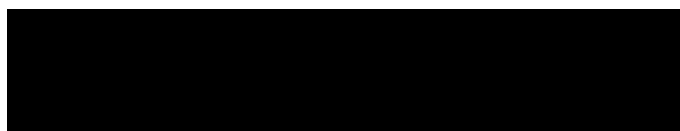
Date

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Mike K. Kim <mike@illinoislemoncar.com>
Sent: Wednesday, October 18, 2017 1:26 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: FW: RE: RE: Client [REDACTED]
Attachments: executed offer letter.pdf; executed release.pdf; W-9 - 2016 11-01-16 NEW ADDRESS.pdf

Henry ,

See attached.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starling@gm.com]
Sent : 10/17/2017 4:03:58 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: FW: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Can I get an update on the offer that was sent out on 10/05/17? Thanks

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Henry Starling (C)
Sent: Thursday, October 12, 2017 2:04 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Our offer stands as before.

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 11, 2017 5:59 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Please see attached, and let me know if GM will
reconsider its offer on this matter.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/10/2017 1:56:49 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Thursday, October 05, 2017 4:50 PM

To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client Ghazo

Henry,

Thank you for the \$6000 offer. My client demands \$10,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starling@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client Ghazo

Customer Name: [REDACTED]
Service request [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 04, 2017 3:11 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Thank you for the \$5000 offer. My client demands \$11,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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----- Original Message -----

From : Henry Starling (C) [mailto:henry.starling@gm.com]
Sent : 10/3/2017 3:18:51 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$4000 offer. My client demands
\$12,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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the transmission of this message.

----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 9/29/2017 2:51:09 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700 Ext. 5911347

FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

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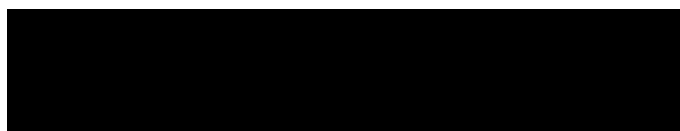
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Mike K. Kim <mike@illinoislemoncar.com>
Sent: Wednesday, October 11, 2017 5:59 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]
Attachments: RO [REDACTED] dated 10-4 to 10-17.pdf

Henry,

Please see attached, and let me know if GM will reconsider its offer on this matter.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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From : Henry Starling
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Sent : 10/10/2017 1:56:49 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347

FAX: 866-432-1686

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Sent: Thursday, October 05, 2017 4:50 PM
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Subject: [EXTERNAL] RE: Client [REDACTED]

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(C)[mailto:henry.starling@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
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Cc :
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Customer Name: [REDACTED]
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VIN: 1GNSKJKC5GR [REDACTED]

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PHONE: 1-866-790-5700 Ext. 5911347
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Subject: [EXTERNAL] RE: Client [REDACTED]

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Mike K. Kim
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From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 9/29/2017 2:51:09 PM
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Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

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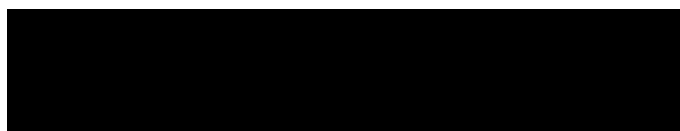
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PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

September 13, 2017

Mike Kim, Esq.
Law Office Of Mike K. Kim
1 S Dearborn Street Suite 2100
Chicago, IL 60603

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKJKC5GR [REDACTED]
Customer Relationship Specialist: Henry

Dear Mr. Kim:

This is to advise that General Motors is in receipt of the above referenced case dated September 13, 2017. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Repair history
☒ Other: Release of lien

☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

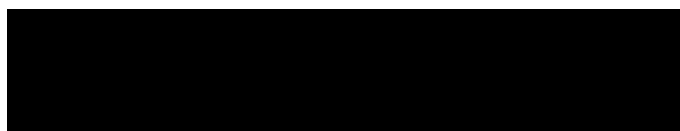
Signature

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Mike K. Kim <mike@illinoislemoncar.com>
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$4000 offer. My client demands \$12,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[<mailto:henry.starling@gm.com>]
Sent : 9/29/2017 2:51:09 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700 Ext. 5911347

FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

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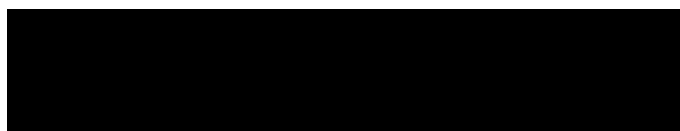
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Mike K. Kim <mike@illinoislemoncar.com>
Sent: Thursday, October 05, 2017 4:50 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$6000 offer. My client demands \$10,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starling@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,

Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 04, 2017 3:11 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Thank you for the \$5000 offer. My client demands \$11,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/3/2017 3:18:51 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request # [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban

VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$4000 offer. My client demands
\$12,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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waive attorney-client or work product privilege by
the transmission of this message.

----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 9/29/2017 2:51:09 PM

To : mike@illinoislemoncar.com

Cc :

Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]

Service request # [REDACTED]

Year, Make, Model: 2016 Chevrolet Suburban

VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700 Ext. 5911347

FAX: 866-432-1686

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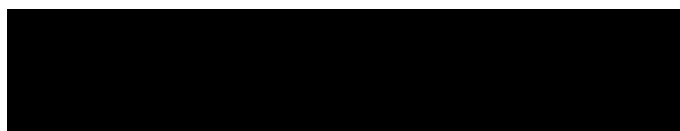
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Wednesday, September 13, 2017 12:19 PM
To: Robert Dusek
Subject: BRC-Legal Initial Notification of NISM for [REDACTED], [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Involved Dealer: Hawk Chevrolet
Dealer contact: William Webb
Involved Dealer: Hawk Chevrolet of Joliet
Dealer contact: Robert Lang
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]
Mileage: 95,105

Dear Robert Dusek,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved [REDACTED]. 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, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

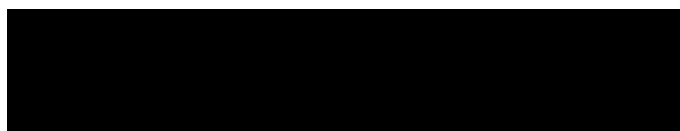
Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Friday, October 20, 2017 1:38 PM
To: Robert Dusek
Subject: BRC-Legal Notification of Resolution [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Involved Dealer: Hawk Chevrolet
Dealer contact: William Webb
Involved Dealer: Hawk Chevrolet of Joliet
Dealer contact: Robert Lang
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]
Mileage: 100,509

Dear Robert Dusek,

This email is being sent to notify you of the resolution of the above referenced legal matter.

After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of \$6,000.00 inclusive of fees was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5600, extension 5911347.

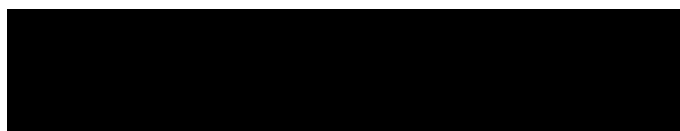
Sincerely,
Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Robert Dusek
Sent: Thursday, September 14, 2017 10:33 PM
To: Henry Starling (C)
Subject: RE: BRC-Legal Initial Notification of NISM for [REDACTED]

D

Robert Dusek

District Sales Manager | 1164
Chevrolet Zone | 5116
Phone | 815.762.7109
Email | robert.dusek@gm.com

CHEVROLET DOTHE BASICS BRILLIANTLY

From: Henry Starling (C)
Sent: Wednesday, September 13, 2017 11:19 AM
To: Robert Dusek <robert.dusek@gm.com>
Subject: BRC-Legal Initial Notification of NISM for [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Involved Dealer: Hawk Chevrolet
Dealer contact: William Webb
Involved Dealer: Hawk Chevrolet of Joliet
Dealer contact: Robert Lang
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]
Mileage: 95,105

Dear Robert Dusek,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved [REDACTED]. 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:

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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, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

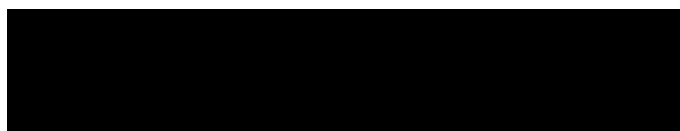
Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Wednesday, September 13, 2017 12:05 PM
To: 'bwebb@hawkauto.com'
Cc: 'esuszko@hawkauto.com'
Subject: Hawk Chevrolet Documentation request [REDACTED]
Attachments: Hawk Chevrolet.doc

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Hello! I am contacting you about a NISM (Non In Suit Matter, or a legal case if you will) on customer [REDACTED] and his 2016 Chevrolet Suburban. Attached is my request for Mr. [REDACTED]'s service documentation, but also I am in need of additional information, as such:

I need to know about any information that is not on the ro's (i.e. conversations with the customer, any other documentation that would not be on the immediate ro's)? –

Veh in shop? –

Has TAC been contacted? -

Was any goodwill provided? -

Did you notice any previous accident damage in any way? –

Did you notice any a/m alterations to the vehicle? –

Thank you for your assistance in looking into this matter.

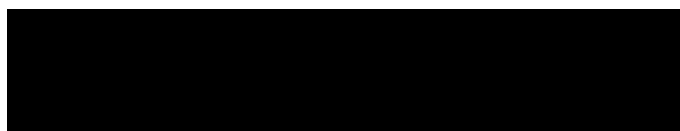
Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Bill Webb <bwebb@hawkauto.com>
Sent: Friday, September 15, 2017 9:59 AM
To: Henry Starling (C)
Subject: [EXTERNAL] RE: Hawk Chevrolet Documentation request [REDACTED]
Attachments: 267084.pdf; 268881.pdf; 270656.pdf; 270914.pdf; 272507.pdf; 273378.pdf; 274310.pdf; 274437.pdf; 275008.pdf; 276078.pdf

Henry

The most recent visit the customer had was at our other store in Joliet because we were on strike

There are a total of 30 repair orders I'm sending you. I might have to break them up

From: Henry Starling (C) [<mailto:henry.starling@gm.com>]
Sent: Wednesday, September 13, 2017 11:05 AM
To: Bill Webb
Cc: Edyta Suszko
Subject: Hawk Chevrolet Documentation request [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Hello! I am contacting you about a NISM (Non In Suit Matter, or a legal case if you will) on customer [REDACTED] and his 2016 Chevrolet Suburban. Attached is my request for Mr. [REDACTED]'s service documentation, but also I am in need of additional information, as such:

I need to know about any information that is not on the ro's (i.e. conversations with the customer, any other documentation that would not be on the immediate ro's)? –

Veh in shop? –

Has TAC been contacted? -

Was any goodwill provided? -

Did you notice any previous accident damage in any way? –

Did you notice any a/m alterations to the vehicle? –

Thank you for your assistance in looking into this matter.

Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

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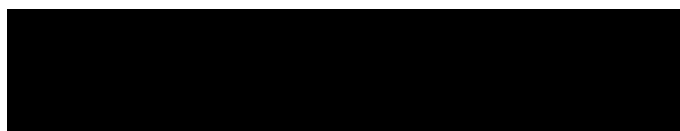
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PE18-012

GM

3-27-2019

Q3





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

October 22, 2019

Hawk Chevrolet of Joliet
Joliet, IL
Phone: 8157257110
CE Mgr: Robert Lang
CE Mgr: Gianna Squillo
BAC: 113194

RE: [REDACTED]
Service Request: [REDACTED]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKJKC5GR [REDACTED]
Customer Relationship Specialist: Henry

Dear Robert Lang:

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 service documents regarding this vehicle. The specific documents needed are:

- 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,

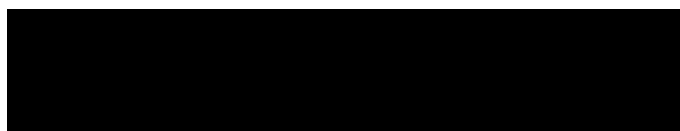
Chevrolet

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Wednesday, September 13, 2017 12:05 PM
To: 'rlang@hawkauto.com'
Cc: 'gsquillo@hawkauto.com'
Subject: Hawk Chevrolet of Joliet Documentation request [REDACTED]
Attachments: Hawk Chevrolet of Joliet.doc

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Hello! I am contacting you about a NISM (Non In Suit Matter, or a legal case if you will) on customer [REDACTED] and his 2016 Chevrolet Suburban. Attached is my request for Mr. [REDACTED]'s service documentation, but also I am in need of additional information, as such:

I need to know about any information that is not on the ro's (i.e. conversations with the customer, any other documentation that would not be on the immediate ro's)? –

Veh in shop? –

Has TAC been contacted? -

Was any goodwill provided? -

Did you notice any previous accident damage in any way? –

Did you notice any a/m alterations to the vehicle? –

Thank you for your assistance in looking into this matter.

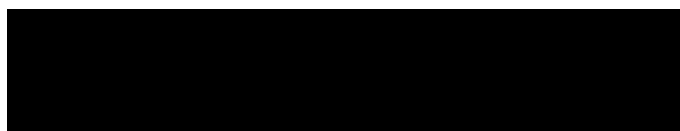
Henry Starling
Mediation Liaison
General Motors Business Resource Center Legal Team
Phone: 866-790-5600 x5911347
Fax: 866-432-1686
henry.starling@gm.com

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Michael Hayes <mhayes@hawkauto.com>
Sent: Wednesday, September 13, 2017 4:31 PM
To: Henry Starling (C)
Cc: Robert Lang; Gianna Squillo
Subject: [EXTERNAL] FW: Hawk Chevrolet of Joliet Documentation request [REDACTED]
Attachments: [REDACTED].pdf

Mr. Starling,

Attached is all the info we have on this customers only visit to our store.
If I can be of any further assistance call or email me anytime.

Sincerely,

Michael Hayes
Service Director
Hawk Auto Group Joliet
815-773-2156
mhayes@hawkauto.com



Hawk Of Joliet • 2001 West Jefferson Street • Joliet • IL 60435
Phone (815)-725-7110 • Fax (815)-846-9344

From: Gianna Squillo
Sent: Wednesday, September 13, 2017 11:08 AM
To: Michael Hayes; Kevin Vosburgh
Subject: Fw: Hawk Chevrolet of Joliet Documentation request [REDACTED]

From: Henry Starling (C) <henry.starling@gm.com>
Sent: Wednesday, September 13, 2017 11:04 AM
To: Robert Lang
Cc: Gianna Squillo
Subject: Hawk Chevrolet of Joliet Documentation request [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Hello! I am contacting you about a NISM (Non In Suit Matter, or a legal case if you will) on customer [REDACTED] and his 2016 Chevrolet Suburban. Attached is my request for Mr. [REDACTED] service documentation, but also I am in need of additional information, as such:

I need to know about any information that is not on the ro's (i.e. conversations with the customer, any other documentation that would not be on the immediate ro's)? –

Veh in shop? –

Has TAC been contacted? -

Was any goodwill provided? -

Did you notice any previous accident damage in any way? –

Did you notice any a/m alterations to the vehicle? –

Thank you for your assistance in looking into this matter.

Henry Starling

Mediation Liaison

General Motors Business Resource Center Legal Team

Phone: 866-790-5600 x5911347

Fax: 866-432-1686

henry.starling@gm.com

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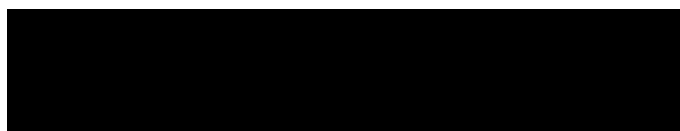
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Mike K. Kim <mike@illinoislemoncar.com>
Sent: Wednesday, October 25, 2017 2:14 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: FW: RE: RE: Client [REDACTED]
Attachments: executed modified release.pdf

Henry,

See attached.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

DISCLAIMER: This communication, along with any attachments and documents may contain legally privileged and confidential information for the exclusive and confidential use of the intended recipient. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of any information contained or attached to this communication is strictly prohibited. If you have received this in error, please notify the sender immediately and destroy the original communication and its attachments without reading, printing or saving in any manner. We do not waive attorney-client or work product privilege by the transmission of this message.

----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starling@gm.com]
Sent : 10/24/2017 2:53:29 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: FW: RE: RE: Client [REDACTED]

Just realized the name is incorrect on the release. I had it updated. Please have your client sign and send this back. I apologize for any inconvenience

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday

through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 18, 2017 1:26 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: FW: RE: RE: Client [REDACTED]

Henry,

See attached.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/17/2017 4:03:58 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: FW: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]

Service request # [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Can I get an update on the offer that was sent out on
10/05/17? Thanks

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Henry Starling (C)
Sent: Thursday, October 12, 2017 2:04 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Our offer stands as before.

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 11, 2017 5:59 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Please see attached, and let me know if GM will reconsider its offer on this matter.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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----- Original Message -----

From : Henry Starling
(C)[<mailto:henry.starlinng@gm.com>]
Sent : 10/10/2017 1:56:49 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
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Business Resource Center at 1-866-790-5700, Monday

through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Thursday, October 05, 2017 4:50 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$6000 offer. My client demands \$10,000. Let me know.

Mike K. Kim
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55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
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----- Original Message -----

From : Henry Starling (C)[mailto:henry.starlinng@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]

Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
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Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [
mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 04, 2017 3:11 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Thank you for the \$5000 offer. My client demands
\$11,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
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the transmission of this message.

----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/3/2017 3:18:51 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request # [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686
If you have further questions, please contact the
Business Resource Center at 1-866-790-5700, Monday
through Friday between 8:00 a.m. and 5:00 p.m.,
Eastern Time. Please reference the service request
number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$4000 offer. My client demands
\$12,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 9/29/2017 2:51:09 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700 Ext. 5911347

FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

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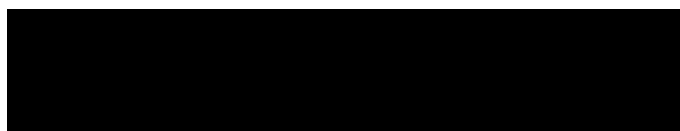
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Wednesday, September 13, 2017 12:14 PM
To: 'mike@illinoislemoncar.com'
Subject: Client [REDACTED]
Attachments: Atty ack letter.doc

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

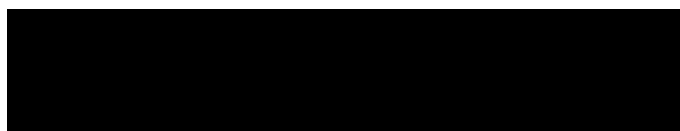
If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Tuesday, October 10, 2017 2:57 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: Client [REDACTED]
Attachments: No further adjustment.doc

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Thursday, October 05, 2017 4:50 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$6000 offer. My client demands \$10,000. Let me know.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request # [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 04, 2017 3:11 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Thank you for the \$5000 offer. My client demands \$11,000. Let me know.

Mike K. Kim
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]

Sent : 10/3/2017 3:18:51 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

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-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

Henry,

Thank you for the \$4000 offer. My client demands \$12,000. Let me know.

Mike K. Kim
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starling@gm.com]
Sent : 9/29/2017 2:51:09 PM
To : mike@illinoislemoncar.com
Cc :

Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700 Ext. 5911347

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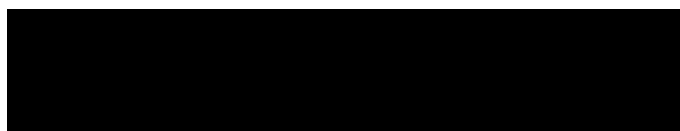
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Friday, September 29, 2017 3:51 PM
To: 'mike@illinoislemoncar.com'
Subject: Client [REDACTED]
Attachments: Release 09-29-17.doc; Offer 09-29-17.doc

Customer Name: [REDACTED]
Service request [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

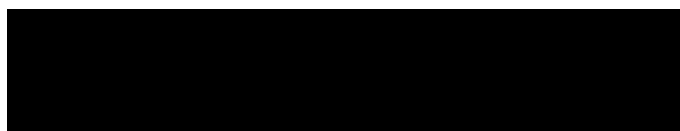
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Tuesday, October 24, 2017 3:53 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: FW: RE: RE: Client [REDACTED]
Attachments: Release 10-05-17.doc

Just realized the name is incorrect on the release. I had it updated. Please have your client sign and send this back. I apologize for any inconvenience

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 18, 2017 1:26 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: FW: RE: RE: Client [REDACTED]

Henry ,

See attached.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/17/2017 4:03:58 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: FW: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Can I get an update on the offer that was sent out on 10/05/17? Thanks

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Henry Starling (C)
Sent: Thursday, October 12, 2017 2:04 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Our offer stands as before.

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Wednesday, October 11, 2017 5:59 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

Henry,

Please see attached, and let me know if GM will reconsider its offer on this matter.

Mike K. Kim
Law Office of Mike K. Kim
55 E. Monroe St., Suite 3800
Chicago, IL 60603
Phone: (773) 338-7223
Fax: (312) 962-8800
www.illinoislemoncar.com

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/10/2017 1:56:49 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

-----Original Message-----

From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Thursday, October 05, 2017 4:50 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

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Thank you for the \$6000 offer. My client demands \$10,000. Let me know.

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/5/2017 3:22:17 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

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To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: RE: Client [REDACTED]

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From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 10/3/2017 3:18:51 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: [EXTERNAL] RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

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From: Mike K. Kim [mailto:mike@illinoislemoncar.com]
Sent: Tuesday, October 03, 2017 3:56 PM
To: Henry Starling (C); mike@illinoislemoncar.com
Subject: [EXTERNAL] RE: Client [REDACTED]

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Thank you for the \$4000 offer. My client demands \$12,000. Let me know.

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----- Original Message -----

From : Henry Starling
(C)[mailto:henry.starlinng@gm.com]
Sent : 9/29/2017 2:51:09 PM
To : mike@illinoislemoncar.com
Cc :
Subject : RE: Client [REDACTED]

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Henry Starling

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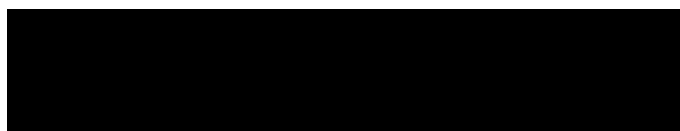
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PE18-012

GM

3-27-2019

Q3



Henry Starling (C)

From: Henry Starling (C)
Sent: Thursday, October 12, 2017 2:04 PM
To: 'Mike K. Kim'
Subject: RE: [EXTERNAL] RE: RE: Client [REDACTED]
Attachments: No further adjustment.doc; Offer 10-05-17.doc; Release 10-05-17.doc

Customer Name: [REDACTED]
Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
VIN: 1GNSKJKC5GR [REDACTED]

Our offer stands as before.

Henry Starling
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700 Ext. 5911347
FAX: 866-432-1686

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Cc :
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Service request #: [REDACTED]
Year, Make, Model: 2016 Chevrolet Suburban
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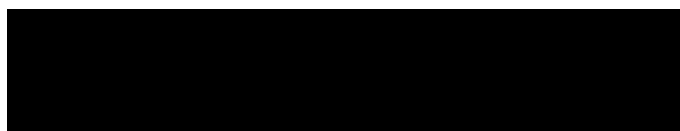
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PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:31:24 AM]:

Welcome to chat.

Jasmine [10:31:31 AM]:

Thank you for contacting GM Customer Assistance, [REDACTED] My name is Jasmine. What question or concern do you have today?

[REDACTED] [10:31:54 AM]:

How might I get in touch with a GM manager?

Jasmine [10:32:53 AM]:

I would be more than happy to assist you via chat if you are willing to give me the opportunity. I see that you have a concern on your vehicle. May I please be informed of your concern while being provided with your VIN and mileage?

[REDACTED] [10:34:02 AM]:

I own a 2015 suburban and my brakes went out. I took to a chevrolet dealership and was told nothing was wrong with my car. They had my car for 3 days and they lost my car key which had all of my keys on it. Two store keys, house keys, etc. On top of that, after I pick up my car yesterday when they told me it was fine, my brakes went out again while I had my two young children in the car.

Jasmine [10:35:32 AM]:

Sorry to hear that you are having a concern with your vehicle's brakes becoming inoperative. Let me take the time to apologize on behalf of Chevrolet about your experience with your keys being lost. In order to better assist you, I would need your VIN, mileage and the name of the dealership.

[REDACTED] [10:36:41 AM]:

I do not have my VIN since my car is sitting at a different dealership. Mileage is 61,000 and the Dealership who screwed up is Hardy Chevrolet in Gainesville, GA.

Jasmine [10:37:01 AM]:

Thank you! What dealership is your vehicle at now?

[REDACTED] [10:38:11 AM]:

And to let you know- the other chevrolet dealership that now has my car got in my car first thing, tapped the brake and could tell it wasn't right. It is now at Hayes Chevrolet of Baldwin, GA. They have been so kind!

[REDACTED] [10:38:40 AM]:

Will I be able to speak with a GM manager?

Jasmine [10:39:45 AM]:

Thank you for that information! Glad to hear that they are in the process of repairing your vehicle. I would like to gather more information about your experience at the dealership as I would be able to see what options we have available for you. Have you spoke with management at Hardy Chevrolet about the concern with your vehicle?

Jasmine [10:42:19 AM]:

I have began documenting this interaction. Your case number will be [REDACTED].

[REDACTED] [10:42:26 AM]:

I called the Hardy dealership this morning because by the time I left yesterday they were closed. The general manager is supposed to call

Jasmine [10:42:50 AM]:

Okay. To clarify, you have not spoke with anyone since you picked up your vehicle from Hardy?

[REDACTED] [10:43:42 AM]:

I called Hardy Chevrolet this morning and spoke with the sales manager

[REDACTED] [10:44:18 AM]:

He said the general manager would call

Jasmine [10:45:10 AM]:

Thank you! The information you entered into the pre-chat form is accurate and I can use for documentation?

[REDACTED] [10:45:29 AM]:

Yes

Jasmine [10:45:43 AM]:

Wonderful! May I please be provided with your mailing address?

[REDACTED] [10:46:02 AM]:

[REDACTED]

[REDACTED] [10:46:36 AM]:

What will be the next step? The entire situation is absurd.

Jasmine [10:47:36 AM]:

Thank you! I have documented both complaints today. Your second case number is [REDACTED]-

[REDACTED]. Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to resolve your concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the Advisor or Dealer will be in touch soon to assist you further. They will contact you within 1-2 business days. What would be the best phone number and time to contact you?

[REDACTED] [10:48:23 AM]:

[REDACTED]

Jasmine [10:49:17 AM]:

Thank you! I would like to ask you some additional questions before concluding this chat today.

Jasmine [10:49:26 AM]:

How many times has the vehicle been serviced for the same issue?

[REDACTED] [10:49:46 AM]:

None that I know of

Jasmine [10:50:09 AM]:

Okay. What is the status of repairs at Hayes Chevrolet?

[REDACTED] [10:51:10 AM]:

The said it is more than likely the brake booster. My husband and I dropped the car off this morning and they will give us a call once they confirm.

Jasmine [10:51:48 AM]:

Okay. Are you the original owner of the vehicle?

[REDACTED] [10:52:11 AM]:

No, we bought the vehicle used

Jasmine [10:52:43 AM]:

Congratulations on your purchase! Was it certified used?

[REDACTED] [10:53:04 AM]:

Yes

Jasmine [10:53:32 AM]:

Thank you! Have you spent money out of pocket as a result of this concern?

[REDACTED] [10:53:57 AM]:

Not yet.

Jasmine [10:54:40 AM]:

Thank you! To clarify, you are not able to operate your vehicle?

[REDACTED] [10:55:39 AM]:

But I am a business owner and Hardy lost those keys, my house keys and my parents house keys, which all will cost money. Not to mention I had a [REDACTED] year old and [REDACTED] year old in the car with me when my brakes went out the second time after Hardy couldn't find anything wrong. No, I can't operate the vehicle

Jasmine [10:56:37 AM]:

Thank you for that information. We do apologize that you no longer have your keys and this concern has happened to you. What would be the best time for us to reach out to you?

[REDACTED] [10:57:09 AM]:

Anytime today

Jasmine [10:58:09 AM]:

Okay. Is there any specific time that we would not be able to reach out to you. As a reminder, you may be contacted within 1-2 business days no later than Tuesday of next week.

[REDACTED] [10:58:55 AM]:

I will be available whenever. I need to have this issued resolved

Jasmine [10:59:14 AM]:

Thank you, [REDACTED]! Is there any other questions that you may have for me today?

[REDACTED] [10:59:42 AM]:

No, ma'am. I really appreciate your help.

Jasmine [11:00:01 AM]:

Thank you for contacting GM Customer Assistance! If you have any other questions or concerns, please don't hesitate to chat with us. We are here Monday through Friday from 8am to 9pm EST and Saturdays 9am-9pm EST. Have a great weekend!

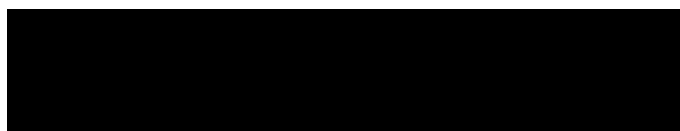
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [3:35:17 PM]:

Welcome to chat.

Morell [3:35:33 PM]:

Welcome to Chevrolet Customer Assistance Center. My name is Mo, how can I help you?

[REDACTED] [3:36:06 PM]:

I was in a chat with another person and I got disconnected

Morell [3:36:36 PM]:

I apologize if the chat was disconnected.

Morell [3:36:41 PM]:

How can I help you?

[REDACTED] [3:37:10 PM]:

Do I have to write all again?

Morell [3:37:51 PM]:

Just the summary of your concern will do. Since we don't have the ability to pull-up other chats.

[REDACTED] [3:40:40 PM]:

Ok, my question was. I have a 2016 Chevy suburban with 60.000miles recently I have to fix my air conditioning compressor, my brakes getting hard and my transmission shifting, I have 20 friends in N.Y. all have the same problem why GMA doesn't recall those thinks if they know there is a problem they have with this cars?

Morell [3:42:03 PM]:

I understand that there's a problem with your vehicle.

Morell [3:42:09 PM]:

Before we start, may I use the information that you have entered in the pre-chat form for documentation?

[REDACTED] [3:42:29 PM]:

GR [REDACTED] last #s of the vin

Morell [3:44:03 PM]:

[REDACTED] [3:44:11 PM]:

I do all my repairs with a chevrolet of Englewood with I'm very happy with.

Morell [3:44:46 PM]:

So just to confirm, what's the specific problem do you have with the vehicle now?>

[REDACTED] [3:46:41 PM]:

Transmission and brakes but my question is why GMC don't recall those problem if all the cars have the same problem?

[REDACTED] [3:47:15 PM]:

I can't collect at least 25 people who has the same problems

[REDACTED] [3:47:54 PM]:

Sorry I can

Morell [3:48:55 PM]:

Recalls are VIN specific. Vehicles are manufactured through different plants and by batch.

Morell [3:49:01 PM]:

In fact, recalls are based on the service records that dealers send to GM and NHTSA and this is how we establish "common" issues across certain vehicles.

[REDACTED] [3:51:00 PM]:

Well normally to change just the compressor cost at the dealer \$850 and doesn't cover by the warranty people fix it on the said for \$400 that is why you don't get the records but been in the street that is why I can tell you

[REDACTED] [3:52:48 PM]

That is a really bad propaganda for Chevy if we passing those problems to people who wants to by this cars,

Morell [3:53:31 PM]:

I understand if you are feeling that way, [REDACTED]

[REDACTED] [3:54:24 PM]:

I'm in the LIMO services and I know lots of people who wants to by cars how you can recommended?

[REDACTED] z [3:55:19 PM]:

Thanks for your time sorry for the inconvenience.

Morell [3:55:37 PM]:

You're very much welcome, [REDACTED].

Morell [3:55:46 PM]:

Would there be anything else that I can help you with today?

Caller [REDACTED] left the call.

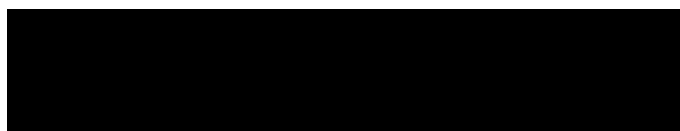
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [2:39:59 PM]:

Welcome to chat.

Willie [2:40:09 PM]:

Good Afternoon.

Willie [2:40:09 PM]:

Thank you for contacting General Motors Customer Assistance, my name is Willie, how may I assist you today?

Willie [2:41:43 PM]:

Thank you for chatting. I am here to assist you.

[REDACTED] [2:43:57 PM]:

Hi, I have a Chevy suburban 2016 and I just have a problem with my air conditioning they have to change it now I have a problem with my transmission and the brakes pump, I have 20 friends in N.Y. all with the same problem why is not a recall on those if that car has th at problem but the way muy car has 50.000miles, thanks

Willie [2:44:42 PM]:

I'm sorry to hear that you have experienced those issues. I'd like to look into this further for you.

Willie [2:45:15 PM]:

May I please have the last 8 of your vin.

[REDACTED] [2:45:51 PM]:

Sorry I don't have it with me at this moment

Willie [2:46:20 PM]:

It's okay.

Willie [2:47:53 PM]:

When was the last time that the dealership had your vehicle for this transmission and brake issues?

[REDACTED] [2:49:04 PM]:

GR [REDACTED]

Willie [2:49:52 PM]:

Thanks.

[REDACTED] [2:50:33 PM]:

I just bring it for the air but I have to bring it for the other brakes are hard transmission shifting

Willie [2:51:43 PM]:

May I know the name of the dealership that you work with?

[REDACTED] [2:52:16 PM]:

Englewood chevrolet

Willie [2:52:48 PM]:

How many times that you take your vehicle to the dealership for this issues?

[REDACTED] [2:55:00 PM]:

Well I went for the air and they fix it i don't know how long is going to last for trans and brake I didn't bring it yet because that is my work car.

Willie [2:55:59 PM]:

I can certainly understand how that can be frustrating.

Willie [2:56:11 PM]:

What will be the ideal resolution for you?

Willie [2:59:26 PM]:

I want to let you know that I am still available to help you with any questions that you have. I just want to make sure that you are still there.

Willie [3:01:15 PM]:

I am sorry, I will be ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 8:00 a.m. to 9:00 p.m. Eastern time.

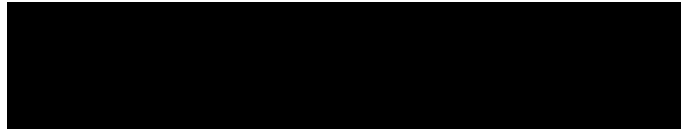
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

NO-937
213

DATE
09/21/17

1,081 DOLLARS

92 CENTS

1,081.92

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF MTC LIMOUSINE AND CORPORATE CO
ACH
296 Adams St
Bedford Hills NY 10507-1910

General Motors LLC
Disbursement Account

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

VENDOR
DUNS NO 88 000000044

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [REDACTED]

VENDOR NAME MTC LIMOUSINE AND CORPORATE CO

PAYMENT
DATE 09/21/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNSKHKC7G [REDACTED]	09/20/17	VM [REDACTED]	00.0000	1,081.92	.00	1,081.92
TOTAL				1,081.92	.00	1,081.92

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

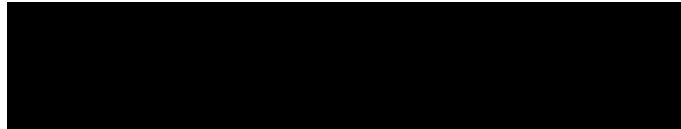
W3

PE18-012

GM

3-27-2019

Q3



Customer

Jeff Delling
 () -
 anytime in the morning

Vehicle

Chevrolet Silverado 1500 2015
 1GCUKSEC6FF [REDACTED]
 Mileage Now: 32000 mi
 Warranty Start: 05/05/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is operable for this concern and is able to be driven

Key Points

(1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 3 times	Vehicle was purchased used at miles
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles:

Reference

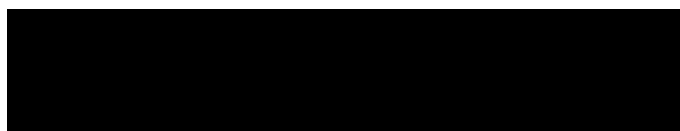
CAC SR#: [REDACTED]
 Tier 2 CAC advisor: Susan Hight --> 1-866-790-5700 Ext # 5921238

PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Susan Hight (C)
Sent: Tuesday, September 26, 2017 1:38 PM
To: jacka@bobstall.com
Cc: 'ericb@bobstall.com'
Subject: FW: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED] FF [REDACTED]
Attachments: [REDACTED] Data Share - [REDACTED].PDF

Hi Jack,

I wanted to follow up about the below email. We've been contacted by a customer with several unresolved concerns with his 2015 Silverador. Details are below.

- Customer Name: [REDACTED]
- Vehicle Information: 2015 Chevrolet Silverado 1500
- VIN: 1GCUKSEC6FF[REDACTED]
- Brief Description of Concern: (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

I wanted to let you know about both of these requests to see what we can do.

Sincerely,
Susan
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

From: Susan Hight (C)
Sent: Monday, September 25, 2017 12:38 PM
To: 'jacka@bobstall.com'
Cc: 'ericb@bobstall.com'
Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED] FF [REDACTED]

This email is being sent to notify you of that we've been contacted by a customer with several unresolved concerns with his 2015 Silverador. Details are below.

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Silverado 1500
- **VIN:** 1GCUKSEC6FF[REDACTED]
- **Brief Description of Concern:** (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

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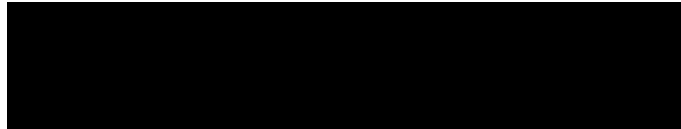
Sincerely,
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Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Jack Atkins <JackA@bobstall.com>
Sent: Tuesday, September 26, 2017 2:19 PM
To: Susan Hight (C)
Subject: [EXTERNAL] RE: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED], [REDACTED] FF [REDACTED]

Hello Susan,

I have called and left a voice mail with [REDACTED]. We did recommend front brakes on his last service visit on 08/01/2017 and 30295 miles. This repair was declined. If he in fact has a booster problem this would fall under the 3/36 bumper to bumper. If it is just brake pads that is a wear item. I will need to inspect the steering wheel in order to see if it is a defect or influenced by the driver. His request for getting a new steering wheel from a different source is not a reality. We order from GM and they send what we order.

Respectfully,

Jack Atkins

Service director

Bob Stall Chevrolet

From: Susan Hight (C) [<mailto:susan.hight@gm.com>]

Sent: Tuesday, September 26, 2017 10:38 AM

To: Jack Atkins <JackA@bobstall.com>

Cc: Eric Beyers <EricB@bobstall.com>

Subject: FW: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED], [REDACTED], FF [REDACTED]

Hi Jack,

I wanted to follow up about the below email. We've been contacted by a customer with several unresolved concerns with his 2015 Silverado. Details are below.

- Customer Name: [REDACTED]
- Vehicle Information: 2015 Chevrolet Silverado 1500
- VIN: 1GCUKSEC6FF[REDACTED]
- Brief Description of Concern: (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

I wanted to let you know about both of these requests to see what we can do.

Sincerely,

Susan

Business Resource Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5700, Ext. 5921238

FAX: 866-857-3108

From: Susan Hight (C)

Sent: Monday, September 25, 2017 12:38 PM

To: 'jacka@bobstall.com'

Cc: 'ericb@bobstall.com'

Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED], [REDACTED] FF [REDACTED]

This email is being sent to notify you of that we've been contacted by a customer with several unresolved concerns with his 2015 Silverador. Details are below.

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Silverado 1500
- **VIN:** 1GCUKSEC6FF [REDACTED]
- **Brief Description of Concern:** (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

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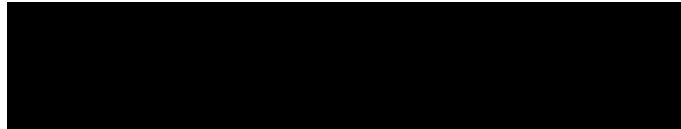
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PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Susan Hight (C)
Sent: Thursday, September 28, 2017 3:59 PM
To: 'Jack Atkins'
Subject: RE: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy):
[REDACTED], [REDACTED], FF [REDACTED]

I Jack.

I just spoke with Mr. [REDACTED] and he was very satisfied. He said he's going in sometime next week, and that the person he talked to (you?), had some really good ideas.

Thanks for your help!

Sincerely,
Susan
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

From: Jack Atkins [<mailto:JackA@bobstall.com>]
Sent: Tuesday, September 26, 2017 2:19 PM
To: Susan Hight (C)
Subject: [EXTERNAL] RE: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED] [REDACTED]
FF [REDACTED]

Hello Susan,
I have called and left a voice mail with [REDACTED]. We did recommend front brakes on his last service visit on 08/01/2017 and 30295 miles. This repair was declined. If he in fact has a booster problem this would fall under the 3/36 bumper to bumper. If it is just brake pads that is a wear item. I will need to inspect the steering wheel in order to see if it is a defect or influenced by the driver. His request for getting a new steering wheel from a different source is not a reality. We order from GM and they send what we order.

Respectfully,
Jack Atkins
Service director
Bob Stall Chevrolet

From: Susan Hight (C) [<mailto:susan.hight@gm.com>]
Sent: Tuesday, September 26, 2017 10:38 AM
To: Jack Atkins <JackA@bobstall.com>
Cc: Eric Beyers <EricB@bobstall.com>
Subject: FW: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED] [REDACTED] F [REDACTED]

Hi Jack,

I wanted to follow up about the below email. We've been contacted by a customer with several unresolved concerns with his 2015 Silverador. Details are below.

- Customer Name: [REDACTED]

- Vehicle Information: 2015 Chevrolet Silverado 1500
- VIN: 1GCUKSEC6FF[REDACTED]
- Brief Description of Concern: (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

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Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

From: Susan Hight (C)
Sent: Monday, September 25, 2017 12:38 PM
To: 'jacka@bobstall.com'
Cc: 'ericb@bobstall.com'
Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED], [REDACTED], FF [REDACTED]

This email is being sent to notify you of that we've been contacted by a customer with several unresolved concerns with his 2015 Silverado. Details are below.

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Silverado 1500
- **VIN:** 1GCUKSEC6FF [REDACTED]
- **Brief Description of Concern:** (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

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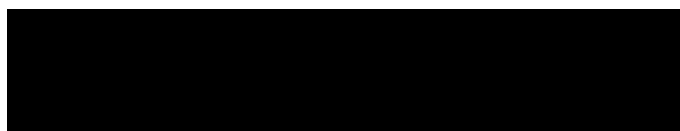
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PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Scott Hasted <shasted@courtesysandiego.com>
Sent: Friday, September 22, 2017 3:58 PM
To: Susan Hight (C)
Subject: [EXTERNAL] RE: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy):
[REDACTED], [REDACTED], FF [REDACTED]

Send him back to Bob Stall were he bought the vehicle we don't want to work on it.

Scott Hasted
Director of Fixed Operations
Courtesy Chevrolet



From: Susan Hight (C) [<mailto:susan.hight@gm.com>]
Sent: Friday, September 22, 2017 11:24 AM
To: Ted Fregoso (tfregoso@courtesysd.com) <tfregoso@courtesysd.com>
Cc: 'shasted@courtesysandiego.com' <shasted@courtesysandiego.com>
Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED], FF [REDACTED]

This email is being sent to notify you of that we've been contacted by a customer with several unresolved concerns with his 2015 Silverador. Details are below.

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Silverado 1500
- **VIN:** 1GCUKSEC6FF [REDACTED]
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I wanted to let you know about both of these requests to see what we can do.

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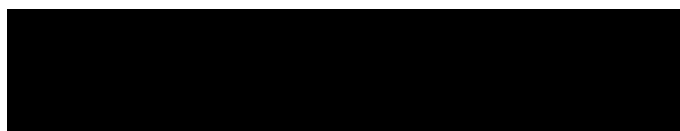
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PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Susan Hight (C)
Sent: Friday, September 22, 2017 2:24 PM
To: Ted Fregoso (tfregoso@courtesysd.com)
Cc: 'shasted@courtesysandiego.com'
Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy) [REDACTED], [REDACTED], FF [REDACTED]
Attachments: [REDACTED] - Data Share - [REDACTED] 194.PDF

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- **Vehicle Information:** 2015 Chevrolet Silverado 1500
- **VIN:** 1GCUKSEC6FF [REDACTED]
- **Brief Description of Concern:** (1) all 4 brakes squeak, he believes it's an issue with the brake booster and asked if GM would authorize that repair. (2) The steering wheel has been replaced 2 times (I can see once replacement at Bob Stall Chevrolet and one at Courtesy Chevrolet). Both replacement steering wheels have lumps in the leather on the left side (the 7 o'clock position). Customer requests it be replaced again, and this time with one shipped from another location.

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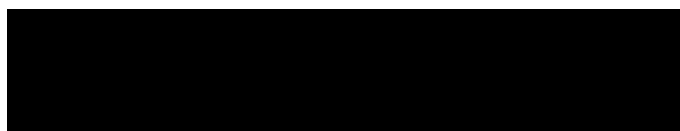
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Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

PE18-012

GM

3-27-2019

Q3



Susan Hight (C)

From: Susan Hight (C)
Sent: Monday, September 25, 2017 12:38 PM
To: 'jacka@bobstall.com'
Cc: 'ericb@bobstall.com'
Subject: CA CEC-Unresolved Concerns (brake noise / steering wheel is lumpy): [REDACTED],
[REDACTED], FF [REDACTED]
Attachments: [REDACTED] - Data Share - [REDACTED].PDF

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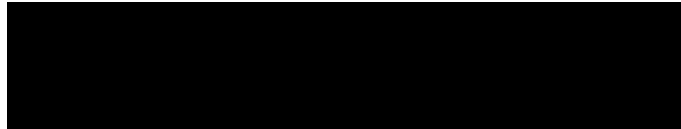
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Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5921238
FAX: 866-857-3108

PE18-012

GM

3-27-2019

Q3



Hi,

Customer [REDACTED]

Contact Information: [REDACTED]

My Information: Darren Smith – 734.730.7710 or Darren.r.smith@gm.com

VIN: 1GCVKREC9GZ [REDACTED] 2016 Silverado

On Sept. 5th, 2017, [REDACTED] was driving to school on I-75 (S) when she had to apply her brakes as part of normal driving conditions. During that activity the brakes locked up, could not slow down and she had to place the vehicle in neutral / park and pull over to the side of the highway. There was no accident, however the vehicle had to be towed to a GM Dealer. She had it towed to Taylor Chevrolet where she had leased the vehicle.

When the vehicle arrived at the Dealer, [REDACTED] was immediately asked if she “spilled something on the circuit?” to cause this event to occur. [REDACTED] stated she did not have a liquid in the vehicle nor did she know what “circuit” they meant. The Dealer initially gave her a difficult time getting a rental, however eventually did so albeit a basic Silverado (i.e.: not loaded like hers) and she was told it would be 2 weeks to fix.

On Sept. 21st, 2017 [REDACTED] called Taylor Chevrolet [*note: she has not received a single proactive call*] where they stated that the vehicle has not been looked at and the Dealer stated they would order a brake booster assuming that was the issue. However, they could not confirm that was the problem.

[REDACTED] is approaching 17 days without her vehicle being repaired and no ETA on when (or if) the fix will be satisfactory.

Can you please investigate this incident and help resolve? Kindly keep me posted.

Note: I have reached out to Brand Quality as well to report the incident.

Much appreciated,

Darren R. Smith | General Motors Information Technology

IT Director, Bill of Material Delivery, Product Programs & Launch

✉ email: darren.r.smith@gm.com 📞 cell: [REDACTED]

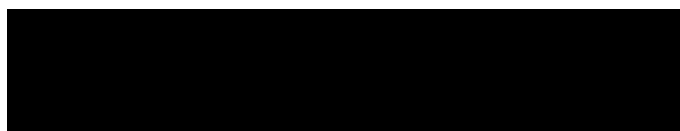
🏠 28405 Van Dyke Avenue, Warren, MI 48093

PE18-012

GM

3-27-2019

Q3





Recquired Vehicle Disclosure Center

Case Number: [REDACTED]

Originator Name: Jasmine Davila 866-790-5700X5915095 jasmine.davila@gm.com

Created Date: 03/20/2018

Vehicle Info

*VIN: 3GCUKSECXFC [REDACTED]

Year: 2015

MSRP: 0.0

Make: Chevrolet

*TAC #: [REDACTED]

Model: Silverado

Vehicle Comments & TAC Explanation:

when going uphill no power 1-2 and 2-3 shifts.CUSTOMER STATES TRANSMISSION HAD DELAY UPSHIFT ON ACCELARTI ON AT 35MPH. CHECK AND ADVIE

*Date Reviewed with Customer: 03/20/2018

*Repurchase Mileage: 46000

Original Purchase Date: 01/01/1900

* Original Purchase Condition: New

Vehicle Owner(s)

Entity Type: Person

* Names(s) on Title: [REDACTED]

* Title State: CA

* Primary Owner: [REDACTED]

* Address: [REDACTED]

* City: [REDACTED]

* State: CA

* ZIP Code: [REDACTED]

* Day Phone: [REDACTED]

* Home Phone: [REDACTED]

* Cell Phone: [REDACTED]

* E-mail: [REDACTED]

* Fax Phone: [REDACTED]

* Exec Init Repurchase: N

* Reason Repurchase: Transmission -Shifting abnormal

UCC Codes (K3010) Transmission - Automatic - Shift - Abnormal (Hard/Late)

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

* Company: BANK OF AMERICA Account #:

Contact or Attention:

Address

City

State: NC

ZIP Code:

Day Phone: 1 (800) 432-1000

Fax:

E-mail:

Original Selling Dealer

* Dealer #: [REDACTED]

Dealer Name: PUTNAM CHEVROLET CADILLAC

Region: [REDACTED]

District: 1113

* Phone: [REDACTED]

Fax: (850) 579-7187

* Contact Name: [REDACTED]

* Contact Title:CEM

E-Mail:

Repurchasing Dealer:

* Dealer #: [REDACTED]

Dealer Name: DUBLIN CHEVROLET CADILLAC

Region: [REDACTED]

District: 1113

* Phone: [REDACTED]

Fax: (925) 479-3563

* Contact Name: [REDACTED]

* Contact Title:SERVICE MANAGERE-Mail:

Repair

* Contact Name:

* Contact Title:

Vehicle Location: -

**Case Number:****Originator Name:** Jasmine Davila 866-790-5700X5915095 jasmine.davila@gm.com**Created Date:** 03/20/2018**Transaction Details**

Siebel Request #: [REDACTED]
State: CA
Source: CA-CEC Voluntary
Replacement VIN: 3GCUKSEC7JG [REDACTED]
Compliance Date:
MSRP: 58045.0

*** Disposition:** Auction
*** Type:** Trade - New Finance

Year: 2018 Make: Chevrolet Model: Silverado
Compliance Type:
Order #:

Repurchase:

*** Processing Instructions:** GMLS approves customer's choice of trade or straight repurchase with usage based on service event at 12,468 miles, less mileage on vehicle when purchased.

Disposition:

AUCTION

*** Processing Instructions:****Transaction Details**

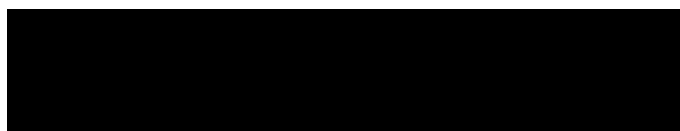
<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>

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Q3



STANDARD TRADE REPURCHASE WORKSHEET					
<u>File Number</u>	<u>Customer Name</u>	<u>Worksheet filled out by:</u>			
[REDACTED]	[REDACTED]	Missy			
<u>Old Vehicle VIN:</u>	<u>New Vehicle VIN:</u>	<u>Date:</u>			
3GCUKSECXFC [REDACTED]	3GCUKSEC7JG [REDACTED]	March 29, 2018			
TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	\$52,389.75	G			
Conversion / Upfit Cost	\$0.00	E			
State Sales Tax	\$862.76	N		8.750%	
Additional Tax	\$0.00	E			
Reg./Lic./Title Fees (opt)	\$768.00	R			
Taxes Reimbursed on old vehicle	\$0.00	A			
Fees (Explain)	\$80.00	L			
State Fees	\$37.75	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	\$0.00	T			
Unused portion of non-GMPP	\$0.00	O			
H/B, ADV, EXP	\$0.00	R			
Transportation Fees	\$0.00	S			
Misc. (Explain)	\$0.00				
Total Replacement Price					
	\$54,138.26				
State Sales Tax	\$0.00				
Additional Tax	\$0.00				
Reg./Lic./Title Fees (opt)	\$0.00	C			
New Aftermarket Items	\$0.00	U			
Fees (Explain)	\$0.00	S			
State Fees	\$0.00	T			
Items below contribute to trade-in allowance		O			
Usage/Depreciation	\$4,814.13	M	12468-19/120000x46405		
Damage	\$0.00	E			
MSRP Upgrade	\$5,555.00	R	opt content		
MSRP Downgrade (deducted)	\$0.00				
Reimb. of Aft. Mkts on Old Unit	\$0.00				
Misc. Customer Credit	\$589.00				
Less Dealer Contribution to Cust	\$0.00				
Total Customer Cost	\$9,780.13				
Trade Repurchase Amount	\$44,358.13				
Attorney Fees	\$0.00				
Total Repurchase Amount	\$44,358.13				
Less Dealer Contribution to GM	\$0.00				
(30-day) Lien Payoff	\$22,132.04				
Good Through (4/26/18)					
Dealer Due to GM	NA				
GM Due to Dealer	\$22,226.09				
NADA (Legal Only)	\$0.00				
Est. Auction Price (Legal Only)	\$0.00				
Projected (Loss)	-\$44,358.13				
			MSRP DIFFERENCE		
			OLD MSRP		\$49,740.00
			NEW MSRP		\$58,045.00
			DIFFERENCE		\$8,305.00
			LEMON LAW COMPARISON		
			USAGE PER LEMON LAW		\$0.00
			USAGE CHARGED		\$4,814.13
			UPGRADE PER LEMON LAW		\$0.00
			UPGRADE CHARGED		\$5,555.00
			TOTAL LEMON LAW VARIANCE		-\$10,369.13
Form Rev June 1, 2017					

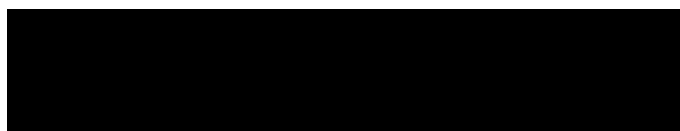
BILL OF SALE	
Purchase Price (New Unit)	\$52,389.75
State Sales Tax	\$862.76
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$768.00
New Aftermarket Items	\$0.00
State Fees	\$37.75
Fees	\$80.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$54,138.26
Trade-In Allowance	\$42,609.62
Loan Payoff	\$22,132.04
Net Allowance	\$20,477.58
Cash on Delivery (Paid by GM)	\$1,748.51
Total Balance Due	\$31,912.17
Amount to Dealer for additional Fees	\$0.00
<u>New Vehicle VIN:</u>	
3GCUKSEC7JG	
Form Rev 11/11/2005	

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Q3



Pharard Gray (C)

From: Pharard Gray (C)
Sent: Thursday, October 05, 2017 4:39 PM
To: 'jrodriguez@putnamgm.com'
Cc: Cindy Wagner (C)
Subject: RE: SR [REDACTED] VIN: 3GCUKSECXFG [REDACTED]

Please follow up with me as soon as possible. Your direct number was removed from my list on accident, if you could provide that as well that would be great. Thank you

Sincerely,
Mr. Pharard Gray
Business Resource Center | Alorica on behalf of General Motors
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

From: Pharard Gray (C)
Sent: Tuesday, October 03, 2017 5:51 PM
To: 'jrodriguez@putnamgm.com'
Subject: SR: [REDACTED] Franco VIN: 3GCUKSECXFG [REDACTED]

Good Afternoon,

The customer contacted requesting information on why the brakes concern was not classified as a defect. The customer advised that he must pay a \$500.00 deductible. I just wanted the info so I could explain to the customer why is was no said to be a defect. Please follow up with me when you get a chance. Thank you

If you have further questions, please contact at the telephone number and extension above Monday through Friday between 8:00 a.m. and 4:00 p.m., PST.

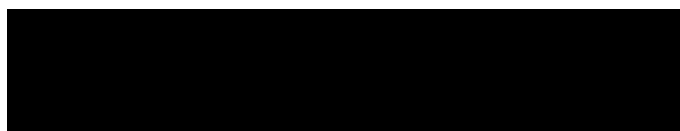
Sincerely,
Mr. Pharard Gray
Business Resource Center | Alorica on behalf of General Motors
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

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3-27-2019

Q3





Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Models: 2015-2016 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado 1500, Suburban, Tahoe
2014 GMC Sierra 1500
2015-2016 GMC Sierra 1500, Yukon Models

This PI was superseded to update the condition and parts list. Please discard PIT5361A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder
5. Vacuum Pump Belt

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

12658179	BELT - VAC PUMP	1
12658178	BELT - A/C COMPRESSOR	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
	Replace vacuum pump, belts, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

C0299

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.



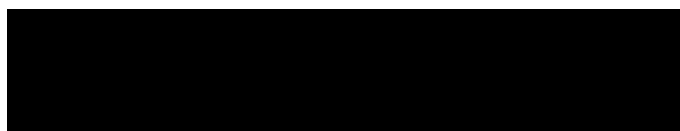
WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

PE18-012

GM

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Q3



Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Tuesday, October 31, 2017 10:23 AM
To: Wanda Harden (C)
Subject: [EXTERNAL] [REDACTED]
Attachments: [REDACTED]_000010.pdf

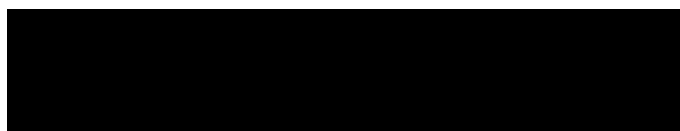
Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

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DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:		Customer Phone:	
Year/Make:	2016 Chevrolet	Case Number:	
VIN:	1GNSKCKC4GR	Dealership contact (Service Manager/Director)	Joe Busfield
Model:	Tahoe	Dealership / (Service Manager/Director) Phone #	(610) 867-4177
Mileage:	24,000	Dealer City/ST	Bethlehem, PA 18017
Dlr. BAC & Name	116	Warranty Rate:	\$105.44

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer states I was coming down the road when a deer and her baby stepped out, I hit the brakes and nothing happened, I hit the brakes again and nothing happened. I swerved to the left to keep from hitting the deer and ran into the tree. I was standing on the brakes and nothing happened. There were no warning messages. I just drove home. The brakes worked but I had to pump the brakes to get them to work. The next day the brakes did not work again. OnStar had the truck towed to Faulkner Chevrolet. It's a lease. I have a traverse rental.

Customer Allegation of Defect:

Customer states my brakes failure is a GM defect.

Section 3 VEHICLE / SYSTEM INSPECTION

Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
B0956	04	Parking assist	Parking Assist Front Sensor Right Open Middle Circuit	Yes	Yes
U15E1	00	Radio	Lost Communication with Device on LIN Bus	No	Yes
B127E	00	Human Machine Interface	Front Video Display Output Signal	No	Yes
B127B	2B	Human Machine Interface	Rearview Camera Input Signal Circuit	No	Yes

C025E	06	Electronic Brake Control Module	Brake Booster Vacuum Sensor Circuit	No	Yes

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

☐ Remote start	☐ Suspension	☐ Tires/wheels	☐ Audio/video	☐ Snow removal
☐ Body modifications	☒ Towing equip.	☐ Security alarm	☐ Wiring	☐ Other
☐ Unknown				

If yes, describe, and capture photos:

Curt TriFlex electric brake controller, installed correctly

Does the vehicle have?

4-Wheel disc brakes?

☒	Yes	☐	No
☒	Yes	☐	No
☐	Yes	☒	No

Anti-lock brakes?

Hydraulically assisted (hydro boost) brakes?

Front disc, rear-drum brakes?

Vacuum assisted power brakes?

Regenerative braking?

☐	Yes	☒	No
☒	Yes	☐	No
☐	Yes	☒	No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?

Does the red brake warning light come on with the parking brake applied?

Does the red brake warning light go off when the parking brake is released?

Does the ABS (if equipped) warning light remain on after self test?

☐	Yes	☒	No
☒	Yes	☐	No
☒	Yes	☐	No
☐	Yes	☒	No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

☒ Full	☒ Clear	☒ Normal Smell	☐ Other:

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, calipers, wheel cylinders, hydraulic lines, and fittings. **Describe and Photograph**

No leakage found

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour:

☒ Dropped	☐ Moved Up	☐ No Change

Turn the engine off and record the number of pedal applies required to deplete the booster:

3

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches):

1.90

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?	☒	Yes	☐	No
Any rotor/drum corrosion?	☒	Yes	☐	No
Any rotor/drum grooving?	☐	Yes	☒	No
Any rotor/drum irregularities?	☐	Yes	☒	No

Describe: Normal corrosion for 2016 vehicle

Describe: Normal Corrosion for 2016 Vehicle

Describe:

Describe:

Any lining corrosion evident?	☐	Yes	☒ X	No	Describe:
Any signs of overheating?	☐	Yes	☒ X	No	Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	3/32	4/32	4/32	4/32	5/32	5/32	5/32	5/32

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.

Observations:

Function as expected, ABS activates normally

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)

Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary?

☒ X	Yes	☐	No

If "No", record the engine speed/throttle position at which vehicle starts to move.

	RPM's		Percent Throttle

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary?

☐	Yes	☒ X	No

If "No", record the engine speed and throttle position at which the vehicle starts to move.

2100	RPM's	30%	Percent Throttle

Comments:

Nothing out of the ordinary felt, started pushing vehicle at about 2100 rpms, was expecting this

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	Bridgestone	Dueler H/L Alenza M+S	285/45/22	35	5/32"
RF	Bridgestone	Dueler H/L Alenza M+S	285/45/22	35	5/32"
LR	Bridgestone	Dueler H/L Alenza M+S	285/45/22	35	6/32"
RR	Bridgestone	Dueler H/L Alenza M+S	285/45/22	34	6/32"

Specific test requests:

SI diagnostic testing for DTC C025E 06 Brake booster vacuum sensor circuit. Provide specific test step results identified during testing. Ensure all sections of the inspection are completed in as much detail as available and take supporting photographs

Doc ID 2913329

Inspected brake booster vacuum system for damage, leakage or incorrect installation

Ignition off, all systems off, disconnected connector at brake booster vacuum sensor. Tested for less than 10 ohms between

Terminal 2 and ground, is less than 10 ohms. Tested for voltage between 5v reference terminal 3 and ground, is ok. Disconnected

connector at electronic brake control module, tested for voltage between brake booster vacuum sensor circuit terminal 1 and

Ground, is ok. Tested for infinite resistance, is ok. Test for less than 2 ohms between vacuum sensor circuit terminal 1 and brake

Electronic Control Module terminal 34, is less than 2 ohms, replaced Brake Booster Vacuum Sensor

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information. 4 of 5

No incorrect installation or damage found.

2 ohms resistance at brake booster vacuum sensor low reference and ground

4.99 volts at 5 v reference circuit terminal 3 and ground

Less than 1 v at brake control module connector, brake booster vacuum sensor signal terminal and ground

Infinite resistance at terminal 1 and ground

Found .95 Ohms between terminal 1 and terminal 3/4

Following the inspection, summarize all relevant facts and observations. Provide related photographs.

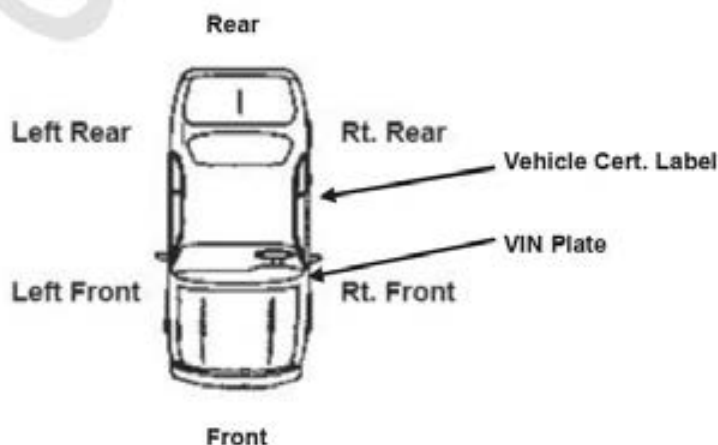
Was unable to duplicate brake pedal going to floor, but brake pedal was very hard several times while driving, brake booster vacuum sensor was stuck, causing incorrect vacuum to be applied to booster

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components should or should not be replaced. If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair estimate prior to submission.
- Verify parts availability.
- \$72.36

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

1. Driver (left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up of concern
6. Mid-level zoom of concern to show surrounding area
7. Overall photo to ensure identification location of concern and affected area
8. Vehicle Certification Label with VIN visible
9. VIN plate



ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

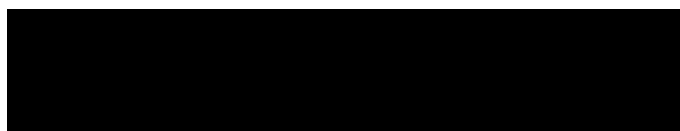
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PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Monday, October 23, 2017 4:04 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: General Motors [REDACTED], [REDACTED], 1GNSKCKC4GR [REDACTED] PAC Case Dealer Inspection Request
Attachments: IMG_20171023_155201.jpg; IMG_20171023_155135.jpg; [REDACTED] Insp Template.docx

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, October 19, 2017 2:27 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: General Motors [REDACTED], [REDACTED], 1GNSKCKC4GR [REDACTED], PAC Case Dealer Inspection Request

Dear Joe Busfield,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC case. We appreciate your support.

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

You will be compensated appropriately for your assistance with the inspection & diagnosis. **All costs should be itemized at the dealership's current warranty rates.**

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact me.

Thank you,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

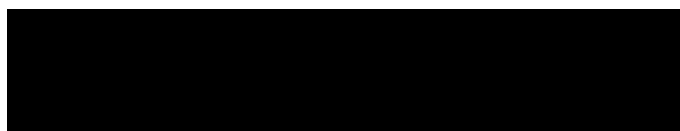
Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Christopher F. Rose
Sent: Tuesday, October 31, 2017 12:24 PM
To: Wanda Harden (C)
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair --- Kim TCL ---Reviewed

agree

From: Wanda Harden (C)
Sent: Tuesday, October 31, 2017 12:03 PM
To: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair --- Kim TCL ---Reviewed

Good Morning,

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		Describe Allegation: Customer alleges the brakes failed causing customer to hit a tree causing damage to the vehicle.
Recommendation (drop down list)	Repair		
Consultation (Agree/disagree drop down. (list by whom)	Reviewed	Kim TCL	
SR Number	[REDACTED]		

Customer Name (Last name/First Name)	[REDACTED]		Business Case: Dealer Inspection identified concerns with the brake booster. Dealer duplicated the concern. PAC recommends repair.
Year/Make/Model	2016 Chevrolet Tahoe		
VIN	1GNSKCKC4G[REDACTED]		
Incident Date	10/2/2017		
Dealer & BAC code	116 [REDACTED]	Faulkner chevrolet cadillac,bethlehem,PA,116 [REDACTED]"	
After Market Equipment (yes/no & Type from dropdown)	No		
Dealership primary contact Name & Title	Joseph Busfield, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed		
Mileage	24,000		

Purchased From	116 [REDACTED]		
MSRP/KBB (Private Party Sale)	\$70,289		
Repair Estimate Total \$	\$6,928		
Rental Vehicle (yes/no from drop down and enter date issued)	No		
TC/TCL Comments:			
Concerns identified with brake booster vacuum sensor. Dealer did duplicate a hard brake pedal condition. Recommend adding to your business case and sending to BRM.			

Wanda Harden

General Motors Product Assistance Claims
 Concentrix on behalf of General Motors
 Phone: (866) 446-6963 Ext: 5921510
 Fax: (586) 920 - 0673
 Email: wanda.harden@gm.com

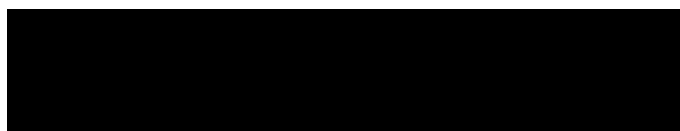


PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Friday, December 08, 2017 10:03 AM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] | Repair Assistance

Thanks, I'll get that done today and forward it to you.

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Friday, December 08, 2017 9:33 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] | Repair Assistance

Sorry for the confusion.
Labor Op 0600006 – Repair: Parts, Labor, Rental
Labor Op 0600016 – Labor charges for assisting with the inspection
All charges are based on warranty rates. We do not pay tax on parts and labor.

Feel free to call me if you have questions.

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Friday, December 08, 2017 9:28 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] | Repair Assistance

I am confused though. I can't make a final RO without the labor ops...

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Friday, December 08, 2017 8:57 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] | Repair Assistance

Good Morning,

Please forward the final RO. I will send you 2 labor ops and 2 preauthorization numbers with instructions on how to submit for payment.

Thank You,

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Phone: (866) 446-6963 Ext: 5921510
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From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Friday, December 08, 2017 8:31 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] | Repair Assistance

Wanda,
The repairs have been completed on this vehicle. How do I submit for payment? Do I simply use the typical GM labor operations, or is there a special one that I use for this? Thanks.

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From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Wednesday, December 06, 2017 8:56 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED], [REDACTED] Repair Assistance

Good Morning,

Have the repairs been completed?

Thank You,

Wanda Harden
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From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
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To: Wanda Harden (C) <wanda.harden@gm.com>
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Thanks for the follow up. The repairs have not yet been completed. If you want to check back on Thursday I'll have more information then. Thanks

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
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To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: FW: General Motors BRC PAC SR# [REDACTED] [REDACTED] | Repair Assistance

Good Morning,

How are the repairs coming along?

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Good Morning,

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The customer information is:

Customer Name: [REDACTED]
Customer Phone [REDACTED]
Vehicle YMM: 2016 Chevrolet Tahoe
SR Number: [REDACTED]
VIN: 1GNSKCKC4GR [REDACTED]

Please call me if you have any questions.

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VIN: 1GNSKCKC4GR [REDACTED]

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Sent: Wednesday, December 06, 2017 8:56 AM
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Subject: RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Good Morning,

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Concentrix on behalf of General Motors

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The customer information is:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Vehicle YMM: 2016 Chevrolet Tahoe
SR Number: [REDACTED]
VIN: 1GNSKCKC4GR [REDACTED]

Please call me if you have any questions.

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The customer information is:

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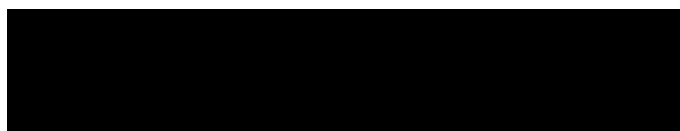
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PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Wednesday, December 27, 2017 2:28 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED] Repair Assistance
Attachments: WSI-1103942.1_BFAUL_S_5a43f3e8cf21f.pdf

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Friday, December 08, 2017 10:04 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Friday, December 08, 2017 10:03 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Thanks, I'll get that done today and forward it to you.

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Friday, December 08, 2017 9:33 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Sorry for the confusion.
Labor Op 0600006 – Repair: Parts, Labor, Rental
Labor Op 0600016 – Labor charges for assisting with the inspection
All charges are based on warranty rates. We do not pay tax on parts and labor.

Feel free to call me if you have questions.

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Friday, December 08, 2017 9:28 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

I am confused though. I can't make a final RO without the labor ops...

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Friday, December 08, 2017 8:57 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Good Morning,

Please forward the final RO. I will send you 2 labor ops and 2 preauthorization numbers with instructions on how to submit for payment.

Thank You,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Friday, December 08, 2017 8:31 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Wanda,
The repairs have been completed on this vehicle. How do I submit for payment? Do I simply use the typical GM labor operations, or is there a special one that I use for this? Thanks.

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Wednesday, December 06, 2017 8:56 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: General Motors BRC PAC SR# [REDACTED] Repair Assistance

Good Morning,

Have the repairs been completed?

Thank You,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Tuesday, November 14, 2017 8:54 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Thanks for the follow up. The repairs have not yet been completed. If you want to check back on Thursday I'll have more information then. Thanks

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Tuesday, November 14, 2017 8:42 AM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: FW: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Good Morning,

How are the repairs coming along?

Thanks,

Wanda Harden
General Motors Product Assistance Claims

Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



From: Wanda Harden (C)
Sent: Wednesday, November 01, 2017 9:34 AM
To: 'Joseph Busfield' <jbusfield@faulknermotors.com>
Subject: General Motors BRC PAC SR# [REDACTED] | Repair Assistance

Good Morning,

Based on the repair estimate that you've provided for the brake switch and the body damage, the repairs are approved. If the repair cost exceeds the amount of the repair estimate, please contact me.

The customer information is:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Vehicle YMM: 2016 Chevrolet Tahoe
SR Number: [REDACTED]
VIN: 1GNSKCKC4GR [REDACTED]

Please call me if you have any questions.

Thank You,

Wanda Harden
General Motors Product Assistance Claims

Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com



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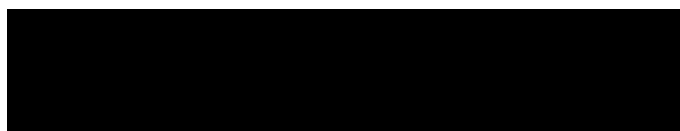
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PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Wanda Harden (C)
Sent: Wednesday, October 11, 2017 3:59 PM
To: 'jbusfield@faulknermotors.com'
Subject: General Motors, SR# [REDACTED] PAC Case Preliminary Request

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes & required photo images:

Driver (Left) side Exterior

Passenger (Right) Side Exterior

Front Exterior

Rear Exterior

Image of concern & affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

Odometer Reading

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Tahoe

SR Number: [REDACTED]

VIN: 1GNSKCKC4GR [REDACTED]

Allegation: Customer alleges brake failure caused an accident

Please call me if you have any questions.

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

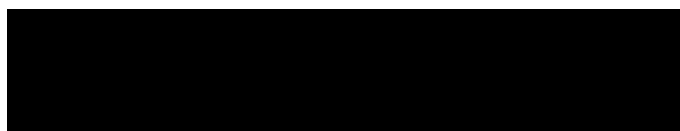


PE18-012

GM

3-27-2019

Q3



Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Wednesday, October 11, 2017 4:35 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request
Attachments: IMG_20171011_160541.jpg; IMG_20171011_160532.jpg; IMG_20171011_160534.jpg; IMG_20171011_160537.jpg; IMG_20171011_160538.jpg; IMG_20171011_160540.jpg

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, October 11, 2017 4:14 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: [EXTERNAL] RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request

Please attach the photos to the email and send.

Thank You,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Wednesday, October 11, 2017 4:12 PM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request

Not sure how to send all of these pictures. Does this link work?

[REDACTED]

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Wednesday, October 11, 2017 3:59 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: General Motors, SR# [REDACTED] PAC Case Preliminary Request

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Driver (Left) side Exterior

Passenger (Right) Side Exterior

Front Exterior

Rear Exterior

Image of concern & affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

Odometer Reading

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Tahoe

SR Number: [REDACTED]

VIN: 1GNSKCKC4GR [REDACTED]

Allegation: Customer alleges brake failure caused an accident

Please call me if you have any questions.

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General Motors Product Assistance Claims
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Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Wednesday, October 11, 2017 4:34 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request
Attachments: IMG_20171011_160530.jpg; IMG_20171011_160501.jpg; IMG_20171011_160506.jpg; IMG_20171011_160512.jpg; IMG_20171011_160523.jpg; IMG_20171011_160526.jpg

Joe Busfield
Service Manager
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(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, October 11, 2017 4:14 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: [EXTERNAL] RE: General Motors, SR# [REDACTED] [REDACTED] PAC Case Preliminary Request

Please attach the photos to the email and send.

Thank You,

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General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
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Sent: Wednesday, October 11, 2017 4:12 PM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors, SR# [REDACTED], [REDACTED] PAC Case Preliminary Request

Not sure how to send all of these pictures. Does this link work?

[REDACTED]

Joe Busfield
Service Manager
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Bethlehem, PA
(610) 867-4177

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Sent: Wednesday, October 11, 2017 3:59 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: General Motors, SR# [REDACTED] PAC Case Preliminary Request

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes & required photo images:

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Passenger (Right) Side Exterior

Front Exterior

Rear Exterior

Image of concern & affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

Odometer Reading

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Tahoe

SR Number: [REDACTED]

VIN: 1GNSKCKC4GR [REDACTED]

Allegation: Customer alleges brake failure caused an accident

Please call me if you have any questions.

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General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
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Wanda Harden (C)

From: Joseph Busfield <jbusfield@faulknermotors.com>
Sent: Wednesday, October 11, 2017 4:33 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request
Attachments: IMG_20171011_160458.jpg; IMG_20171011_160412.jpg; IMG_20171011_160424.jpg; IMG_20171011_160437.jpg; IMG_20171011_160448.jpg; IMG_20171011_160455.jpg

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(610) 867-4177

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, October 11, 2017 4:14 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: RE: [EXTERNAL] RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request

Please attach the photos to the email and send.

Thank You,

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From: Joseph Busfield [<mailto:jbusfield@faulknermotors.com>]
Sent: Wednesday, October 11, 2017 4:12 PM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors, SR# [REDACTED] PAC Case Preliminary Request

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[REDACTED]

Joe Busfield
Service Manager
Faulkner Cadillac Chevrolet
Bethlehem, PA
(610) 867-4177

From: Wanda Harden (C) [<mailto:wanda.harden@gm.com>]
Sent: Wednesday, October 11, 2017 3:59 PM
To: Joseph Busfield <jbusfield@faulknermotors.com>
Subject: General Motors, SR# [REDACTED] PAC Case Preliminary Request

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Driver (Left) side Exterior

Passenger (Right) Side Exterior

Front Exterior

Rear Exterior

Image of concern & affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

Odometer Reading

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Tahoe

SR Number: [REDACTED]

VIN: 1GNSKCKC4GR [REDACTED]

Allegation: Customer alleges brake failure caused an accident

Please call me if you have any questions.

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
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Email: wanda.harden@gm.com



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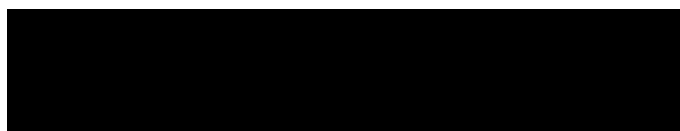
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PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:11:58 AM]:

Welcome to chat.

Jasmine [10:12:11 AM]:

Thank you for contacting GM Customer Assistance, [REDACTED] My name is Jasmine. I see that your experiencing a concern with your vehicle. What concern are you having?

[REDACTED] [10:12:58 AM]:

2015 Silverado 4 wheel drive. Having brake issue at slow speeds when parking. Brake goes stiff and vehicle continues to roll. 67000 miles on truck. Any suggestions.

Jasmine [10:14:16 AM]:

Sorry to hear that you are having brake concerns with your 2014 Chevrolet Silverado. I am not sure why you are having this concern with your vehicle. What I would like to do is document your concern and get you in contact with your local Chevrolet dealership as they would be in the best position to assist you with addressing this concern. In order to better assist you, may I please have your VIN?

[REDACTED] [10:14:21 AM]:

Called GM dealer and was told \$100 charge just to get looked at. No error lights or anything on truck. Seems this would be a safety issue and GM could assist.

Jasmine [10:15:45 AM]:

I would recommend visiting the dealership so that they would be able to diagnose your vehicle. I understand that you do not have any error codes, messages or lights on. They would need to diagnose your vehicle to identify and correct the concern with your vehicle. May I please have the name of the dealership that you contacted?

[REDACTED] [10:16:05 AM]:

Don Franklin Bardstown Ky 40004

Jasmine [10:16:16 AM]:

Thank you! The information you entered into the pre-chat form is accurate and I can use for documentation?

[REDACTED] [10:17:01 AM]:

Yes. I can go out and get the vin number is necessary. Don Franklin has worked on the truck before for an air conditioning issue so I'm in the system.

Jasmine [10:17:49 AM]:

Thank you! I have located the VIN with the contact information that you have provided. I have began documenting your concern. Your service request number is [REDACTED]. How long has your vehicle been doing this?

[REDACTED] [10:19:03 AM]:

I think it may have done it once last week but it was an odd feeling so I didn't pay any attention to it. But today when parking I was able to repeat what it was doing. Seems if I pump the pedal when it tightens is when it loses the braking power.

[REDACTED] [10:19:29 AM]:

When driving normal I haven't seen any issues.

Jasmine [10:19:30 AM]:

Thank you! May I please have your mailing address?

[REDACTED] :19:46 AM]:

[REDACTED]

[REDACTED] [10:20:52 AM]:

I feel safe driving it back home, 30 miles unless you know of any issue where I would lose braking completely.

Jasmine [10:21:33 AM]:

Thank you, [REDACTED] Your vehicle is still within your Powertrain Warranty if you would like to tow your vehicle into the dealership for service. Towing can be provided at no cost to you if you would like GMC Roadside to provide that service. They can be contacted at 888-881-3302. Until your vehicle has been diagnosed by the dealership, I am not sure what is causing this concern with your vehicle.

[REDACTED] [10:24:13 AM]:

Again I think I'll be OK getting home just getting the assistance from the dealer for starters will help. Just don't want to be out a lot of money for an issue like this that seems out of the norm.

Jasmine [10:26:25 AM]:

I understand that you do not mind operating the vehicle. I am just providing you Roadside Assistance number in case you feel that your safety is being jeopardized. Since the vehicle is outside of the Bumper to Bumper warranty, you would be required to pay the diagnostic test. We cannot guarantee any assistance until we identify the root cause of the concerns with your vehicle. Once you have had the vehicle diagnosed by the dealership, you may contact us back if you need any additional assistance.

[REDACTED] [10:27:11 AM]:

I will do that. If I do get back with you should I reference the service number above that you gave me.

Jasmine [10:27:25 AM]:

Yes, sir! Are there any other questions?

[REDACTED] [10:28:05 AM]:

So do I need to schedule with the dealer an appointment? Or can I just get it there today and drop off?

Jasmine [10:28:55 AM]:

I would recommend contacting the dealership to see if you need a service appointment nor if you would be able to drop the vehicle off. You may contact the dealership at (502) 348-3964.

[REDACTED] [10:29:09 AM]:

Thanks.

Jasmine [10:29:26 AM]:

You're welcome! Anything else I may assist you with?

[REDACTED] [10:29:42 AM]:

I'm good for now thanks.

Jasmine [10:29:52 AM]:

You're so very welcome! Thank you for contacting GM Customer Assistance! If you have additional questions or concerns, please feel free to contact us again. We are here to chat Monday through Friday from 8am to 9pm EST and Saturdays 9am-9pm EST. You may call us at 866-790-5600.

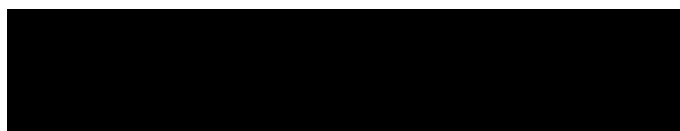
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [12:05:18 PM]:

Welcome to chat.

Celine [12:05:26 PM]:

Welcome to GMC Customer Assistance, my name is Celine how may I assist you today?

Celine [12:06:23 PM]:

Thank you for chatting. I am here to assist you.

Celine [12:07:28 PM]:

I am ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8am to 11pm and Saturday from 9am to 11pm.

[REDACTED] [12:07:32 PM]:

I have a question regarding my 2014 GMC Sierra SLT. it has 44K miles. I was driving last night and as I was pulling into a parking lot my brake pedal went rock hard and I had no braking power. The pedal is hard and maybe moves only 1/4 inch and usually you can push it all the way to the floor. I have read online of a lot of similar stories. Is there a recall on anything to do with the brakes on that model vehicle? It was very scary

Celine [12:07:38 PM]:

I know your time is valuable. Let's see what we can do to get this resolved for you as quickly as possible.

Celine [12:07:53 PM]:

I'm sorry to hear you are experiencing such frustrations.

Celine [12:08:02 PM]:

Have you been to any GM dealer for initial diagnosis?

[REDACTED] [12:08:25 PM]:

No, I can't drive the vehicle because the brakes are not working properly.

Celine [12:08:44 PM]:

I perfectly understand your situation, Hunter.

Celine [12:08:49 PM]:

Is it okay for me to use the information that you have entered in the pre-chat form earlier?

[REDACTED] [12:08:55 PM]:

of course

Celine [12:09:28 PM]:

Let me pull up your record.

Celine [12:10:08 PM]:

Is that the first time that you have experienced that with your vehicle?

[REDACTED] [12:10:12 PM]:

yes

Celine [12:10:30 PM]:

Please know that your family's safety is of utmost importance to GMC.

Celine [12:10:45 PM]:

Here is what we are going to do.

Celine [12:11:05 PM]:

I will be creating a case file number for you, so that GMC will be aware of what happened.

Celine [12:11:18 PM]:

I will help you set up an appointment for your vehicle.

Celine [12:11:40 PM]:

We can have your vehicle towed because you feel unsafe because of the issues on your brakes.

Celine [12:11:50 PM]:

Please use this case number for future reference, [REDACTED]

Celine [12:12:02 PM]:

Can you please provide me your phone number, e-mail and mailing address?

[REDACTED] [12:12:13 PM]:

I don't want to have it towed with the additional expenses

[REDACTED] [12:12:28 PM]:

[REDACTED]

[REDACTED] [12:12:37 PM]:

[REDACTED]

Celine [12:13:27 PM]:

Your vehicle is still within our Roadside Assistance Coverage.

Celine [12:13:49 PM]:

You are within your Powertrain warranty and you have an active OnStar on your vehicle.

Celine [12:14:16 PM]:

Do you have any GM dealer in mind, where we can take your vehicle?

[REDACTED] [12:14:26 PM]:

Is'nt the warranty only good for 36K Miles?

Celine [12:14:50 PM]:

That is for your Bumper to Bumper warranty.

Celine [12:15:01 PM]:

Let me check your remaining warranty for your vehicle.

Celine [12:15:43 PM]:

You still have Powertrain Limited Warranty until 06/12/2019 with 100,287 MI whichever comes first.

[REDACTED] [12:16:13 PM]:

ok. The Earnhardt Buick GMC location in Mesa AZ

Celine [12:16:13 PM]:

Emission Select Component Ltd Wty until 06/12/2022 with 80,287 MI.

Celine [12:16:28 PM]:

I will have that noted, [REDACTED].

Celine [12:16:43 PM]:

By the way, are you aware that there is an open recall on your vehicle?

Celine [12:16:56 PM]:

Recall 17276 Loss of Steering Assist.

Celine [12:17:04 PM]:

Dealers will perform a reflash of the EPS module software.

Celine [12:17:11 PM]:

For future reference you can visit our official recall website for checking the recall/s on your VIN. Please visit <https://my.gm.com/recalls>.

[REDACTED] [12:17:11 PM]:

I am not aware of that

Celine [12:17:34 PM]:

They will fix it for you at no charge.

Celine [12:17:45 PM]:

Do not worry, I was able to update your file.

Celine [12:18:03 PM]:

Please contact GMC Roadside Assistance for the towing of your vehicle.

Celine [12:18:13 PM]:

You can reach them at 888-881-3302.

Celine [12:19:02 PM]:

Please provide your VIN and current mileage so that they will be aware that you still have your coverage.

[REDACTED] [12:19:22 PM]:

ok great. So I am good to have it taken to GM today and they will know about this?

Celine [12:19:51 PM]:

Please, give them a call first.

Celine [12:20:10 PM]:

We need to check if they can check your vehicle today.

[REDACTED] [12:20:19 PM]:

ok

Celine [12:20:20 PM]:

We are here to chat Monday through Friday from 8am to 11pm and Saturday from 9am to 11pm..

Celine [12:20:31 PM]:

Please, let us know whenever you need assistance.

Celine [12:20:34 PM]:

Is there anything else I can help you with today?

[REDACTED] [12:20:37 PM]:

thank you

Celine [12:20:41 PM]:

Thank you for contacting GMC Customer Assistance Center. We appreciate your business and please feel free to contact us if assistance is needed in the future.

Celine [12:20:50 PM]:

Have a great day!

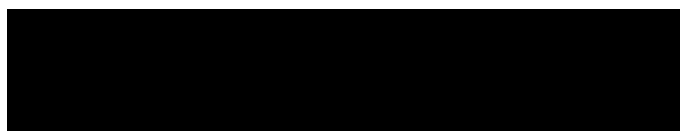
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



Keyes Chevrolet Service Department

5949 Van Nuys Blvd

Van Nuys, CA 91405

Phone (818) 933-3000

Fax (818) 933-3006

TO: Christina

ATTN: _____

FROM: Eduardo Diaz

Num of Pages: Fax 2 of 2

MESSAGE: VIN# EG [REDACTED]
Customer: [REDACTED]

Thank You

FAX #: (586) 920-0525

51 CAUSE Splice trans Alike 1.4

CORRECTION _____

ADDITIONAL WORK		TIME	OFF	4
STRAIGHT TIME (HOURS)	FLAT RATE	DATE	TIME	DATE
	1.4		ON	
EMP. NO. 807				

041

52 CAUSE Re: Renew L.O.F.

CORRECTION _____

0.4
C41
Juan

STRAIGHT TIME (HOURS)	FLAT RATE	NO.	TIME	OFF	5
	0.4		DATE	TIME	DATE
EMP. NO. 041		17 JAN 21 12:27PM		17 JAN 21 12:27PM	
DIX # Juan					

53 CAUSE _____

CORRECTION _____

ADDITIONAL WORK		DATE	TIME
AUTHORIZED BY	NEW TOTAL \$	PHONE	IN PERSON
COMMENT:		BY	TO
COL #			

54 CAUSE Don't know 0.8
D:K Service

CORRECTION _____

0.8
C41
Juan

STRAIGHT TIME (HOURS)	FLAT RATE	NO.	TIME	OFF	6
	0.8		DATE	TIME	DATE
EMP. NO. 041		17 JAN 21 12:27PM		17 JAN 21 12:27PM	
DIX # Juan					

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 0060656 FRA #CAL000386348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE \$	HAZ. WASTE FUEL & OIL	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
PERSON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ. WASTE FUEL & OIL	ADDITIONAL COST \$
PERSON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE

TO OUR CUSTOMERS
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICAL TIME SPENT ON THE JOB. THEY ARE CHARGES PREDETERMINED BY THE TYPE OF WORK THAT WAS REQUIRED. THESE CHARGES MAY BE SUBJECT TO CHANGE BASED ON THE TYPE OF WORK THAT WAS REQUIRED. THESE CHARGES MAY BE SUBJECT TO CHANGE BASED ON THE TYPE OF WORK THAT WAS REQUIRED. THESE CHARGES MAY BE SUBJECT TO CHANGE BASED ON THE TYPE OF WORK THAT WAS REQUIRED.

HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, POWER STEERING FLUID & WASHES, ETC.

RO	Tag	Advisor	Customer	VIN	Page
				3GCPCEC4 EG	2
Vehicle: 14 CHEVROLET SILVERADO CREW CAB License: CA NONE					
60	C	ESI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION		
61	C	TEXT	CUSTOMER STATES YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE		
		Sk/Hr/Tech:	01-0.6	20-0.6	36-0.1 05-0.1
Additional Information					
		Dist: 1G1	Fuel: UNL	Estimated Completion: 01/21/17 17:00	
Method of Payment					
CUS CUSTOMERPAY CA - CASH DUE					
RO	Date	Odom	Adv	Tech	Hrs Operation Description
	09/24/16	49106	533	999	APPT YOUR NEXT SERVICE APPOINTMENT IS 03/24/201
				045	30PT PERFORMED MULTIPOINT INSPECTION; RUC REAR
				045	ECS PERFORM THROTTLE BODY CLEANING SERVICE
				045	DEXOSS PERFORM DEXOS OIL, FILTER SERV SPEC RESET C
				045	PSI ADJUSTED TIRE PSI TO: FRT LT: FRT RT:
	09/24/16	49106	533	617	9102276 REPROGRAM AIRBAG MODULE PER DOC ID#4583592
				617	9102394 INSTALL DRIVER SIDE FRONT SEATBELT SIDE BRA
	06/04/16	42763	851	505	DEXOSS PERFORM DEXOS OIL, FILTER SERV SPEC RESET C
				999	APPT YOUR NEXT SERVICE APPOINTMENT IS 11/26/

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$80.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE. METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:**
MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,000.00 WITH THE FOLLOWING:

- 1) APPROVAL FROM TELECHECK
- 2) VALID CALIFORNIA DRIVER LICENSE AND CHECK DRIVER'S SIGNATURE
- 3) NAME AND ADDRESS AND P.O. BOX PRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby certifies that the repair work herein set forth to be done along with the necessary material and labor is for the repair of the vehicle and is not for the purpose of the vehicle or for any other purpose. The undersigned hereby certifies that the repair work herein set forth to be done along with the necessary material and labor is for the repair of the vehicle and is not for the purpose of the vehicle or for any other purpose. The undersigned hereby certifies that the repair work herein set forth to be done along with the necessary material and labor is for the repair of the vehicle and is not for the purpose of the vehicle or for any other purpose.

PLEASE READ REVERSE SIDE
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X

CUSTOMER SIGNATURE

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAS AIR BE HLD. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
REVISED ESTIMATE \$	HAS WASTE HLD. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
TO OUR CUSTOMERS CHARGES FOR NEW LABOR ARE NOT BASED ON ACTUAL MILEAGE OR TIME SPENT ON THE JOB. Most labor charges are predetermined by the type of work that you require. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you. We appreciate your business!		
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS ARE REMOVED FROM YOUR VEHICLE & MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, RADIATOR FLUIDS & BRAKE OIL, ETC.		



SERVING YOU
 MONDAY - FRIDAY 7:00 AM - 6:00 PM
 SATURDAY 7:00 AM - 5:00 PM

B A R #ARD 00260058 EPA #CAL00385348

RO	Tag	Advisor	Customer	VIN	Page
				3GCPCEC4 EG	3

Vehicle: 14 CHEVROLET SILVERADO CREW CAB

License: CA NONE

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				305	30PT		PERFORMED MULTIFPOINT INSPECTION
				046	EVAPS		PERFORMED EVAPORATOR CORE CLEANING SERVICE
				046	CAF		PERFORMED CABIN AIR FILTER REPLACEMENT

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after two times all required repair and/or service work.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
 METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
 MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,250.00 WITH THE FOLLOWING:
 1) APPROVAL FROM TRUCKER
 2) VALID CALIFORNIA DRIVER LICENSE AND CHECK GUARANTEE CARD
 3) NAME AND ADDRESS AND P.O. BOX IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby certifies that the repair work herein set forth is to done along with the necessary material and agree that Keyes Chevrolet is not responsible for damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or its employees caused by inability of parts or delays in parts shipment by the supplier or subcontractor. The undersigned hereby grants Keyes Chevrolet its sole and exclusive permission to display the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express warranty is hereby given and agreed to by the undersigned to secure the amount of repair funds. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of the agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred thereon. If the vehicle described herein is retained for more than 72 hours after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REPAIR ORDER
 ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

CUSTOMER'S SIGNATURE

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.cdph.ca/propp65.html>

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
		X	CUSTOMER INITIALS	X CUSTOMER SIGNATURE

Adv: 414 FRANCISCO PEREZ	Tag	License NONE	SGCPREC: EG	Page 1	Invoice

Invoice to:		Driver/Owner: Francisco Perez	
For Office Use		Vehicle Information	
Odometer in: 57072	Out: 57072	Dist: 161 CUS c	14 CHEVROLET SILVERADO C1500 LT CREW CAR
Begin: 01/21/17	Done: 01/21/17	Invoiced: 01/21/17 16:01 ST	Inservice: 08/30/14
		Production: 07/18/14	Sold: 08/30/14

Concern: 24	CUSTOMER STATES CUSTOMER APPROVES TO PERFORM AUTOMATIC TRANSMISSION FILTER REPLACEMENT SERVICE. REPLACED AUTOMATIC TRANSMISSION FILTER	Operation	Tech	Amount
Correction	Part Number: PO# Note Description	ATTFILTER	907	*
Parts	000 024236933	Qty		Sell
	000 080862156	1		68.08 68.08
	Tech 907 DELGADILLO, JAS	6		4.95 29.70
		Subtotal		68.08
Type: C		PARTS		29.70
		GAS-OIL-GREASE		159.46
		LABOR MECHANICAL		257.24
		TOTAL CHARGE FOR CONCERN		

Concern: 25	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE PERFORM DEXOS OIL AND FILTER, RESET OIL LIFE INDEX, AND MP	Operation	Tech	Amount
Correction	Part Number: PO# Note Description	DEXOS	041	*
Parts	000 019330000	Qty		Sell
	000 080864007	1		6.50 6.50
	Tech 041 SOLIS, JUAN	9		4.25 38.25
		Subtotal		6.50
Type: C		PARTS		38.25
		GAS-OIL-GREASE		15.20
		LABOR MECHANICAL		56.95
		TOTAL CHARGE FOR CONCERN		

Concern: 26	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION PERFORMED MULTIPOINT INSPECTION			
Correction				

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank
I HEREBY ACKNOWLEDGE
THE PARTS AND LABO

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

EPA #: CAL000386348
BAR #: ARD260656Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.			
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.			
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26049.5 et seq.) For further information about Proposition 65: http://www.cdph.ca/prop65			
ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
		X	CUSTOMER INITIALS
		X	CUSTOMER SIGNATURE

Adv: 414 FRANCISCO PEREZ	Tag	License NONE	3GCPNCR04	Page 2	Invoice
Invoice to:		Driver/Owner:			
Invoice#: 01/21/17 16:01:20 BT		14 CHEVROLET SILVERADO C1500 LT CREW CAB			
Type: C	Tech 041 SOLIS, JUAN		Subtotal		
Concern 27	CUSTOMER STATES CUSTOMER APPROVES TO PERFORM REAR AXLE FLUID REPLACEMENT SERVICE. PERFORMED REAR AXLE FLUID SERVICE.		Operation	Tech	Amount
Correction	Part Number: POS Note Description		RDS	041	15.26
Parts	000 000005291 INSP DIFFERENTIAL KIT		Qty	Sell	
	Tech 041 SOLIS, JUAN		1	132.94	132.94
Type: C			Subtotal		
			PARTS		132.94
			LABOR MECHANICAL		76.26
			TOTAL CHARGE FOR CONCERN		209.20
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION		Operation	Tech	Amount
Correction	ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35 REAR LT:35 REAR RT:35		PST	041	0.00
	Tech 041 SOLIS, JUAN		Subtotal		
Type: C			TOTAL CHARGE FOR CONCERN		0.00
Concern 61	CUSTOMER STATES		Operation	Tech	Amount
Correction	Tech 999 TECH, SUBLET		TEXT	999	0.00
Type: C			Subtotal		
			TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice C35410			Payment Distribution for Invoice C35410		
PARTS	207.52	TOTAL CHARGE	479.00		
PARTS DISCOUNT	31.13-	CASH DUE	479.00		
GAS-OIL-GREASE	67.95				
LABOR MECHANICAL	250.92				
LABOR DISCOUNT	37.64-				
SUB-TOTAL	457.62				
SALES TAX	21.38				
TOTAL CHARGE	479.00				
If you have any questions - please see FRANCISCO PEREZ					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS INVOICE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NO RESPONSIBILITY FOR ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE

X

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:
7:00 A.M. - 6:00 P.M.Saturday:
7:00 A.M. - 5:00 P.M.EPA #: CAL000386348
BAR #: ARD260656

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 materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulate food component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X CUSTOMER INITIALS
			X	CUSTOMER SIGNATURE

Adv	Tag	License	3GCTCRED4 EC	Page 3 (Last)	Invoice
Invoice to:			Bill To/Owner:		
Invoiced: 01/21/17 16:01:20 NY			14 CHEVROLET SILVERADO C1500 LT CREW CAB		
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*Thank You*I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE

X

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

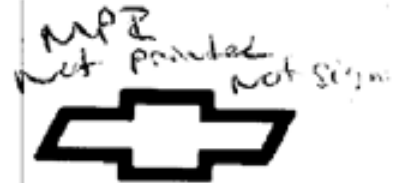
THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE

ORIGINAL ESTIMATE \$	HAZ. WASTE CHARGE & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	PERSON	DATE
2ND REVISED ESTIMATE \$	HAZ. WASTE CHARGE & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	PERSON	DATE

CHARGES FOR HAZARDOUS WASTE ARE NOT BASED ON ACTUAL MECHANICAL TIME SPENT ON THE JOB. YOUR SHOP CHARGES ARE PROPORTIONAL TO THE TYPE OF WORK THAT YOU REQUEST. THESE SHOP CHARGES MAY NOT REFLECT ACTUAL TIME SPENT IN REPAIRING OR SERVICING YOUR VEHICLE. MANY VEHICLES ARE SERVICED BY A TEAM OF TECHNICIANS, WHICH MAY INFLUENCE THE SPEED AND EFFICIENCY WITH WHICH WE MAY BE ABLE TO REPAIR AND RETURN YOUR VEHICLE BACK TO YOU.

WE APPRECIATE YOUR BUSINESS!

*HAZARDOUS WASTE - A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT (R134A, CFC12, CFC113, CFC114, ETC.).



SERVING YOU
MONDAY - FRIDAY 7:00 AM - 8:00 PM
SATURDAY 7:00 AM - 5:00 PM

S.A.R. #ARD 0026056 E.P.A. #CAL00385348

RO	Tag	Advisor	Added	License	VIN
		501 RENE SAZO	04/21/17 14:42		3GCPCREC4 EG

Customer Information

Cell: [REDACTED]

Reservation: 052 04/21/17 14:30

Vehicle Information

14 CHEVROLET SILVERADO CREW CAB C1500 LT
ENGINE, 5.3L V8 ECOTEC3

Odometer: 62400

Dates: Production: 07/18/14 Inservice: 08/30/14 Sold: 09/30/14

Last Svc: Client: 63E001 Date: 01/23/17 Adv: 414 Odom: 57072 Daily Avg: 65 Month Avg: 1

Ln	Type	Operation	Customer Concern	Hr./Q
24*	C	DEXOS	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE	
25	C	ROTATE	CUSTOMER STATES ROTATE TIRES AND INSPECT BRAKES	
26	C		CUSTOMER STATES A/C BLOWS WARM AIR. CHECK AND ADVISE	
27	C	30PT	CUSTOMER STATES PERFORM MULTIPoint INSPECTION	
28	C	FIS	CUSTOMER STATES CUSTOMER APPROVES TO PERFORM FUEL AND AIR INDUCTION SYSTEM CLEANING SERVICE.	

SPG
Total Without Tax \$ 0.00
Total Charges with Tax \$ 0.00

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$60.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO \$1200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK
NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work to be performed on the above vehicle.

SPG
Total Without Tax \$ 0.00
Total Charges with Tax \$ 0.00
LFO

51 CAUSE

oil (leak) 0% (70)

219

CORRECTION

oil Charge/Detail

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$									
COM	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER	TIME	OFF	DATE	TIME	
CDL		70			11:00	4:45	11/21/17	4:45	
			EMP. NO.	219		ON			

52 CAUSE

Re: korned
Inspector Service

CORRECTION

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$									
COM	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER	TIME	OFF	DATE	TIME	
CDL		8							
			EMP. NO.	046		ON			

26
53 CAUSEDid sys check and found
AC sys Discharged. leak
check and found Condenser
leaking at left tank.

CORRECTION

Replaced AC Condenser
Evacuate and Recharge
to factory Specs 60

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$									
COM	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER	TIME	OFF	DATE	TIME	
CDL		60					4-22-17		
			EMP. NO.	514		ON			
COMMENT:									
514									

54

CORRECTION

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$									
COMMENT:									
CDL									

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #AFD 00260856 EPA #CAL000386346

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE #	HAZ WASTE FUEL & OIL	TOTAL ESTIMATE
REVISED ESTIMATE #		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
REVISED ESTIMATE #	HAZ WASTE FUEL & OIL	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

TO OUR CUSTOMERS
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maintains the speed and efficiency with which we may make repairs and return your vehicle back to you.
We appreciate your business!

*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, SEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & DRAINS, ETC.

RO	Tag	Adviser	Customer	VIN	Page
		501 RENE SAZO		3GCPCEC4 EG	2

Vehicle: 14 CHEVROLET SILVERADO CREW CAB

License:

60	C	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	35	WXR
61	C	TEXT	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE		
Sk/Hr/Tech:		01-0.9	20-0.9	05-0.4	36-3.1

Additional Information

Dist: 1G1	Fuel: UNL	Estimated Completion: 04/21/17 17:00
RO Information		
SVC Note: X06LT36NCP:CC created 2017-04-20 01:24:00pm taken by Victoria Ortiz		
Method of Payment:		
CUS	CUSTOMERPAY	CA - CASH DUE

Last Service Performed						
RO	Date	Odom	Adv	Tech	Hrs	Operation Description
	01/21/17	57072	414	807		ATFILTER REPLACED AUTOMATIC TRANSMISSION FILTER
				041		DEXOS PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				041		30PT PERFORMED MULTIPOINT INSPECTION
				041		RDS PERFORMED REAR AXLE FLUID SERVICE.
				041		PSI ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35
				999		TEXT
	09/24/16	49106	533	999	APPT	YOUR NEXT SERVICE APPOINTMENT IS 03/24/201

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$60.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE. METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:

- MASTERCARD VISA AMERICAN EXPRESS
- CASH OR PERSONALIZED CHECK UP TO \$1,500.00 WITH THE FOLLOWING:
- 1) APPROVAL FROM TELECHECK
- 2) VALID CALIFORNIA DRIVER LICENSE AND CHECK GUARANTEE CARD
- 3) NAME AND ADDRESS AND PO BOX IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle if they are theft or otherwise cause beyond the control of Keyes Chevrolet or for any cause caused by availability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and/or its employees permission to inspect the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on below vehicle to secure the cost of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within (3) days after such notice is given, a storage charge of \$20.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CUSTOMER SIGNATURE

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260666 EPA #CAL000366348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDING TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ WASTE HLD. & CRSP	TOTAL ESTIMATE \$
REVISOR ESTIMATE \$		ADDITIONAL COST \$
TECHNO		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
AND REVISOR ESTIMATE \$	HAZ WASTE HLD. & CRSP	ADDITIONAL COST \$
TECHNO		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
TO OUR CUSTOMERS:		
CHARGES FOR PER HOUR LABOR ARE NOT BASED ON ACTUAL MEASURING OF TIME SPENT ON THE JOB. Your other charges are predetermined by the type of work that you request. This estimate is not for a final bill. It is provided to you for your information. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs to your vehicle back to you.		
We appreciate your business!		
HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & A/C CONDENSATE COOLANT, POWER, COOLING FLUIDS & BRAKES, ETC.		

RO	Tag	Advisor	Customer	VIN	Page
		501 RENE SAZO		3GCPCREC4 EG	3

Vehicle: 14 CHEVROLET SILVERADO CREW CAB

License:

Last Service Performed					
RO	Date	Odom	Adv	Tech	Description
				045	30FT PERFORMED MULTIPOINT INSPECTION, REC REAR
				045	EC5 PERFORM THROTTLE BODY CLEANING SERVICE
				045	DEXOSS PERFORM DEXOS OIL, FILTER SERV SPEC RESET C
				045	PSI ADJUSTED TIRE PSI TO: FRT LT: FRT RT:
	09/24/16	49106	533	617	9102276 REPROGRAM AIRBAG MODULE PER DOC ID#4563592

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHOD OF PAYMENT - WE ACCEPT THE FOLLOWING:

MASTERCARD VISA AMERICAN EXPRESS

CASH OR PERSONALIZED CHECK UP TO \$1,000.00 WITH THE FOLLOWING:

- 1) APPROVAL FROM TELECHECK
- 2) VALID CALIFORNIA DRIVER'S LICENSE AND CHECK GUARANTEE CARD
- 3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet authority to authorize permission to operate the vehicle herein described on highways or elsewhere for the purpose of testing and/or inspection. An express, exclusive lien is hereby acknowledged on below vehicle to secure the amount of repair bills. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therefor. If the vehicle described herein is recalled for safety then the owner after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X

CUSTOMER'S SIGNATURE

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:

7:00 A.M. - 6:00 P.M.

Saturday:

7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348

BAR #: ARD260656

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Printed in accordance with Proposition 65 - n Cal Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oahhs.org/pro65.htm>.

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

ADV: 501 RENT SAZO	Tag	License	30CEPCRECH ES	Page 1	Invoice
Invoice to:			Driver/Owner Information		
For Office Use			Vehicle Information		
Odometer in: 62400	Out:	Dist: 101 CUS C	Prelim	14 CHEVROLET SILVERADO C1500 LT CREW CAB	
Begin: 04/21/17	Done: 04/22/17	Invoice: 04/22/17 17:05 RS	Inservice: 08/30/14	Production: 07/16/14	Sold: 08/30/14
Customer Concern					
Concern 24 Correction Parts	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE PERFORM DEXOS OIL AND FILTER, RESET OIL LIFE INDEX, AND MPI Part Number PO# Note Description 000 019330000 000 000064007 GGG OIL Tech 219 CHAVEZ, MIGUEL			Operation DEXOS Qty 1 8	Tech 219 v Sell 6.50 4.25
Type: C				Amount 15.20 6.50 34.00	
			Subtotal		
			PARTS 6.50		
			GAS-OIL-GREASE 34.00		
			LABOR MECHANICAL 15.20		
			TOTAL CHARGE FOR CONCERN 55.70		
Concern 25 Correction	CUSTOMER STATES ROTATE TIRES AND INSPECT BRAKES TIRE ROTATION AND BRAKE INSPECTION COMPLETED Tech 219 CHAVEZ, MIGUEL			Operation ROTATE Qty 1	Tech 219 v Sell 19.95
Type: C				Amount 19.95	
			Subtotal		
			LABOR MECHANICAL 19.95		
			TOTAL CHARGE FOR CONCERN 19.95		
Concern 26 Cause Correction Parts	CUSTOMER STATES A/C BLOWS WARM AIR. CHECK AND ADVISE DID SYSTEM CHECK AND FOUND A/C SYSTEM DISCHARGED LEAK CHECK AND FOUND CONDENSER LEAKING AT LEFT TANK. REPLACED A/C CONDENSER EVACUATE AND RECHARGE TO FACTORY SPECS. Part Number PO# Note Description 000 064211191 000 01051134A IMSP R134FREON 000 123459230 IMSP OIL			Operation 26 Qty 1	Tech 514 S Sell 350.52
			Amount 943.00		

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER CHARGES OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91416

EPA #: CAL000386348
BAR #: ARD260656Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26016.5 et seq.) For further information about Proposition 65, <http://www.cdph.ca.org/prog65.html>.

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON			I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED BY			I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.	
☐ PERSON ☐ PHONE #			DATE	TIME
			X	CUSTOMER INITIALS
			X	CUSTOMER SIGNATURE

Addr: 501 RENS SAZU		Tag	License	3GCPCRECH EC	Page 2	Invoice
Invoice No:		Deliver/Owner				
Invoiced: 04/22/17 17:05:57 RS		14 CHEVROLET SILVERADO C1500 LT CREW CAB				
Tech 514 CLARA, GERARDO						
Type: C	Concern 27 Cause Description CUSTOMER STATES PERFORM MULTIPPOINT INSPECTION COMPLETED, RECOMMEND 60K SERVICE. PERFORMED MULTIPPOINT INSPECTION Tech 219 CHAVEZ, MIGUEL					
Type: C		Subtotal		PARTS 398.34 LABOR MECHANICAL 943.00 TOTAL CHARGE FOR CONCERN 1341.34		
Type: C		Subtotal		Operation Tech Amount 30PT 219 * 0.00		
Type: C		Subtotal		TOTAL CHARGE FOR CONCERN 0.00		
Type: C		Subtotal		Operation Tech Amount FIS 046 * 120.70 Qty Sell 1 49.25 49.25		
Type: C		Subtotal		PARTS 49.25 LABOR MECHANICAL 120.70 TOTAL CHARGE FOR CONCERN 169.95		
Type: C		Subtotal		Operation Tech Amount PSI 219 * 0.00		
Type: C		Subtotal		TOTAL CHARGE FOR CONCERN 0.00		
Type: C		Subtotal		Operation Tech Amount PSI 219 * 0.00		
Type: C		Subtotal		TOTAL CHARGE FOR CONCERN 0.00		

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER ASSUMES NO AUTHORITY TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:

7:00 A.M. - 6:00 P.M.

Saturday:

7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348

BAR #: ARD260656

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.htm>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X CUSTOMER INITIALS
				X CUSTOMER SIGNATURE

Adv: 901 RENE SAZO	Tag	License	3GCPCHRC4 EG	Page 3 (Last)	Invoice
Invoice to:		Driver/Owner			
Invoice#: 04/22/17 17:05:57 RS		19 CHEVROLET SILVERADO C1500 LT CREW CAB			
Summary of Charges for Invoice		Payment Distribution for Invoice			
PARTS	454.09	TOTAL CHARGE	1526.59		
PARTS DISCOUNT	35.00-	CASH DUE	1526.59		
GAS-OIL-GREASE	34.00				
LABOR MECHANICAL	1098.85				
LABOR DISCOUNT	65.00-				
SUB-TOTAL	1486.94				
SALES TAX	39.65				
TOTAL CHARGE	1526.59				
X06LT36NCP:CC created 2017-04-20 01:24:00pm taken by Victoria Ortiz					
If you have any questions - please see RENE SAZO					
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT					
\$1000 cash / \$1526⁰⁰ ME					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE AFFORDED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

5949 Van Nuys Blvd.

KEYES CHEVROLET**(818) 933-3000**

Van Nuys, CA 91401

Monday - Friday:

7:00 A.M. - 6:00 P.M.

Saturday:

7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348

BAR #: ARD260656

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to 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) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code (P65005 et seq.) For further information about Proposition 65: <http://www.ehha.org/ppp65.html>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COSTS	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X CUSTOMER INITIALS
				X CUSTOMER SIGNATURE

Adv: 501 RENE SAZO		Tag	License	3GCCPCRE04 E	Page 1	Invoice
Invoice to			Driver/Owner Information			
For Office Use			Vehicle Information			
Odometer in: 70489 Out: 70489		WAR N C Prelim		14 CHEVROLET SILVERADO C1500 LT CREW CAB		
Begin: 08/18/17	Date: 08/18/17	Invoiced: 08/18/17 15:52 RS		Inservice: 09/30/14	Production: 07/19/14	Sold: 06/30
Customer Waiting						
Concern 40	17276 LOSS OF STEERING ASSIST			Operation Tech Units As		
Cause	RECALL			9102922 534 0.3 44		
Correction	POWER STEERING CONTROL MODULE REPROGRAMMING WITH SPS WOC 31E51 SETUP P856F Tech 534 AGUILAR, OSCAR Line Auth: SAZORENE 08/18/17 15:52			Subtotal		
Type: W				LABOR MECHANICAL 4		
				TOTAL CHARGE FOR CONCERN 4		
Summary of Charges for Invoice W51305				Payment Distribution for Invoice W51305		
LABOR MECHANICAL 44.59		TOTAL CHARGE 44.59		44.		
TOTAL CHARGE 44.59		FAC WARRANTY		44.5		
				Customer Waiting		
X06343JM94:SHUTTLE CC created 2017-08-18 11:58:00am taken by Krislen						
Attention: The following Invoices also exist						
CUS - CUSTOMERPAY						
If you have any questions - please see RENE SAZO						

DISCLAIMER OF WARRANTIES

AS IS THE ONLY WARRANTY APPLIED TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES FOR AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE
THE PARTS AND LABOR LISTED

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:

7:00 A.M. - 6:00 P.M.

Saturday:

7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348

BAR #: ARD280658

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §80200.5 or seq.) For further information about Proposition 65: <http://www.cdph.ca.org/prop65.html>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COSTS	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 59: RENE SAJO	Reg	Licenses	JCCPCREG4 EG	Page 2 (Last)	Invoice
Invoice to		Driver/Owner:			
Invoiced: 08/18/17 15:52:57 RS		14 CHEVROLET SILVERADO C1500 LT CREW CAB			
Skill 01 Tech# 534 Start Time: 08/18/17 13:50 Stop Time: 08/18/17 14:50					
Line Tech Action Date/Time Action Date/Time Elapsed Units Type					
40 534 Begin 08/18/17 14:08 End 08/18/17 14:30 :22 4					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE. X

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00280658 EPA #CAL000386348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE \$	178	HAZ. WASTE H&S & DISP	TOTAL ESTIMATE
REVISED ESTIMATE \$			ADDITIONAL COST \$
REASON			CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #		DATE
2ND REVISED ESTIMATE \$		HAZ. WASTE H&S & DISP	ADDITIONAL COST \$
REASON			CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #		DATE
TO OUR CUSTOMERS CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME SPENT ON THE JOB. OUR LABOR CHARGES ARE PREDETERMINED BY THE TYPE OF WORK THAT YOU REQUEST. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced on a "time or materials" basis. When you return the vehicle, we will explain to you the reason for the charges and return your vehicle back to you. We appreciate your business! HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, STEERING FLUID, ANTIFREEZE & AIR CONDITIONING COOLANT, PAPER, CLEANING FLUIDS & SPRAYS, ETC.			

RO	Tag	Advisor	Added	License	VIN
		501 RENE SAZO	08/18/17 13:23		3GCPCEC4 EG
Customer Information					
Customer Waiting					
Cell: [REDACTED]					
Reservation: 201 08/18/17 13:00					
Vehicle Information					
14 CHEVROLET SILVERADO CREW CAB C1500 LT					
ENGINE, 5.3L V8 ECOTEC3					
Odometer: 70489					
Dates: Production: 07/18/14 Inservice: 08/30/14 Sold: 08/30/14					
Last svc: Client: 63E001 Date: 04/24/17 Adv: 501 Odom: 62400 Daily Avg: 64 Month Avg: 1920					
In	Type	Operation	Customer Concern	Hr./Qty	
01*	C	NEXT	CUSTOMER STATES WE HAVE SCHEDULED YOUR NEXT MAINTENANCE SERVICE SK 01		
24	C	DEXOS	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE SK 01		
				Estimated Total Without Tax \$	15.20
				Estimated Total Charges with Tax \$	15.20
25	C	ECS	CUSTOMER STATES CUSTOMER APPROVES TO PERFORM THROTTLE BODY CLEANING SERVICE SK 01		
				Estimated Total Without Tax \$	124.95
				Estimated Total Charges with Tax \$	126.53
				Bin: 12	1
26	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION		
				SPG	
				Total Without Tax \$	0.00

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$60.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVER'S LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK
NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary materials and agrees that Keyes Chevrolet is not responsible for loss or damage to parts or systems left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet. If for any reason caused by availability of parts or delay in parts shipment by the supplier.

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU
 MONDAY - FRIDAY 7:00 AM - 6:00 PM
 SATURDAY 7:00 AM - 5:00 PM

S.A.R. #ARD 00250650 EPA #CA1000358548

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE \$	HAZ WASTE FUEL & OIL \$	TOTAL ESTIMATE	
REVISED ESTIMATE \$		ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE \$	HAZ WASTE FUEL & OIL \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. These labor charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which requires the expenditure of time which may vary from hour to hour and result in your vehicle being in the shop longer than expected. We appreciate your business!			
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS ARE DRAINED FROM YOUR VEHICLE AND BE DISPOSED OF IN ACCORDANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION OIL, CLUTCH OIL, ANTI-FOAM & AIR CONDITIONING OILS, ANTIFREEZE, BRAKE FLUIDS & BRAKE OILS, ETC.			

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		501 RENE SAZO		3GCPCEC4 EG	2
Vehicle: 14 CHEVROLET SILVERADO CREW CAB			License:		
40	W		17276 LOSS OF STEERING ASSIST SK 01	Total Charges with Tax \$	0.00
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Estimated Total Without Tax \$	0.00
				Estimated Total Charges with Tax \$	0.00
61	CM	TEXT	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE	Estimated Total Without Tax \$	0.00
				Estimated Total Charges with Tax \$	0.00
Sk/Hr/Tech: 01-6.4					
Additional Information					
Dist: 1G1		Fuel: UNL		Estimated Completion: 08/16/17 15:30	
RO Information					
SVC Note: KD6343JM94:SHUTTLE CC created 2017-08-10 11:58:00am taken by Krislen					
Method of Payment					
CUS	CUSTOMERPAY	CA - CASH DUE			
WAR	WARRANTY	WA - FAC WARRANTY			

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
 METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
 MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:

- 1) APPROVAL FROM TELE-CHECK
- 2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
- 3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary incident and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause. The undersigned hereby agrees to pay any sums caused by unavailability of parts or delays in parts shipment by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and/or its employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. The undersigned hereby grants Keyes Chevrolet and/or its employees the right to use the amount of repair to make it to Keyes Chevrolet and/or its employees to use the vehicle to make the repairs. The undersigned hereby agrees to pay Keyes Chevrolet and/or its employees the amount of repair to make it to Keyes Chevrolet and/or its employees to use the vehicle to make the repairs. A storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER'S SIGNATURE

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU

MONDAY - FRIDAY 7:00 AM - 8:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260556 EPA #CAL000366348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ WASTE FUEL & OIL	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ WASTE FUEL & OIL	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
TO OUR CUSTOMERS CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are warranted by a form of performance, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you. We appreciate your business! *HAZARDOUS WASTE: AHAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN ACCORDANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: USED OIL, TRANSMISSION FLUID, SEAR OIL, ANTIFREEZE & AIR CONDITONING COOLANT, BATTER, GREASING FLUIDS & BRASS, ETC.		

RO	Tag	Advisor	***Customer Waiting***			VIN	Page
		501 RENE SAZO				3GCPCEC4 E8	3
Vehicle: 14 CHEVROLET SILVERADO CREW CAB			License:				
Last Service Performed							
RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	04/21/17	62400	501	219		DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				219		ROTATE	TIRE ROTATION AND BRAKE INSPECTION COMPLET
				514	26		REPLACED A/C CONDENSER EVACUATE AND RECHAR
				219	30PT		PERFORMED MULTIPPOINT INSPECTION
				046		FIS	PERFORMED FUEL SYSTEM SERVICE
				219		PSI	ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35
	01/21/17	57072	414	807		ATFILTER	REPLACED AUTOMATIC TRANSMISSION FILTER
				041		DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				041	30PT		PERFORMED MULTIPPOINT INSPECTION
				041		RDS	PERFORMED REAR AXLE FLUID SERVICE.
				041		PSI	ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35
				999		TEXT	
Estimate Information							
CUS	CUSTOMBRPAY	Estimate		178.00			

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT: WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESSCOMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CAL FORMIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and/or its employees permission to perform the vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express or implied lien is hereby acknowledged on above vehicle to secure the amount of repair bills. If Keyes Chevrolet or its employees are held liable for the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If Keyes Chevrolet is held liable for the undersigned to pay the undersigned a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X

CUSTOMER'S SIGNATURE

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:
7:00 A.M. - 6:00 P.M.Saturday:
7:00 A.M. - 5:00 P.M.EPA #: CAL000386348
BAR #: ARD260556

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

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Printed in accordance with Proposition 65 in Cal. Health & Safety Code §99242.5 at seq.) For further information about Proposition 65: <http://www.cdph.ca.org/tox1603.html>

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
		K _____ CUSTOMER INITIALS		X _____ CUSTOMER SIGNATURE

Adv: 501 RENEE SAZO		Tag	License	3GCPRECH4E0	Page 1	Invoice
Invoice to				Driver/Owner Information		
For Office Use				Vehicle Information		
Odometer In: 70489 Out:		Dist: 1G1 CUS W C Prelim		14 CHEVROLET SILVERADO C1500 LT CREW CAB		
Begin: 08/18/17	Done: 08/18/17	Invoiced: 08/18/17 15:52 RS	Inservice: 08/30/14	Production: 07/18/14	Sold: 08/30/14	
Customer Waiting						
Concern 01	CUSTOMER STATES WE HAVE SCHEDULED YOUR NEXT MAINTENANCE SERVICE			Operation	Tech	Amount
Cause				NEXT	534	0.00
Correction	NEXT SCHEDULED MAINTENANCE SERVICE SCHEDULED					
Type: C	Tech 534 AGUILAR, OSCAR			Subtotal		
				TOTAL CHARGE FOR CONCERN	0.00	
Concern 24	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE			Operation	Tech	Amount
Cause	DONE			DEXOS	534	15.20
Correction	PERFORM DEXOS OIL AND FILTER, RESET OIL LIFE INDEX, AND MPI					
Parts	Part Number	Qty	Description	Qty	Sell	
	000 019330000		FILTER	1	6.75	6.75
	000 089865639	9	OIL DEXOS 1 BULK	9	4.25	38.25
	Tech 534 AGUILAR, OSCAR			Subtotal		
Type: C				PARTS	6.75	
				GAS-OIL-GREASE	38.25	
				LABOR MECHANICAL	15.20	
				TOTAL CHARGE FOR CONCERN	60.20	
Concern 25	CUSTOMER STATES CUSTOMER APPROVES TO PERFORM THROTTLE BODY CLEANING SERVICE			Operation	Tech	Amount
Cause	DONE			ECS	534	107.00
Correction	PERFORM THROTTLE BODY CLEANING SERVICE					
Parts	Part Number	Qty	Description	Qty	Sell	
	000 000002241	1	THROTTLE BODY	1	17.00	17.00
	Tech 534 AGUILAR, OSCAR					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS SALES ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NO OTHER ASSURANCE NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*Thank You*I HEREBY ACKNOWLEDGE RECEIPT
THE PARTS AND LABOR LIST

5949 Van Nuys Blvd.

KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000388348
BAR #: ARD260656

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to 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) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Ported in accordance with Proposition 65 in Cal Health & Safety Code §26249.5 et seq) For further information about Proposition 65: <http://www.oathsa.org/prop65.htm>

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ P-GNE #	DATE	TIME	X CUSTOMER INITIALS
				X CUSTOMER SIGNATURE

Adv: 501 RENE SAZO	Tag	Licence	300PCRECH E	Page 2 (last)	Invoice
Invoice to	Driver/Owner				
Invoice#:	08/10/17 15:52:57 RS				
Type: C	14 CHEVROLET SILVERADO C1500 LT CREW CAB				
Concern 26	CUSTOMER STATES PERFORM MULTIPPOINT INSPECTION COMPLETED.				Subtotal
Correction	PERFORMED MULTIPPOINT INSPECTION Tech 534 AGUILAR, OSCAR				PARTS 17.06
Type: CN					LABOR MECHANICAL 107.89
					TOTAL CHARGE FOR CONCERN 124.95
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION				Operation Tech Amount
Correction	ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35 REAR LT:35 REAR RT:35 Tech 534 AGUILAR, OSCAR				30PT 534 * 0.00
Type: CH					Subtotal
					TOTAL CHARGE FOR CONCERN 0.00
Summary of Charges for Invoice			Payment Distribution for Invoice		
PARTS 23.81			TOTAL CHARGE 190.89		
GAS-OIL-GREASE 38.25			CASH DUE 190.89		
LABOR MECHANICAL 123.09					
SUB-TOTAL 185.15					
SALES TAX 5.74					
TOTAL CHARGE 190.89					
			Customer Waiting		
X063430M94:SHUTTLE CC created 2017-08-18 11:58:00am taken by Krislen					
Attention: The following Invoices also exist					
WVR - WARRANTY					
Estimate 178.00 Revised Estimate 178.00					
Approval Signature					
If you have any questions - please see RENE SAZO					
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT					

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTY APPLIES TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S). ANEVOR SERVICE CENTER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU

MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARC 00260658 EPA #CAL000386348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	145.00	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
PAID REVISED ESTIMATE \$	HAZ WASTE FUEL & OIL	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
TO OUR CUSTOMERS CHARGES FOR REPAIRS ARE NOT BASED ON ACTUAL MILEAGE TIME SPENT ON THE JOB. Your labor charges are determined by the type of work that you require. Thus, these charges may not reflect actual time required to complete or complete your vehicle. Most vehicles are serviced by a team of technicians, which requires the speed and efficiency with which we may make repairs and return your vehicle back to you. We appreciate your business! *HAZARDOUS WASTE & HAZARDOUS WASTE DISPOSAL CHARGES WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, STEERING FLUID, AIR CONDITIONING COOLANT, POWER STEERING FLUIDS & REPAIRS, ETC.		

RO	Tag	Advisor	Added	License	VIN
		501 RENE SAZO	10/09/17 10:29		3GCPCEC4 E0
Customer Information					
Cell: [REDACTED] Reservation: 070 10/09/17 10:45					
Vehicle Information					
14 CHEVROLET SILVERADO CREW CAB C1500 LT ENGINE, 5.3L V8 ECOTEC3 Dates: Production: 07/18/14 Inservice: 08/30/14 Sold: 08/30/14 Last Svc: Client: 63E001 Date: 08/19/17 Adv: 501 Odom: 70489 Daily Avg: 65 Month Avg: 1000					Odometer: 74431
Ln	Type	Operation	Customer Concern		
24	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION		
			SPG Total Without Tax \$ Total Charges with Tax \$		
51*	C		CUSTOMER STATES BRAKE PEDAL IS EXTREMELY HARD AND WAS UNABLE TO GET VEHICLE TO STOP, CUSTOMER DOWN SHIFTED AND USED E-BRAKES IN ORDER TO STOP. SK 05		
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION		
			Estimated Total Without Tax \$ Estimated Total Charges with Tax \$		
61	CM	TEXT			

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$80.00 per day that remain on our premises more than 72 hours after we finish all required repair or for service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:**
MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,000.00 WITH THE FOLLOWING:

1. APPROVAL FROM TELECHECK
2. VALID CALIFORNIA DRIVER LICENSE AND CHECK GUARANTEE
3. NAME AND ADDRESS 300 P.O. BOX, SHIPPED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the repair order and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or for any claims caused by unavailability of parts or delays in parts shipment by the supplier or

KEYES CHEVROLET5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE \$	HAZ. WASTE FELD & DSD	TOTAL ESTIMATE \$	
REVISED ESTIMATE \$		ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE FELD & DSD	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
TO OUR CUSTOMERS CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL HOURS TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Also, these charges may not reflect a true time expended in repairing or servicing your vehicle. Most vehicles are ACTUALLY 2-3 hours at minimum, which ensures the speed and efficiency with which we may return your vehicle back to you. We appreciate your business!			
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & WAXES ETC.			



SERVING YOU
 MONDAY - FRIDAY 7:00 AM - 6:00 PM
 SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

RO	Tag	Advisor	Customer	VIN	Page
		501 RENE SAZO		3GCPREC4 BG	3

Vehicle: 14 CHEVROLET SILVERADO CREW CAB

License:

Last Service Performed					
RO	Date	Odom	Adv	Tech	Description
				046	FIS PERFORMED FUEL SYSTEM SERVICE
				219	PSI ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35

Estimate Information

CUS	CUSTOMERPAY	Estimate	145.00

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
 METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:

MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:

- 1) APPROVAL FROM TELCHECK
- 2) VALID GA/FORNA DRIVERS LICENSE AND CHECK GUARANTEE CARD
- 3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and its authorized personnel the 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. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
 ALL WORKS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X _____
 CUSTOMER'S SIGNATURE

5949 Van Nuys Blvd.

KEYES CHEVROLET**(818) 933-3000**

Van Nuys, CA 91401

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, lubricates, 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, greases, glues, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal Health & Safety Code §25149.5 et seq.) For further information about Proposition 65: <http://www.cdph.ca.org/tox65.html>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X CUSTOMER INITIALS
				X CUSTOMER SIGNATURE

Adv: 501 RENE SANC	Tag	License	3GCPCEC4 EC	Page 1	Invoice
Invoice to			Driver/Owner Information		
For Office Use			Vehicle Information		
Odometer In: 74431	Out:	Dist: 161 CUS C	Prelim	14 CHEVROLET SILVERADO G1500 LT CREW CAB	
Begin: 10/09/17	Done: 10/12/17	Invoiced: 10/13/17 14:55 RS	Inservice: 09/30/14	Production: 07/19/14	Sold: 08/30/14
Customer Concern					
Concern #02	OEM REAR BRAKE JOB, (INCLUDES REFACING)			Operation	Tech
Cause	OEM REAR BRAKE JOB, (INCLUDES REFACING)			BR-221	045
Correction	REAR BRAKE JOB, (INCLUDES REFACING)				
Parts	Part Number	Qty	Note	Description	Amount
	000 084176464			PAD KIT	136.25
	000 00CLEANER			BRAKE	5.41
	Tech 045 ESCOBAR, MIGUEL				
Type: C				Subtotal	
				PARTS	141.66
				LABOR MECHANICAL	190.00
				TOTAL CHARGE FOR CONCERN	331.66
Concern #24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION			Operation	Tech
Cause	COMPLETED.			30PT	045
Correction	PERFORMED MULTIPOINT INSPECTION				
	Tech 045 ESCOBAR, MIGUEL				
Type: CM				Subtotal	
				TOTAL CHARGE FOR CONCERN	0.00
Concern #51	CUSTOMER STATES BRAKE PEDAL IS EXTREMELY HARD AND WAS UNABLE TO GET VEHICLE TO STOP, CUSTOMER DOWN SHIFTED AND USED E-BRAKES IN ORDER TO STOP.			Operation	Tech
Cause	VACUUM PUMP IS FAILING. VEHICLE HAS NO BRAKE ASSIST			51	045
Correction	DONE				
	51 - 1 REPLACED VACUUM PUMP WITH HOSE.				145.00
	51 - 2 NA			51	045
					422.00

DISCLAIMER OF WARRANTIES

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Thank You

I HEREBY ACKNOWLEDGE
THE PARTS AND LABOR LIST

KEYES CHEVROLET

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260956

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel exposed to listed chemicals contained in fuel, oil, waste and replacement fluids, tires, greases, 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.	balancing weights. When you service, clean or maintain your car, you will be parts, and particulates from component wear. When we service your car, we

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 exposed to hands and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Passed in accordance with Proposition 65 in Cal. Health & Safety Code §26249.5 et seq.) For further information about Proposition 65: <http://www.cdph.ca.org/prod65.html>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
		X	_____	X _____
			CUSTOMER INITIALS	CUSTOMER SIGNATURE

Adv: 501 RENE SAZO	Tag	License	3GCP0R5C4 2G	Page 2	Invoice			
Invoice to:		Driver/Owner:						
Invoiced: 10/13/17 14:55:07 RS			14 CHEVROLET SILVERADO C1500 LT CREW CAB					
Parts	Part Number	PO#	Note	Description	Qty	045	145.00	
	000 023135228			PIPE	1	Sell	95.21 95.21	
	000 012665488			PUMP	1		278.45 278.45	
	Tech 045 ESCOBAR, MIGUEL							
						Subtotal		
Type: C						PARTS	373.66	
						LABOR MECHANICAL	422.00	
						TOTAL CHARGE FOR CONCERN	795.66	
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION					Operation	Tech	Amount
Correction	ADJUSTED TIRE PSI TO: FRT LT:35 FRT RT:35 REAR LT:35 REAR RT:35					PSI	045	* 0.00
	Tech 045 ESCOBAR, MIGUEL							
						Subtotal		
Type: CN						TOTAL CHARGE FOR CONCERN	0.00	
Summary of Charges for Invoice				Payment Distribution for Invoice				
PARTS		515.32		TOTAL CHARGE		1176.28		
LABOR MECHANICAL		612.00						
SUB-TOTAL		1127.32		CASH DUE		1176.28		
SALES TAX		48.96						
TOTAL CHARGE		1176.28						
*** WORK RECOMMENDED BUT NOT PERFORMED ***								
Item 01	Operation	ALFW	Tech: 045	Follow Up: 11/12/17				
	Concern	ALIGN FRONT WHEELS Remarks: Time & Mileage						
	Correction	ALIGN FRONT WHEELS						
Item 03	Operation	NW	Tech: 045	Follow Up: 11/12/17				
	Correction	SEE OTHER LIEN FOR BRAKE WORK.						
SIGNATURE								
XOSPFE7P6:CC created 2017-10-09 09:08:00am taken by Rene Santos								
Estimate 145.00 Revised Estimate 845.00								
Approval Signature								
If you have any questions - please see RENE SAZO								

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PURCHASE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NOTHER ASSURES NO AUTHORITY AND OTHER PERSON TO ASSUME FOR IT AND LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. THE SELLING DEALER'S ONLY OBLIGATION IS LIMITED TO THE RETURN OF THE PURCHASE PRICE FROM THE SELLING DEALER, AND CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE

UC502004

ACCOUNTING

(818) 933-3000



SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

R.A.R. #ARD 00280856 EPA #CAL000396346

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDING TAX & HAZARDOUS WASTE CHARGE				
ORIGINAL ESTIMATE \$	HAZ. WASTE FUEL & OIL	TOTAL ESTIMATE \$		
REVISED ESTIMATE \$		ADDITIONAL COST \$		
REASON		CONTACTED BY		
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
2ND REVISED ESTIMATE \$	HAZ. WASTE FUEL & OIL	ADDITIONAL COST \$		
REASON		CONTACTED BY		
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
TO OUR CUSTOMERS SPRINKLES FOR FIRE PROTECTION ARE NOT INSTALLED ON VEHICLES. WE SWEAT ON THE JOB. Only minor charges for accidents are paid by the type of vehicle you drive. Thus, these charges may not reflect actual fees expected in replacing or servicing your vehicle. Motorists are advised by a team of technicians, which recognizes the speed and efficiency with which we may make repairs and return your vehicle back to you. YOU APPROVE MY BUSINESS! • HAZARDOUS WASTE: A HAZARDOUS WASTE IS A SPECIAL DANGER WHICH IS AVOIDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN ACCORDANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PAINT, CLEANING FLUIDS & WAXES, ETC.				

RO	Tag	Advisor	Customer	VIN	Page
		501 FENE SAZO		3GGPCREC4 EG	2

Vehicle: 14 CHEVROLET SILVERADO CREW CAB

License:

YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Estimated Total Without Tax \$	0.00
Estimated Total Charges with Tax \$	0.00

Sk/Hr/Tech: 05-0.7

Additional Information

Dist: 1G1

File: UNL

Estimated Completion: 10/09/17 17:00

RO Information

SVC Note: X06PF2D7P6:CC created 2017-10-09 09:08:00am taken by Rene Santos

Method of Payment

CUS	CUSTOMERPAY	CA - CASH DUE

RO	Date	Odom	Adv	Tech	Last Service Performed	
					Hrs	Operation Description
	08/18/17	70489	501	534	9102922	POWER STEERING CONTROL MODULE REPROGRAMMIN
	08/18/17	70489	501	534	NEXT	NEXT SCHEDULED MAINTENANCE SERVICE SCHEDULED
				534	DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				534	EC3	PERFORM THROTTLE BODY CLEANING SERVICE
				534	30PT	PERFORMED MULTIPPOINT INSPECTION
				534	PSI	ADJUSTED TIRE PSI TO:FRT LT:35 FRT RT:35
	04/21/17	62400	501	219	DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				219	ROTATE	TIRE ROTATION AND BRAKE INSPECTION COMPLET
				514	26	REPLACED A/C CONDENSER EVACUATE AND RECHARGE
				219	30PT	PERFORMED MULTIPPOINT INSPECTION

LIMITED WARRANTY

LIMITED WARRANTY
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

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PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COWANT OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS AND P.O. BOX IMPRINTED ON CHECK
NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

[illegible]

PLEASE READ REVERSE SIDE.
ALL PRICES INCLUDE TAXES, NEW LIMITS INDICATED WITHIN

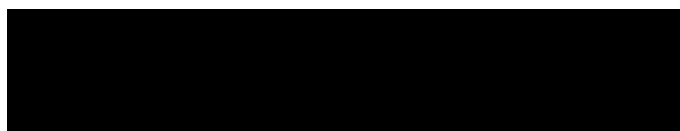
CUSTOMER'S SIGNATURE _____

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [5:26:34 PM]:

Welcome to chat.

Ashley [5:26:45 PM]:

Thank you for contacting General Motors Customer Assistance, [REDACTED] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley. I am sorry to see that you are experiencing a vehicle concern. How can I assist you with this today?

[REDACTED] [5:27:43 PM]:

i have been trying to reach someone at the calif customer engagement center for 2 days. I have not received a call back. I have left multiple messages, I have called 2 different toll free numbers, I have asked that it be escalated to a supervisor and no response. I have a case # can you help me?

[REDACTED] [5:28:28 PM]:

I've spoken to customer relations in Texas and someone in the philippines today already....

Ashley [5:29:54 PM]:

I do apologize that you have not been contacted, [REDACTED]. If you can provide me with your case number, I am happy to internally notify your Advisor and request that you be contacted as soon as possible. However, if this has been escalated to the California Engagement Center, this will need to be handled directly by them, as we do not have the resources available to address this. Can you please provide me with your reference number and confirm your e-mail and mailing address for verification purposes?

[REDACTED] [5:30:59 PM]:

that has already been done 3 times today. Their offices close in 30 minutes so it looks like it will be another day where no one addresses the issues

[REDACTED] [5:31:33 PM]:

the 2 people I spoke to in texas and Philippines internally notified my advisor to no avail

[REDACTED] [5:31:48 PM]:

i have left her a message and i keep calling in the off chance she picks up

Ashley [5:32:20 PM]:

I was able to locate your case by using the phone number you provided in the pre-chat form. I do see your Advisor has been notified multiple times with requests to reach out to you as soon as possible.

[REDACTED] [5:33:29 PM]:

well, it hasn't happened

[REDACTED] [5:33:40 PM]:

i have asked for her supervisor and i haven't heard anything

[REDACTED] [5:33:58 PM]:

i am online trying to find a number to ANYONE who can address this

Ashley [5:35:38 PM]:

As your case is currently being worked by a Specialist, she is in the best position to continue to work with your dealer to review the options. I understand this may be frustrating; however, I can assure you, your case is being diligently worked. I see you requested to speak with your advisor's supervisor today. We will need to allow some time for that request to be completed.

denise martinez [5:36:54 PM]:

SHE ISN'T RETURNING CALLS

[REDACTED] [5:37:19 PM]:

she told my husband she would call him yesterday we NEVER heard from her so we left a message

[REDACTED] [5:37:28 PM]:

i called at least 4 times today

[REDACTED] [5:37:30 PM]:

NOTHING

Ashley [5:37:54 PM]:

I do sincerely apologize that I unable to assist you further with this request. Your Advisor, Kristina has been notified and she will reach out to you as soon as possible.

[REDACTED] [5:37:56 PM]:

we haven't heard from her since last week when we filed the issue

[REDACTED] [5:38:26 PM]:

maybe i am not being clear.... She isn't communicating with us at all

Ashley [5:39:26 PM]:

I see she is still diligently working your case and she has been internally notified within our system. I can assure you, she will reach out to you at her earliest convenience.

[REDACTED] [5:39:40 PM]:

how do you know this?

[REDACTED] [5:39:47 PM]:

can i ask where your office is located?

Ashley [5:39:57 PM]:

We are located in Michigan.

[REDACTED] [5:41:23 PM]:

I will add that to my list of offices i have contacted today who were not able to assist me with this issue

Ashley [5:41:37 PM]:

I am sorry, [REDACTED]. I have thoroughly documented your dissatisfaction in regard to this; however, this will need to be addressed by your Advisor directly. At this time, I have notified and requested that she reach out to you as soon as possible.

[REDACTED] [5:42:27 PM]:

again, this is the 4th time now that she has been notified TODAY

[REDACTED] [5:42:43 PM]:

their office closes in 15 minutes

Ashley [5:43:11 PM]:

I do apologize, [REDACTED]

[REDACTED] [5:44:40 PM]:

that's not helpful. I'm assuming if i call all day tomorrow and i don't hear form her, you will give me the same response?

Ashley [5:45:54 PM]:

Your Advisor, Kristina is in the best position to assist you further with your concern and work directly with your servicing dealer. I understand this situation may be difficult; however, she has been notified and when she receives them, you will be contacted. I am sorry, I am unable to assist you further with your request for assistance.

[REDACTED] [5:46:59 PM]:

we haven't heard from her in a week... so she isn't the best person to assist us. has this NEVER happened before?

[REDACTED] [5:47:38 PM]:

we can't speak to a manager? no one else in the company can help? absurd1

Ashley [5:48:13 PM]:

I can assure you, your Advisor will reach out to you at her earliest convenience. It has been requested to speak with her Supervisor as soon as possible.

Ashley [5:51:41 PM]:

Are you still there, [REDACTED]

[REDACTED] [5:51:46 PM]:

yes

[REDACTED] [5:52:03 PM]:

I'm emailing general counsel at Gm

Ashley [5:52:19 PM]:

We do sincerely appreciate you taking the time and contacting us again in regard to this, [REDACTED]

Ashley [5:52:30 PM]:

If you have any additional questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 9 p.m. and Saturdays 9 a.m. to 9 p.m. EST. I hope you have a great day!

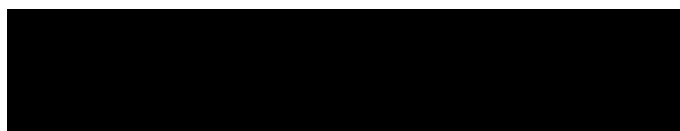
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [3:20:55 PM]:

Welcome to chat.

Jean [3:21:12 PM]:

Thank you for contacting Chevrolet Customer Assistance. I'm Jean, how may I assist you today?

[REDACTED] [3:22:37 PM]:

I own a 2015 Silverado crew cab pickup and for the 2nd time in 6 weeks the brakes ave failed on it. It has 33,431 miles on it.

Jean [3:23:21 PM]:

Hello [REDACTED], I'm sorry to hear you are experiencing such frustrations.

Jean [3:23:33 PM]:

Let me try my best to help you out on this.

Jean [3:23:41 PM]:

Do you have the last 8 characters of your VIN?

[REDACTED] [3:24:32 PM]:

I took it to Bachman Chevrolet and they could not find anything wrong with it the first time.

[REDACTED] [3:25:25 PM]:

Yes, 3GCUKREC5FG [REDACTED]

Jean [3:25:38 PM]:

It's perfectly understandable that you're upset about what is happening.

Jean [3:26:19 PM]:

I'll do everything I can to help you get this situation resolved.

[REDACTED] [3:26:41 PM]:

Thanks

Jean [3:26:47 PM]:

By the way, the information you entered into the pre-chat form for your name, email address, and phone number, is it accurate?

[REDACTED] [3:27:10 PM]:

Yes

Jean [3:28:00 PM]:

Thanks! And your dealership is Bachman Chevrolet, are they the one located at Louisville, KY?

[REDACTED] [3:28:52 PM]:

Sorry. Yes that's the one. Terry Thomas is my service rep.

Jean [3:29:15 PM]:

Okay. Can you please confirm your street address for me?

[REDACTED] [3:29:42 PM]:

[REDACTED]

Jean [3:30:39 PM]:

When was the last time you've been to the dealership, [REDACTED]

[REDACTED] [3:32:51 PM]:

I forgot the zip is [REDACTED]. September 11, 2017 They had the truck for a couple of days and said they could not find anything wrong.

Jean [3:33:29 PM]:

I see. I am setting up a case for you about this issue.

Jean [3:33:38 PM]:

If you don't mind me asking, how many GM vehicles do you currently own?

[REDACTED] [3:33:47 PM]:

Thanks

[REDACTED] [3:34:37 PM]:

Just one . I have bought my last 4 trucks with them.

Jean [3:34:57 PM]:

Okay, thank you. But the total number of GM vehicles that you've owned in your driving years?

Jean [3:37:31 PM]:

Are you still with me? I hope I didn't lose you. If after a minute I don't hear from you, the chat will be automatically disconnected to protect your privacy.

[REDACTED] [3:39:09 PM]:

49 chevy , 53 chevy, 55 chevy, 62 chevy, 71 chevy, 75 chevy, 78 chevy, 85 chevy, 95 chevy s-10, 2004 silverado, 2012 silverado, and 2015 silverado

Jean [3:39:10 PM]:

Based on the information that you have shared with me, I need to escalate your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

Jean [3:39:47 PM]:

Thank you for the information, [REDACTED].

[REDACTED] [3:40:02 PM]:

Thanks

Jean [3:40:09 PM]:

Can our senior advisor call you anytime? Or do you have a preferred date or time?

[REDACTED] [3:41:33 PM]:

Anytime. My wife and I will be out of town for a few days and we will be taking her car.

Jean [3:41:43 PM]:

Okay. Got it!

Jean [3:42:02 PM]:

Wait, there's one more important thing I would like to give you. Here is a reference number about your chat today, [REDACTED].

Jean [3:42:15 PM]:

If any other questions arise, please feel free to contact us at any time. Is there anything else I can help you?

[REDACTED] [3:43:17 PM]:

Thanks. [REDACTED]

Jean [3:43:22 PM]:

Yes.

Jean [3:43:35 PM]:

If there's nothing else [REDACTED], thank you for contacting Chevrolet Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future.

[REDACTED] [3:44:04 PM]:

You got it.

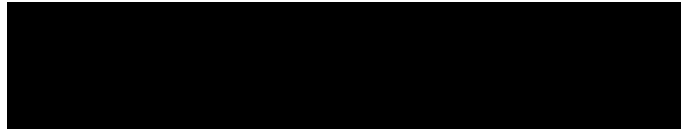
Call Disconnected.

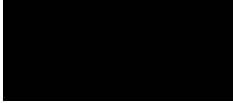
PE18-012

GM

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Q3



Customer**Vehicle**

Chevrolet Silverado 1500 2015
 3GCPCREC8FC[REDACTED]
 Mileage Now: 95206 mi
 Warranty Start: 05/03/2015

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is operable for this concern and is able to be driven

Key Points

The cust's veh is at dlrship being diagnosed for a braking concern; the cust is requesting any cost assistance.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle was purchased used at miles
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles:

Reference

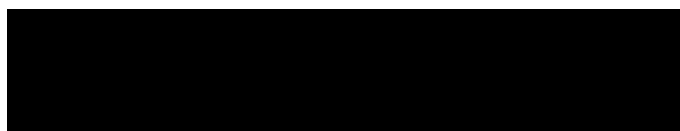
CAC SR# [REDACTED]
 Tier 2 CAC advisor: Susan Clark --> 1-866-790-5700 Ext # 5911265

PE18-012

GM

3-27-2019

Q3



Susan Clark (C)

From: Susan Clark (C)
Sent: Thursday, October 19, 2017 4:23 PM
To: 'twatts@tracychevrolet.com'
Cc: 'ryan.ford@tracychevrolet.com'
Subject: CA CEC - Prior Relationship, SR # [REDACTED], FG [REDACTED]
Attachments: Carrillo - Data Share.pdf

Good Afternoon,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below and in the attached summary. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911265, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary. Complete details are in the attached data share file:

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Silverado 1500 2WD Crew Cab
- **VIN:** 3GCPCREC8FG [REDACTED]
- **Brief Description of Concern:** The cust's veh is at dlrship being diagnosed for a braking concern; the cust is requesting any cost assistance.
- **Customer Preferred Contact Method:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

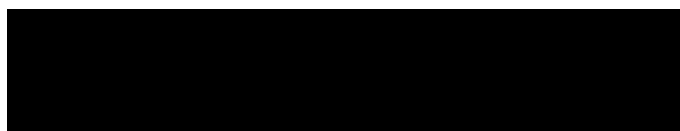
Susan
Business Resource Center
California Customer Engagement Center
PHONE: 1-866-790-5600, Ext. 5911265
FAX: 866-857-3112

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [5:39:08 PM]:

Welcome to chat.

Bien [5:39:16 PM]:

Welcome to Chevrolet Customer Assistance. My name is Bien. How may I assist you today?

[REDACTED] [5:39:23 PM]:

Is there a recall for the braking system on 2015 Silverado LT?

Bien [5:39:52 PM]:

I understand that you would like to check if there's a recall for the braking system. Are you having some issues with it?

[REDACTED] [5:40:26 PM]:

My brakes feel as is the booster (power assisted braking) is not working, this happens at low speeds. Happened 4 times in the last 3 days.

[REDACTED] [5:40:52 PM]:

You have to press real hard on the brake pedal to get the truck to stop

Bien [5:41:38 PM]:

I'm sorry to hear that you are having issues with the braking system. Recalls are VIN specific. May I have at least the last 8 of the VIN please?

[REDACTED] [5:41:52 PM]:

FG [REDACTED]

Bien [5:42:37 PM]:

Thank you. While pulling up the vehicle information, may you please provide me your phone number, email, current mileage and mailing address?

[REDACTED] [5:43:16 PM]:

[REDACTED]

Bien [5:43:43 PM]:

Thank you.

Bien [5:43:46 PM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

[REDACTED] [5:45:15 PM]:

I haven't seen one but I see a service bulletin, and read online several others have had this issue.

Bien [5:45:16 PM]:

Upon checking, it shows here that there's no recall on your vehicle.

Bien [5:45:32 PM]:

Have you reach out to the dealer about this?

[REDACTED] [5:48:14 PM]:

I've left message, no one answers the phone in the service department. I still have limited power train warranty to 60,000 miles correct?

Bien [5:49:14 PM]:

Yes. You still have a Powertrain Warranty. To best assist you I would like to get you connected your GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

Bien [5:49:23 PM]:

At this time I can assist you in locating the dealer information and the best way to schedule an appointment.

[REDACTED] [5:50:19 PM]:

What dealer will you be connecting me with? I prefer the Tracy Chevrolet, easiest for me to get to.

Bien [5:52:45 PM]:

I suggest to take the vehicle at the closest dealer.

[REDACTED] [5:53:48 PM]:

I'll contact my dealer of choice, better service and neighborhood.

Bien [5:54:43 PM]:

I can send you the link to schedule your appointment online or would you prefer a phone number?

[REDACTED] [5:55:23 PM]:

I have a message with their service department manager already, waiting on their call back.

Bien [5:55:48 PM]:

What is the name of the dealer?

[REDACTED] [5:55:54 PM]:

If it is the brake booster, does this fall under the limited power train warranty

[REDACTED] [5:55:59 PM]:

Tracy Chevrolet

Bien [5:56:10 PM]:

I see.

Bien [5:56:29 PM]:

I will give you the Service Request Number for this issue. [REDACTED]

[REDACTED] [5:58:39 PM]:

Do I refer to that number when they call me?

Bien [5:59:21 PM]:

You may contact us with the Service Request Number if you need further assistance from us.

Bien [6:01:50 PM]:

I will also endorse this case to our Specialist who will call you within 24 hours.

[REDACTED] [6:02:40 PM]:

Great, thank you.

Bien [6:04:23 PM]:

You're welcome. Is there anything else?

[REDACTED] [6:04:41 PM]:

That is all.

Bien [6:04:58 PM]:

Thank you for using Chevrolet Webchat. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat from 8:00 a.m. to 9:00 p.m. Eastern Time Monday - Friday and Saturday 9:00 a.m. to 10:00 p.m. You can also call us at 866-790-5600. Thank you for visiting us.

Caller [REDACTED] left the call.

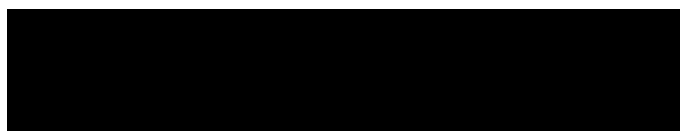
Call Disconnected.

PE18-012

GM

3-27-2019

Q3





www.rickhendrickchevynaples.com

5665 North Airport Pulling Road
Naples, Florida 34108
(239) 591-0991

Mailing Address:
P.O. Box 110627
Naples, FL 34108

MV-93878

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
	MICHAEL HAMILTON	776	09/26/17	
	LABOR RATE	LICENSE NO	COLOR	STOCK NO
			47,897 /	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILE	
	14/CHEVROLET TRUCK/SILVERADO 1500/CR			
	VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE	
	3 G C U K S E C 3 E G			
	F.E.E. NO	P.D. NO	R.D. DATE	
			09/25/17	
	BUSINESS PHONE	COMMENTS		

MO: 47897

LABOR & PARTS

J# 1 40CDZ ENGINE MECHANICAL TECH(S):920 145.00
OWNER STATES FLUID LEAK, LIFT FRONT ENGINE AREA, HAD
RECENT BRAKE BOOSTER VACUUM PUMP REPLACED BY TAMPA DEALER
NO GASKET FOUND WHEN PUMP WAS REMOVED
NOTE: OWNER REMOVED SPLASH SHIELD TO INSPECT AND FOUND
2 VACUUM PUMP GASKETS... ONE OLD AND ONE NEW LAYING ON
SPLASH SHIELD.
REINSTALLED VACUUM PUMP GASKET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12639010	GASKET 3.280 Y	5.20
JOB # 1 TOTAL PARTS				5.20
JOB # 1 TOTAL LABOR & PARTS				150.20

J# 2 03CDZ QUICK SERVICE MULTI TECH(S):920 0.00
MINOR MULTIPOINT INSPECTION
Inspection completed service advisor to review inspection
results with customer and advise of any additional service
recommendations

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	11	Service Charge	
TOTAL - MISC			13.05

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$175.00 (+TAX)

Service Charge. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee. ***FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (**either personally, via text messages or with prerecorded telemarketing messages**) at the telephone numbers (which may include **wireless phone numbers**), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

All parts are new unless otherwise indicated.

Customer agrees that this Agreement includes all of the terms and conditions on the **front and back side hereof**, that this Agreement cancels and supercedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

Customer Signature

5665 North Airport Pulling Road
Naples, Florida 34108
(239) 591-0991

Mailing Address:
P.O. Box 110627
Naples, FL 34108

MV-93878

CUSTOMER NO.	MICHAEL HAMILTON		776	INVOICE DATE	09/26/17
LABOR RATE	LICENSE NO.	47,897	COLOR	STOCK NO.	
14/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES	
3 G C U K S E C 3 E G			SELLING DEALER NO.	PRODUCTION DATE	
P.O. NO.			R.O. DATE	09/25/17	
BUSINESS PHONE			COMMENTS		

MO: 47897

TOTALS

CASH [] CHECK# [] CHARGE []
CREDIT CARD [] AMEX []

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
*LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR... 145.00
TOTAL PARTS... 5.20
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 13.05
TOTAL MISC DISC... 0.00
TOTAL TAX..... 9.80
TOTAL INVOICE \$ 173.05

Service Charge. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee. ***FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

THANK YOU FOR YOUR BUSINESS!

YOU MAY RECEIVE A SURVEY FROM GM ABOUT YOUR VISIT. ANYTHING LESS THAN "COMPLETELY SATISFIED" IS A FAILING GRADE FOR US!

CUSTOMER SIGNATURE

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to

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Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

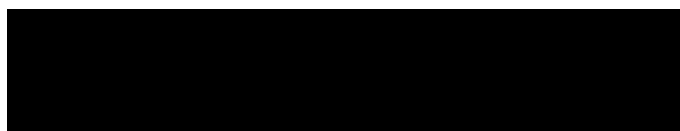
Customer Signature

PE18-012

GM

3-27-2019

Q3



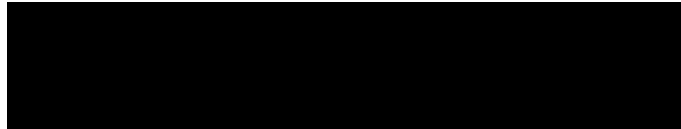


PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 10/24/2017

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKSEC3E0 [REDACTED] Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 04/07/2017
Job Card Date: 09/07/2017
Days out of Warranty: 153

Mileage

Component's Warranty End Mileage (Miles): 36,016
Current Mileage: 47,414
Miles out of Warranty: 11,398

Repair

Total Repair Cost At Warranty Rates: \$634.73
Repair Group: Brakes

Job Card / Repair Order : [REDACTED]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$349.10 - \$476.05 | Cust/Dlr Participation Amount: \$158.68 - \$285.63
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

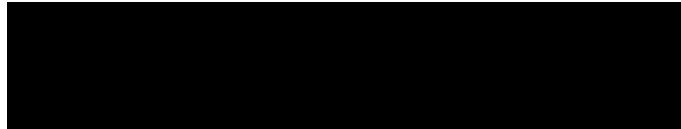
Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



Would like some assistance for a customer in [REDACTED] They have a warranty need and are just outside the mileage. Perfect case for customer satisfaction. Please contact the dealer and keep me updated.

Customer [REDACTED]

Repair order: [REDACTED]

Vin: 1GKS1HKC0FR [REDACTED]

Dealership Repair Location: Carl Black Roswell 11225 Alpharetta Hwy Roswell, GA 770-475-9500

Repair Representative: Olivia Catlin ocatlin@carlblack.com

Thanks very much for helping out with this customer. They are a real influencer in a very competitive market. If we help, word of mouth alone is worth the effort besides a satisfied customer.

Jennifer Costabile

General Motors Fleet

General Director Marketing, Rental

Sales and Used Vehicle Activities

jennifer.costabile@gm.com

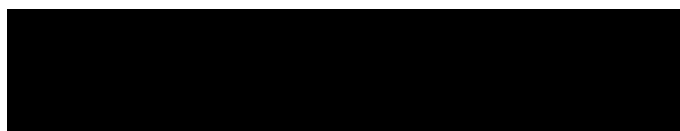
cell: [REDACTED] web: gmfleet.com

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 11/17/2017

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GKS2GKC9FR [REDACTED]

Make: GMC

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 09/08/2017
Job Card Date: 11/13/2017
Days out of Warranty: 66

Mileage

Component's Warranty End Mileage (Miles): 36,004
Current Mileage: 52,588
Miles out of Warranty: 16,584

Repair

Total Repair Cost At Warranty Rates: \$181.05
Repair Group: Brakes

Job Card / Repair Order : NA

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$0.00

Cust/Dlr Participation Amount: \$181.05 #

Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

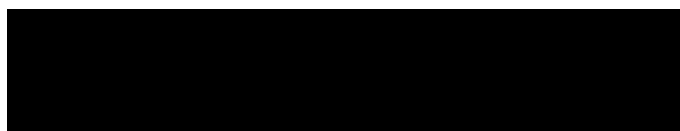
Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3





Thursday, February 15, 2018

Straight Settlement Letter

Subject: Repurchase of 2015 Chevrolet Silverado
VIN: 3GCPCREC1FG
Ref SR:

Dear

We regret that you are dissatisfied with your 2015 Chevrolet Silverado, VIN 3GCPCREC1FG and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$33,592.47. This offer was calculated by using the following figures:

Total Repurchase Amount (includes \$3126.24 sales tax)	\$33,592.47
Down payment	\$3,000.00
Payments: 16 @ 655.54 + 14 @ 662.95	\$19,769.94
Total Payments	\$22,769.94
Usage on 31838 miles	\$10,095.30
Aftermarket theft deterrent	\$948.00
Aftermarket service contract	\$1,900.00
Aftermarket GAP insurance	\$895.00
Total Deductions	\$13,838.30
Total Amount to Customer	\$8,931.64
Payoff of Repurchase Vehicle - Good until 3/17/18	\$24,660.83

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I

transaction. I c

Customer's a

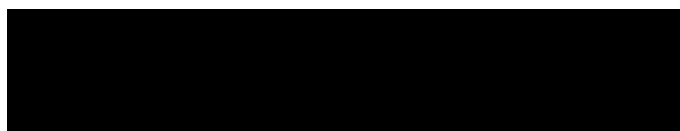
Customer's a

PE18-012

GM

3-27-2019

Q3





February 15, 2018

Dealer Confirmation Letter - Straight

RON BAKER CHEVROLET
2301 NATIONAL CITY BLVD
NATIONAL CITY, CA 91950

Subject: 2015 Chevrolet Silverado

Customer [REDACTED]

VIN: 3GCPGCEC1FC [REDACTED]

Ref SR: [REDACTED]

Dear Don Parker:

General Motors will issue a check in the amount of **\$8,931.64** made payable to [REDACTED]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of **\$24,660.83** to **Wells Fargo Dealer Services**. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Tuesday February 20, 2018. If you have any questions you may reach me at 866-802-6625 x1202.

[REDACTED]

SVC Manager
Signature and Title.

RON BAKER CHEVROLET 114613 Management Agent's Printed Name and Title.

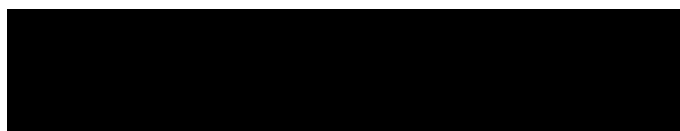
[REDACTED]

PE18-012

GM

3-27-2019

Q3





Recquired Vehicle Disclosure Center

Case Number: [REDACTED]

Originator Name: Tiffany Rhymes 866-790-5600X5915040 tiffany.rhymes@gm.com

Created Date: 01/29/2018

Vehicle Info

***VIN:** 3GCPCEG1FC [REDACTED]
Year: 2015

MSRP: 0.0
Make: Chevrolet

***TAC #:** [REDACTED]
Model: Silverado

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:** 01/24/2018
Original Purchase Date: 01/01/1900

***Repurchase Mileage:** 39000
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type Joint Owners

*** Names(s) on Title:** [REDACTED]
*** Primary Owner:** [REDACTED]
*** Address:** [REDACTED]
*** City:** [REDACTED]
*** Day Phone:** [REDACTED]
*** E-mail:** [REDACTED]

*** Title State:** CA
*** Secondary Owner:** [REDACTED]

*** State:** [REDACTED] *** ZIP Code:** [REDACTED]
*** Home Phone:** [REDACTED] *** Cell Phone:** [REDACTED]
*** Fax Phone:** [REDACTED] *** Exec Init Repurchase:** N

*** Reason Repurchase** Check engine lamp on

UCC Codes (N0201) Electrical Start/Charge - Battery / Cables - Battery - Dead
(J5804) Electrical Lamps - Service Engine Soon - Warning Lamp On

Vehicle Lien Holder

Type of Secured Interest: No Lien
Contact or Attention:
Address:
City:
Day Phone:

*** Company:** **Account #:**

State: CA **ZIP Code:**
Fax: **E-mail:**

Original Selling Dealer

*** Dealer #:** 11 [REDACTED]
Region: 10
*** Phone:** (619) 477-2163
*** Contact Name:** Don Parker

Dealer Name: RON BAKER CHEVROLET
District: 1114
Fax: (619) 477-5618

*** Contact Title:** Service Manager **E-Mail:** don@ronbaker.com

Repurchasing Dealer: -

Repair

*** Contact Name:** Don Parker

*** Contact Title:** Service Manager

Vehicle Location: -

**Case Number:****Originator Name:** Tiffany Rhymes 866-790-5600X5915040 tiffany.rhymes@gm.com**Created Date:** 01/29/2018**Transaction Details**

Siebel Request #: [REDACTED]
State: CA
Source: CA-CEC Voluntary
Replacement VIN:
Compliance Date:
MSRP: 0.0

*** Disposition:** Auction
*** Type:** Straight Repurchase
-
Compliance Type:
Order #:

Repurchase:

*** Processing Instructions:** CA CEC Mileage offset= 31,855 miles, 30 or more days out of service, as per GMLS approval

Disposition:

*** Processing Instructions:** Auction

Transaction Details

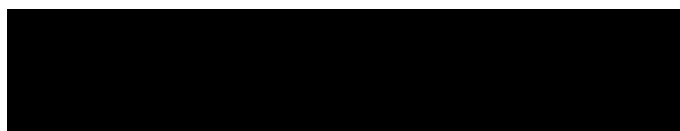
<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>

PE18-012

GM

3-27-2019

Q3



STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON									
File Number		Customer Name		Worksheet Filled Out By:					
				Barbara Sage					
		☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information				Date: February 15, 2018			
		Vehicle VIN: 3GCPREC1FG							
USAGE FORMULAS			STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	Usage		1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$3,000.00	
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	\$0.00	2	Pmts (16@655.54 + 14@662.95)	\$19,769.94	
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	\$0.00	3	Reg./Lic./Title Fees (leases only)	\$0.00	
4	case originator instructions differ from LL.		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00	
5	USAGE USING LEMON LAW		5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6			6	Sales Tax	\$0.00	6	Other-Explain	\$0.00	
7	Usage Using Base Price		7	Finance Charges	\$0.00	7	Other-Explain	\$0.00	
8	Base Price/Total Repurch Price	\$38,050.00	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00	
9	Mileage	31,838	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00	
10	Denominator	120,000	10	Total Purchase Price	\$0.00	10	Total Additions	\$22,769.94	
11	Usage	\$10,095.30	11			11			
12			12	* Usage/Depreciation	\$10,095.30	12	* Usage/Depreciation	\$10,095.30	
13	Usage Using Cents/Mile		13	Damage	\$0.00	13	Damage	\$0.00	
14	Mileage	0	14	Late charges	\$0.00	14	Late charges	\$0.00	
15	Cents per mile	\$0.000	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00	
16	Usage	\$0.00	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00	
17			17	Incentives	\$0.00	17	Incentives	\$0.00	
18	USAGE CHARGED		18	Other-Explain	\$0.00	18	Theft deterrent	\$948.00	
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$1,900.00	
20	Usage - Negotiated	\$0.00	20	Other-Explain	\$0.00	20	Gap Insurance	\$895.00	
21			21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00	
22	Usage Using Base Price		22	Total Deductions	\$10,095.30	22	Total Deductions	\$13,838.30	
23	Base Price/Total Repurch Price	\$0.00	23			23			
24	Mileage	0	24	Repurchase Subtotal	-\$10,095.30	24	Total Refund to Customer	\$8,931.64	
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$24,660.83	
26	Usage	\$0.00	26	Total Refund to Customer	-\$10,095.30	26	(GMAC=DL quote) good thru 3/17/18		
27			27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00	
28	Usage Using Cents/Mile		28	Total Repurchase	-\$10,095.30	28	Total Repurchase	\$33,592.47	
29	Mileage	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00	
30	Cents per mile	\$0.000	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00	
31	Usage	\$0.00	31	Projected Loss	-\$10,095.30	31	Projected Loss	\$33,592.47	
PURCHASE PRICE (before t/t/t)		\$ 38,050.00	TRADE ALLOWANCE			LEMON LAW COMPARISON			
MSRP (FROM BARS INVOICE)		\$ 40,875.00	PAYOFF OF TRADE		\$ -				
DIFFERENCE		\$ (2,825.00)	DIFFERENCE		\$ -	USAGE PER LEMON LAW \$ 10,095.30			
If positive look for over allowance			If negative=negative equity			USAGE CHARGED \$ 10,095.30			
			TRADE ALLOWANCE		\$ -	LEMON LAW VARIANCE \$ -			
PURCHASE PRICE		\$ 38,050.00	ACV OF TRADE						
INCENTIVE* (from BARS)		\$ 4,750.00	DIFFERENCE		\$ -				
OVERALLOWANCE		\$ -	ACV=actual cash value						
ACTUAL PRICE		\$ 33,300.00							

Form Rev June 1, 2017

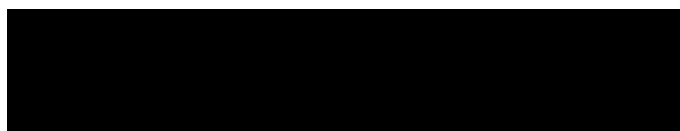
			Sales tax: 3126.24		31855 - 17 = 31838	

PE18-012

GM

3-27-2019

Q3



RON BAKER
CHEVROLET



BAR # ARD-003400

CUSTOMER NO.		ADVISOR WILLIAM		444	TAG NO.	INVOICE DATE 12/26/14	INVOICE NO.	
		LABOR RATE		LICENSE NO.	MILEAGE 2	COLOR SUMMIT WHT/	STOCK NO.	
		YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR					DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 G C P C R E C 1 F G					SELLING DEALER NO.	PRODUCTION DATE
		R.T.E. NO.		R.O. NO.		R.O. DATE 11/07/14		
		COMMENTS						
RESIDENCE PHONE		BUSINESS PHONE						

MO: 2

MO: 2

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

TOTAL INVOICE \$	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATED
PRICE

X
CUSTOMER SIGNATURE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE
READ IMPORTANT INFORMATION ON REVERSE
SIDE



CHEVROLET

There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-032981
HARRIS/0003405 FRA # CASHIER/CASHIER



The *Plus* means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company • BRANTFORD
SERIES 200 (D) 11100

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CUSTOMER NO.	ADVISOR WILLIAM	444	TAG NO.	INVOICE DATE 12/26/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	2	COLOR SUMMIT WHT/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 11/07/14
	RESIDENCE PHONE			BUSINESS PHONE	
COMMENTS					

MO: 2

JOB# 1 CHARGES-----			
LABOR-----			
J# 1 75CVZPDI	PRE-DELIVERY INSPECT	TECH(S):468	INTERNAL
PERFORM PRE-DELIVERY INSPECTION			
JOB# 1 TOTALS-----			
JOB# 1 JOURNAL PREFIX CVCP		JOB# 1 TOTAL	0.00
JOB# 2 CHARGES-----			
LABOR-----			
J# 2 75CVZDET	DETAIL	TECH(S):555	INTERNAL
PERFORM NEW VEHICLE DETAIL DETAIL COMPLETED			
JOB# 2 TOTALS-----			
JOB# 2 JOURNAL PREFIX CVCP		JOB# 2 TOTAL	0.00
JOB# 3 CHARGES-----			
LABOR-----			
J# 3 85CVZ	ACCESSORIES	TECH(S):468	WARRANTY
INSTALL UNDERSEAT STORAGE.			
JOB# 3 TOTALS-----			
JOB# 3 JOURNAL PREFIX CVCP		JOB# 3 TOTAL	0.00
JOB# 4 CHARGES-----			
LABOR-----			
J# 4 85CVZ03	BEDLINER	TECH(S):468	WARRANTY
INSTALL SKID RESISTANT BEDLINER INSTALLED SKID RESISTANT BEDLINER			
JOB# 4 TOTALS-----			
JOB# 4 JOURNAL PREFIX CVCP		JOB# 4 TOTAL	0.00

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

CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



CHEVROLET.

There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



The Plus means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company ERABTNV06
SF000420 Q (11/05)

RON BAKER
CHEVROLET



BAR # ARD-003400

CUSTOMER NO.	ADVISOR MIKE ATKINS		455	TAG NO.	INVOICE DATE 07/11/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 2,036	COLOR SUMMIT WHT/	BOOK NO.	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR				DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO 3 G C P C R E C 1 F G				SELLING DEALER NO. 100	PRODUCTION DATE
	R.T.B. NO.		R.O. NO.		R.O. DATE 07/11/15	
	COMMENTS					

MO: 2036

LABOR		SUBLET		HOURS:		TECH(S):555		0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION		
555	07/11/15	12.40	12.40	0.00	0.00	FINISHED		
555	07/11/15	0.00	0.00	0.00		FINISHED		
		TOTAL TECH TIME		0.00	0.00			

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
	89507			07/11/15	SKYLINK	375.00
TOTAL - SUBLET						375.00

JOB# 1 TOTALS-----	SUBLET	375.00
JOB# 1 JOURNAL PREFIX CTIS	JOB# 1 TOTAL	375.00

TOTALS-----		
CONTROL#	ACCOUNT NUMBER	AMOUNT..
28851	304	375.00

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	375.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$	375.00

CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT NOTICE TO CUSTOMER: PLEASE
READ IMPORTANT INFORMATION ON REVERSE
SIDE



CHEVROLET.

There's no comparison

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
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NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
(LAR # ARD-0054000 EFA # CAD981430283)

G | Goodwrench
The *Plus* means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company • EXAMINATIONS
SERVICES • 11100

RON BAKER
CHEVROLET



BAR # ARD-003400

CUSTOMER NO.	ADVISOR MIKE ATKINS		455	TAG NO.	INVOICE DATE 07/11/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 2,036		COLOR SUMMIT WHT/	RETURN NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR				DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO. 3 G C P C R E C 1 F G				SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 07/11/15	
	COMMENTS					

MO: 2036

***** CUSTOMER SIGNATURE *****



We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company • RRAINTRO
Sellersville, PA 17901

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

BAR # ARD-003400

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/07/14		2	444	468 555 468 468	I I W W	75CVZPDI 75CVZDET 85CVZ 85CVZ03	PRE-DELIVERY INSPECT DETAIL ACCESSORIES BEDLINER

SALESPERSON NO. 127 DANIEL E WOOD SERVICE STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPCREC1F0	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	FACTOR NO. 17	LICENSE NO. 100
CUSTOMER NO. SUMMIT WHT/JET BL	SERVICE CONTRACT 2,036	DELIVERY DATE 07/11/15	DELIVERY MILES 100	SELLING DEALER NO. 100	P.O. DATE 07/11/15
COLOR SUMMIT WHT/JET BL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR NO. 455	ADVISOR MIKE ATKINS
TURBO N	MMV CVZZ	AIR COND. Y	P.S. Y	TRANS A	
WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND FID NO.					
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND NO REPAIRS WILL BE PERFORMED UNLESS THE ACTUAL HOURS OF LABOR PERFORMED ARE REFERENCED HEREIN ON OTHER SALES. INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.					
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.					
APPOINTMENT ☐ Yes ☒ No	CELL PHONE 11:56am	DATE/TIME PROMISED 07/11/15 03:00pm	PRIORITY 3	X CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF	

JOB	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED	ADDITIONAL COST	TIME	DATE	PERSON CONTACTED
1		REMOVED EST.			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX # CALLED:
		ADDITIONAL REPAIRS REQUIRED			
		ADDITIONAL COST	TIME	DATE	PERSON CONTACTED
		REMOVED EST.			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX # CALLED:
		ADDITIONAL REPAIRS REQUIRED			
		ADDITIONAL COST	TIME	DATE	PERSON CONTACTED
		REMOVED EST.			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX # CALLED:
		ADDITIONAL REPAIRS REQUIRED			
		ADDITIONAL COST	TIME	DATE	PERSON CONTACTED

WAITER WAITER

RON BAKER CHEVROLET
2301 NATIONAL CITY BLVD
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

CALL OR GO ONLINE
24 HOURS A DAY
1-800-4-A-CHEV
INTERNET: www.ronbaker.com

Thank You For Your Business!

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.			
Name of Designee:	Phone Number:	Customer Signature:	Date:

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CUSTOMER NO.	ADVISOR PETER	TAG NO. 474	INVOICE DATE 11/03/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 7,298	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G		SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/03/15	
COMMENTS				

MO: 7298

JOB# 1 CHARGES

LABOR		TECH(S):413		WARRANTY	
J# 1 01CVZ2YRMAINT 2 YEAR MAINTENANCE		2-YEAR SCHEDULED MAINTENANCE. AC DELCO OIL AND FILTER CHANGE			
4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION		LOF/ROTATE/INSPECT			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19330000	FILTER 1.836		
	8	88864006	OIL 8.800		
TOTAL - PARTS				0.00	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR		TECH(S):413		WARRANTY	
J# 2 01CVZTI		CHK TIRE PRESSURE		0.00	
CHECK TIRE PRESSURE ON ALL TIRES:		LF RF RF RR SP			
ALL TIRES CHECKED AND INFLATED TO SPEC					

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

WAITER

TOTALS

*****		TOTAL LABOR....		0.00	
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....		0.00	
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....		0.00	
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....		0.00	
*****		TOTAL MISC CHG.		0.00	
		TOTAL MISC DISC		0.00	
		TOTAL TAX.....		0.00	
		TOTAL INVOICE \$		0.00	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CHEVROLET.
There's no comparison.
SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283

Goodwrench
The Plus means better.
We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!
The Reynolds and Reynolds Company (PRINTING)
SP655429 G (11/09)

BAR # ARD-003400

EPA # CAD981430283

RON BAKER
CHEVROLET



BAR # ARD-003400

CELLS

MO: 11645

	1970	1980	1990	2000
TOTALS	16,000	16,000	16,000	16,000

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

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

TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

X
CUSTOMER SIGNATURE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE
READ IMPORTANT INFORMATION ON REVERSE
SIDE.



CHEVROLET

There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM

SERVICE CASHIER HOURS

THRU FRIDAY 8:00 AM

SATURDAY 6:00 AM TO 2:00 PM

ES RELEASED AFTER 6:00 PM

FID # 30-002091
BAR # AHS-565430, CGA # CAD301-630003



The *Plus* means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

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Thank You!

The Reynolds and Reynolds Company ERANTINV
8748430-0 01/04

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL:

CUSTOMER NO.	ADVISOR FREDDY CARRILLO	SAG NO.	INVOICE DATE 01/29/16
	456		
LABOR RATE	11,645	MILEAGE	COLOR SUMMIT WHT/
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 06/01/15	STOCK NO.
VEHICLE I.D. NO. 3 G C P C R E C 1 F G		SELLING DEALER NO. 100	DELIVERY MILES 17
F.T.E. NO.	F.Q. NO.	R.O. DATE 01/29/16	PRODUCTION DATE
COMMENTS E# 5.3L V8 GAS			MO: 11645

JOB# 1 CHARGES

LABOR
J# 1 01CVZ2YRMAINT 2 YEAR MAINTENANCE TECH(S):608 WARRANTY
2-YEAR SCHEDULED MAINTENANCE, AC DELCO OIL AND FILTER CHANGE
4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION
44% OIL LIFE
LOF/ROTATE/INSPECT
SERVICE PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19330000	FILTER 1.836		
	8	88864006	OIL 8.800		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 21CVZ03 A/C NOT COOLING TECH(S):405 WARRANTY
CUSTOMER STATES THE AC IS NOT BLOWING COLD AIR THRU THE VENTS
LOW SYSTEM CHARGE,COMPRESSOR HOSE CRACKED
REPLACE HOSE & INSTALL BRAKET PER PIT5331,EVAC. & RECHARGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23264893	BRACKET 9.242		
	1	23438932	HOSE 9.225		
	2	12356150	REFRIGERA 8.800		
	1	88901445	LUBRICANT 8.800		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 01CVTI TIRE PRESSURE TECH(S):608 0.00
CHECK TIRE PRESSURE INFLATION
LF RF LR RR
TIRE INFLATION SET AT 35/LF 35/LR 35/RF 35/RR

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



CHEVROLET.

There's no comparison.

SERVICE RECEPTION HOURS:

MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM

SERVICE CASHIER HOURS:

MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM

NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS

FID # 33-0032981

BAR # ARD-003400 EPA # CAD981430283



The Plus means better.

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Thank You!

The Reynolds and Reynolds Company GRANITE SP655425 © (11/09)

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



P115531



FID # 33-0032981

BAR # ARD-003400

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	23438932						
	23264893						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/03/15		7298	474	413	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
07/11/15		2036	455	413	C	01CVZTI	CHK TIRE PRESSURE
11/07/14		2	444	555	I	70CVZ	SUBLET
				468	I	75CVZPDI	PRE-DELIVERY INSPECT
				555	I	75CVZDET	DETAIL
				468	W	85CVZ	ACCESSORIES

SALESPERSON NO. 127 DANIEL E WOOD

S E R V I C E

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. SAVE ☐

VEHICLE NO. 3GCPCREC1F... YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C

PRODUCTION DATE 06/01/15

CUSTOMER NO. ... SERVICE CONTRACT ... DELIVERY DATE 06/01/15

DELIVERY MILES 17

SELLING DEALER NO. 100

FL. O. DATE 01/29/16

COLOR SUMMIT WHT/JET BL

CONTRACT NO. ... EXPIRATION DATE ... EXPIRATION MILES ...

TURBO N M/M CVZZ Y AIR COND. Y P.S. Y TRANS A MILEAGE 11,645

ADVISOR NO. 456

ADVISOR FREDDY CARRILLO

WHEN WORKING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND NO. ...

TIME RECEIVED 09:59am DATE/TIME PROMISED 01/29/16 11:30am PRIORITY 3

APPOINTMENT CELL PHONE F# 5-31 V8 GAS

APPOINTMENT ☒ Yes ☐ No

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

JOB

306

405

W*01CVZ2YRMAINT 2 YEAR MAINTENANCE

2-YEAR SCHEDULED MAINTENANCE. AC DELCO OIL AND FILTER CHANGE

4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION

44% OIL LIFE

Done

PARTS RETURNED

Prime Item

CS

W 21CVZ03 A/C NOT COOLING

CUSTOMER STATES THE AC IS NOT BLOWING COLD AIR THRU THE VENTS

Low system charge

compressor hose cracked

replace hose & install bracket

per P15331. Evac. & recharge.

01CVTI TIRE PRESSURE

CHECK TIRE PRESSURE INFLATION

LF 3.5. RF 3.5. LR 3.5. RR 3.5

Done

ADDITIONAL COST TIME DATE PERSON CONTACTED

REVISED EST

ADDITIONAL REPAIRS REQUIRED

ADDITIONAL COST TIME DATE PERSON CONTACTED

REVISED EST

ADDITIONAL REPAIRS REQUIRED

ADDITIONAL COST TIME DATE PERSON CONTACTED

REVISED EST

ADDITIONAL REPAIRS REQUIRED

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

Name of Designee: Phone Number: Customer Signature: Date:

RON BAKER
CHEVROLET



BAR # ARD-003400

CELL:

JOB# 1 CHARGES.....

CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE
READ IMPORTANT INFORMATION ON REVERSE
SIDE.


CHEVROLET.
There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981

BAR # ARD-003400 EPA # CAD981430283

JOB# 2 CHARGES.....

JOB# 2 TOTALS.....			
JOB# 2 JOURNAL PREFIX	CTCS	JOB# 2 TOTAL	0.00

RECOMMENDATIONS-----
1. BRAKE INSPECTION SERVICE

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	52

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00

		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

(END OF INVOICE) 01:55pm

Thank You!

The Reynolds and Reynolds Company EMMENTON
8635429 © 11/09

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



BAR # ARD-003400

FID # 33-0032981

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/16		11645	456	608 405 608	W W C	01CVZ2YRMAINT 21CVZ03 01CVTI	2 YEAR MAINTENANCE A/C NOT COOLING TIRE PRESSURE
11/03/15		7298	474	413 413	W C	01CVZ2YRMAINT 01CVZTI	2 YEAR MAINTENANCE CHK TIRE PRESSURE
07/11/15		2036	455	555	I	70CVZ	SUBLET

SALESPERSON NO. 127 DANIEL E WOOD SERVICE STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPCREC1FG	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	STOCK NO. 17	LICENSE NO. 100	EXP. DATE 04/30/16
CUSTOMER NO. SUMMIT WHT/JET BL			DELIVERY DATE 06/01/15		SELLING DEALER NO. 100	
COLOR SUMMIT WHT/JET BL			CONTRACT NO.		EXPIRATION DATE 04/30/16	
TURBO N			MMAC CVZZ	AIR COND. Y	P.S. Y	TRANS A
MILEAGE 15,904			ADVISOR NO. 455		ADVISOR MTKE ATKINS	
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEE'S PERMISSION TO OPERATE THE VEHICLE WHEN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES TO NEW OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.						
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 15 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.						
TIME RECEIVED 10:27am			DATE/TIME PROMISED 04/30/16 12:00pm		PHONE 3	
CELL PHONE 555-555-5555			CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF			

JOB ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED				ADDITIONAL COST	TIME	DATE	PERSON CONTACTED
TOTAL 0.00				REVISED EST.			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX # CALLED:
1. W*01CVZ2YRMAINT 2 YEAR MAINTENANCE				ADDITIONAL REPAIRS REQUIRED			
2-YEAR SCHEDULED MAINTENANCE. AC DELCO OIL AND FILTER CHANGE				ADDITIONAL COST			
4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION				TIME			
				DATE			
				PERSON CONTACTED			
2. C*01CVZCDM CUST DECLINED				REVISED EST.			
CUSTOMER DECLINED SCHEDULED MAINTENANCE RECOMMENDATIONS							
INCLUDING THE BRAKE SERVICE, CLEAN & ADJUST							
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
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				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
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				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
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				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
				TIME			
				DATE			
				PERSON CONTACTED			
				REVISED EST.			
				ADDITIONAL REPAIRS REQUIRED			
				ADDITIONAL COST			
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2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER

CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL

CUSTOMER NO.	ADVISOR ARTHUR	496	TAG NO.	INVOICE DATE 10/22/16
	LABOR RATE		MILEAGE 25,073	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO. 3 G C P C R E C 1 F G		SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	I.O. DATE 10/22/16
	COMMENTS E# 5.3L V8 GAS			MO: 25073

TOTALS

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

TOTAL LABOR.... 17.07
TOTAL PARTS.... 41.56
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.67
TOTAL MISC DISC 0.00
TOTAL TAX..... 3.74

TOTAL INVOICE \$ 64.04

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

X
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER. PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



CHEVROLET.

There's no comparison.

SERVICE RECEPTION HOURS
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



The Plus means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company ERM/TA/VE
09/05/2010 11:19:00

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR ARTHUR	496	TAX NO.	INVOICE DATE 10/22/16	INVOICE NO.
	LABOR RATE		25,073	COLOR SUMMIT WHT/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO. 3 G C P C R E C 1 F G			SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 10/22/16	
	COMMENTS E# 5.3L V8 GAS				MO: 25073

JOB# 1 CHARGES-----
LABOR-----
J# 1 01CVTI TIRE PRESSURE TECH(S):434 0.00
CHECK TIRE PRESSURE INFLATION
LF RF LR RR
TIRE INFLATION SET AT 35/LF 35/LR 35/RF 35/RR

JOB# 1 TOTALS-----
J# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 02CVZ90 RECALL CONCERN TECH(S):434 WARRANTY
PERFORM RECALL 16007
Frontal Airbag And Pretensioner Non Deploy
RECALL
RECALL COMPLETED

JOB# 2 TOTALS-----
J# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 01CVZE01L FAMILY LOF TECH(S):434 17.07
FAMILY PRICED OIL CHANGE MEMBERSHIP, CHANGE OIL AND FILTER,
DEXOS MOTOR OIL 5W-30, CHECK AND TOP OFF FLUID LEVELS, SET
TIRE PRESSURE, LUBRICATE CHASSIS IF APPLICABLE, UP TO 6 QTS.
RESET OIL LIFE MONITOR.
SERVICE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	19330000	FILTER 1.836	6.84
	8	88864006	OIL 8.800	4.34
TOTAL - PARTS				41.56

MISC	CODE	DESCRIPTION	CONTROL NO
	HAZ	HAZARDOUS MATERIAL DISPOSAL FEE	
TOTAL - MISC			1.67

JOB# 3 TOTALS-----
LABOR 17.07
PARTS 41.56
MISC 1.67
J# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 60.30

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$65.00 (+TAX)

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATED
PRICE.
X
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE
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FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



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and professional manner. If you have any
questions, please notify the service
manager immediately.

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EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS
ARE GUARANTEED 12 MONTHS OR 12,000 MILES.
ALL PARTS ARE NEW UNLESS SPECIFIED
OTHERWISE.

Thank You!

The Reynolds and Reynolds Company BRAINTRIVE
27555429 0 (11/05)

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

FID # 33-0032981



BAR # ARD-003400

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/16		20349	455	419	W	02CVZ90	RECALL CONCERN
04/30/16		15904	455	492	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
01/29/16		11645	456	418	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
				418	C	01CVZCOM	CUST DECLINED
				608	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
				405	W	21CVZ03	A/C NOT COOLING

SALESPERSON NO. 127 DANIEL E WOOD

S E R V I C E

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPCREC1FG	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	STOCK NO.	UPHOLSTERY NO.	FINISH NO.
		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE 06/01/15	DELIVERY MILES 17	SELLING DEALER NO. 100
		COLOR SUMMIT WHT/JET BL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 10/22/16
		TURBO N	MMC CVZZ	AIR COND Y	P.S. Y	TRANS A
		MILEAGE 25,073	ADVISOR NO. 496	ADVISOR ARTHUR		
WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.						
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREET, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR PLAT, ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT MEET NO OTHER REQUIREMENTS OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED PLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.						
TURNS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 18 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.						
APPOINTMENT ☒ Yes ☐ No	CELL PHONE: 619-531-1111	DATE/TIME RECEIVED 09:33am	DATE/TIME DISMISSED 10/22/16 10:30am	PRIORITY 4	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF	

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED				LAY YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS. ADJUSTMENTS WHICH THE BRAKES CHECK TEST INDICATES ARE NECESSARY.			
DATE: 10/22/16		TOTAL: 05.00		ESTIMATE \$		DATE	
CONTACTED BY: IN PERSON		BY FAX		AUTHORIZED BY:		PHONE NO. CALLED	
BY PHONE		BY EMAIL					
REVISION DETAILS:							
DATE: 10/22/16		TOTAL: 05.00		ESTIMATE \$		DATE	
CONTACTED BY: IN PERSON		BY FAX		AUTHORIZED BY:		PHONE NO. CALLED	
BY PHONE		BY EMAIL					
REVISION DETAILS:							

W *02CVZ90 RECALL CONCERN				PERFORM RECALL 16007			
Frontal Airbag And Pretensioner Non Deploy				9102276.3			
S304E							

C *01CVZEOIL FAMILY LOF				FAMILY PRICED OIL CHANGE MEMBERSHIP. CHANGE OIL AND FILTER, DEXOS MOTOR OIL 5W-30. CHECK AND TOP OFF FLUID LEVELS. SET TIRE PRESSURE, LUBRICATE CHASSIS IF APPLICABLE. UP TO 6 QTS. RESET OIL LIFE MONITOR.			

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.							
Name of Designee:		Phone Number:		Customer Signature:		Date:	

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MIKE ATKINS	TAG NO. 455	INVOICE DATE 07/15/16
LABOR RATE	SALES TAX	MILEAGE 20,349	COLOR SUMMIT WHT/
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE 06/01/15	STOCK NO.	DELIVERY MILES 17
VEHICLE I.D. NO. 3 G C P C R E C 1 F G	SELLING DEALER NO. 100	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	R.O. DATE 07/15/16	
COMMENTS E# 5.3L V8 GAS			MO: 20349

JOB# 1 CHARGES

LABOR	TECH(S):419	WARRANTY
J# 1 02CV290	RECALL CONCERN	
15822B: Product Safety Recall - Seatbelt Lap Anchor		
TENSIONER CABLE		
COMPLETED RECALL		
PARTS	DESCRIPTION	UNIT PRICE
1	84160781	BRACKET 16.714
TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	TECH(S):492	WARRANTY
J# 2 01CVZ2YRMAINT	2 YEAR MAINTENANCE	
2-YEAR SCHEDULED MAINTENANCE, AC DELCO OIL AND FILTER CHANGE		
4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION		
LOF/ROTATE/INSPECT		
PARTS	DESCRIPTION	UNIT PRICE
1	19330000	FILTER 1.836
8	88864006	OIL 8.800
TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
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PRICE.

CUSTOMER SIGNATURE
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FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



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OTHERWISE.

Thank You!

The Reynolds and Reynolds Company (PRINTING)
57055429 Q (11/09)

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



BAR # ARD-003400

FID # 33-0032981

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/30/16		15904	455	418	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
01/29/16		11645	456	418	C	01CVZ2CDM	CUST DECLINED
				608	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
				405	W	21CVZ03	A/C NOT COOLING
				608	C	01CVT1	TIRE PRESSURE
11/03/15		7298	474	413	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE

SALESPERSON NO. 127 DANIEL E WOOD

S E R V I C E

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPCREC1FC	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	STOCK NO. 17	LOT/UNIT NO. 100	REG. DATE 07/15/16
		CUSTOMER NO. SUMMIT WHT/JET BL	SERVICE CONTRACT 06/01/15	DELIVERY MILES 17	DELIVERY DATE 07/15/16	REG. TAG NO. 100
		CONTRACT NO. 20,349	EXPIRATION DATE 06/01/16	EXPIRATION MILES 100	EXPIRATION DATE 07/15/16	EXPIRATION MILES 100
		CURR. MMG N CVZZ	AIR COND. P.S. Y Y	TRANS A	ADVISOR NO. 455	ADVISOR MIKE ATKINS
		WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND REG. TAG NO.				
		WE EXPRESSLY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, INCLUDING ANY POSTING OF LABOR RATES ON PLAT. IN THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH PRICES NOR LESS THAN THE PRECATED PLAT RATE HOURS SHALL HAVE ANY EFFECT ON THE PRICES CHARGED FOR THE REPAIR WORK. WE ARE NOT RESPONSIBLE FOR ANY OTHER CAUSE BEYOND OUR CONTROL.				
		TIME RECEIVED 12:57pm	DATE/TIME PROVIDED 07/15/16 03:30pm	PROB. # 4		
APPOINTMENT ☒ Yes ☐ No	CELL PHONE 619-555-XXXX					

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED		ADDITIONAL COST	TIME	DATE	PERSON CONTACTED
ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00		\$			
1. W 02CVZ90 RECALL CONCERN 15822B: Product Safety Recall - Seatbelt Lap Anchor TENSIONER CABLE		REVISED EST. \$			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX ☐ CALLED
4192 9102394 .6		ADDITIONAL REPAIRS REQUIRED			
2. W 01CVZ2YRMAINT 2 YEAR MAINTENANCE 2-YEAR SCHEDULED MAINTENANCE, AC DELCO OIL AND FILTER CHANGE 4 WHEEL TIRE ROTATION AND 27 POINT INSPECTION 3 not TMS (aftermarket)		ADDITIONAL COST \$	TIME	DATE	PERSON CONTACTED
7		REVISED EST. \$			☐ IN PERSON ☐ CALLED IN ☐ EMAIL ☐ FAX ☐ CALLED
		ADDITIONAL REPAIRS REQUIRED			

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.		Customer Signature: _____		Date: _____
Name of Designee: _____	Phone Number: _____			

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER	TAG NO. 474	INVOICE DATE 03/04/17
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 29,206	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G	SELLING DEALER NO. 100	PRODUCTION DATE
	P.T.E. NO.	R.O. NO.	R.O. DATE 03/04/17
COMMENTS E# 5.3L V8 GAS			MO: 29206

TOTALS

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

TOTAL LABOR.... 7.50
TOTAL PARTS.... 41.56
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -52.70
TOTAL TAX..... 3.64

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

X
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



CHEVROLET.

There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS

FID # 33-0032981

BAR # ARD-003400 EPA # CAD981430283

Goodwrench

The Plus means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

The Reynolds and Reynolds Company SPANISH 07055425 Q (11/05)

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com

RON BAKER

CHEVROLET



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR PETER	TAG NO. 474	INVOICE DATE 03/04/17
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR	29,206	COLOR SUMMIT WHT/
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G	100	DELIVERY DATE 06/01/15
	DELIVERY MILES 17	SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/04/17
COMMENTS E# 5.3L V8 GAS			MO: 29206

JOB# 1 CHARGES

LABOR

J# 1 01CVZEO1L2 FAMILY2 LOF TECH(S):411 7.50
FAMILY PRICED OIL CHANGE MEMBERSHIP. CHANGE OIL AND FILTER.
DEXOS MOTOR OIL 5W-30. CHECK AND TOP OFF FLUID LEVELS. SET
TIRE PRESSURE. LUBRICATE CHASSIS IF APPLICABLE. UP TO 6 QTS.
RESET OIL LIFE MONITOR.
SERVICE COMPLETED. ONE SERVICE REMAINING.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	19330000	FILTER 1.836	6.84
	8	88864006	OIL 8.800	34.72
TOTAL - PARTS				41.56

MISC	CODE	DESCRIPTION	CONTROL NO
	EO	E-OIL CHANGE	
TOTAL - MISC			-52.70

JOB# 1 TOTALS

LABOR	7.50
PARTS	41.56
MISC	-52.70

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL -3.64

JOB# 2 CHARGES

LABOR

J# 2 01CVZMULTI MULTI-POINT INSPECT TECH(S):411 0.00
PERFORM MULTI-POINT INSPECTION.
INSPECTION COMPLETED. COPY ATTACHED TO SERVICE INVOICE.
SEE YOUR SERVICE ADVISOR FOR DETAIL.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01CVZTI CHK TIRE PRESSURE TECH(S):411 0.00
CHECK TIRE PRESSURE ON ALL TIRES:
LF RF LR RR SP
ALL TIRES CHECKED AND INFLATED TO
SPEC

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITER

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

X
CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF
THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE
READ IMPORTANT INFORMATION ON REVERSE
SIDE.



CHEVROLET.

There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM

NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS.

FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



The Plus means better.

We trust you were served in a courteous
and professional manner. If you have any
questions, please notify the service
manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME
BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE
ALLOWANCES ON OUR OWN EXPERIENCE OF THE
AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE
ASK FOR A CLARIFICATION ON THE PARTS SOLD
ON THIS INVOICE. NON-GM PARTS ARE
WARRANTED BY THE NON-GM MANUFACTURER.
ALL PARTS AND ACCESSORIES AND LABOR ARE
WARRANTED FOR 12,000 MILES OR 12 MONTHS.
THIS WARRANTY IS IN LIEU OF ANY OTHER
EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS
ARE GUARANTEED 12 MONTHS OR 12,000 MILES.
ALL PARTS ARE NEW UNLESS SPECIFIED
OTHERWISE.

Thank You!

The Reynolds and Reynolds Company SPANISH: 56459428 Q (1/10)

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

BAR # ARD-003400

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/22/16		25073	496	434	C	01CVTI	TIRE PRESSURE
				434	W	02CVZ90	RECALL CONCERN
07/15/16		20349	455	434	C	01CVZEOIL	FAMILY LOF
				419	W	02CVZ90	RECALL CONCERN
04/30/16		15904	455	492	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE
				418	W	01CVZ2YRMAINT	2 YEAR MAINTENANCE

SALESPERSON NO. 127

S E R V I C E

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPREC1FG	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	STOCK NO. 17	LEASAGE NO. 100	R.O. NO. 03/04/17
	CUSTOMER NO. [REDACTED]	SERVICE CONTRACT [REDACTED]	DELIVERY DATE 06/01/15	DELIVERY MILES 17	SELLING DEALER NO. 100	R.O. DATE 03/04/17
	COLOR SUMMIT WHT/JET BL	CONTRACT NO. [REDACTED]	EXPIRATION DATE [REDACTED]	EXPIRATION MILES [REDACTED]	THE SA [REDACTED]	
	TURBO N	M/MG CVZZ	AIR COND Y	P.S. Y	TRANS A	MILEAGE 29,206
						ADVISOR NO. 474
						ADVISOR PETER

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DISCLOSED ON HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

APPOINTMENT: ☐ YES ☒ NO
CELL: **[REDACTED]**

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ORIGINAL CUSTOMER ESTIMATE: TOTAL
[REDACTED] 0.00

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SUOCS CHECK TEST INDICATES ARE NECESSARY.

ADD. COST: TOTAL ESTIMATE \$ DATE TIME

CONTACTED BY: AUTHORIZED BY: PHONE NO. CALLED
☐ IN PERSON ☐ BY FAX
☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS:

ADD. COST: TOTAL ESTIMATE \$ DATE TIME

CONTACTED BY: AUTHORIZED BY: PHONE NO. CALLED
☐ IN PERSON ☐ BY FAX
☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS:

Rather than increasing our labor rate for all customers, we make a separate charge for managing toxic waste. A different charge is made for each waste and is imposed only when that waste is generated during a particular repair. Charges are recalculated annually and are available upon request.

TEARDOWN ESTIMATE INCLUDES THE COST OF REASSEMBLY AND INCLUDES THE COST OF SUCH ITEMS AS GASKETS, SEALS AND O-RINGS. SHOULD YOU ELECT NOT TO HAVE THE RECOMMENDED REPAIRS DONE, YOUR VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS. SHOULD YOU DECLINE REPAIRS YOUR VEHICLE MAY NOT BE ABLE TO BE RESTORED TO ITS FORMER CONDITION.

RV DATE TIME

1. **C * 01CVZEOIL2 FAMILY2 LOF**
FAMILY PRICED OIL CHANGE MEMBERSHIP. CHANGE OIL AND FILTER, DEXOS MOTOR OIL 5W-30. CHECK AND TOP OFF FLUID LEVELS. SET TIRE PRESSURE, LUBRICATE CHASSIS IF APPLICABLE. UP TO 6 QTS. RESET OIL LIFE MONITOR.

2. **C * 01CVZMULTI MULTI-POINT INSPECT**
PERFORM MULTI-POINT INSPECTION.

3. **C * 01CVZTI CHK TIRE PRESSURE**
CHECK TIRE PRESSURE ON ALL TIRES:
LF RF LR RR SP



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

Name of Designee: Phone Number: Customer Signature: Date:

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO.	ADDRESS MIKE ATKINS	455	TAG NO.	INVOICE DATE 08/10/17	INVOICE NO.
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE	35,328	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL	15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 06/01/15
	VEHICLE ID NO.	3 G C P C R E C 1 F G			DELIVERY MILES 17
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO. 100		
	COMMENTS E# 5.3L V8 GAS			PRODUCTION DATE 08/09/17	
					MO: 35328

JOB# 1 CHARGES

LABOR-----
J# 1 63CVZ BODY ELECTRICAL TECH(S):420 WARRANTY
CUSTOMER STATES THE VEHICLE AT TIMES WILL NOT CRANK TO START, JUST CLICKS. CUSTOMER STATES AFTER SHE WAS ABLE TO START THE VEHICLE THE THEFT DETERRENT MESSAGE APPEARED IN THE MESSAGE CENTER
BATTERY FAILURE CODE DJL90-7EDJT-M6CQ1
REPLACED BATTERY

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	88865934	BATTERY 2.330		
	-1	88865934	CORE RETURN		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 63CVZ01 BODY ELECT CONCERN TECH(S):420 WARRANTY
CUSTOMER STATES THE KEY FEELS LIKE IT WANTS TO GET STUCK. IN THE IGNITION
BINDING AND INSUFFICIENT LUBE
R & R CYLINDER, AND LUBRICATE MOVING PARTS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
					TOTAL - PARTS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTC5 JOB# 2 TOTAL 0.00

COMMENTS
HT STARTY

TOTALS

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 10 NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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

CUSTOMER SIGNATURE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE



There's no comparison.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283

Goodwrench
The Plus means better.

We trust you were served in a courteous and professional manner. If you have any questions, please notify the service manager immediately.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

WE RANDOMLY SELL NON-GM PARTS. PLEASE ASK FOR A CLARIFICATION ON THE PARTS SOLD ON THIS INVOICE. NON-GM PARTS ARE WARRANTED BY THE NON-GM MANUFACTURER. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. ISUZU PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

Thank You!

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



BAR # ARD-003400

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
					EFI. MKT Exhaust rattle		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/05/17		35270	455	420 420 431 431 431 431	W W C C C C	63CVZ 63CVZ01 01CVZE01L3 04CVZ5CFILTER 01CVZTI 01CVZMULTI	BODY ELECTRICAL BODY ELECT CONCERN FAMILY3 LOF CABIN FILTER CHK TIRE PRESSURE MULTI-POINT INSPECT

SALESPERSON NO. 127

SERVICE

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED
SAVE ☐

VEHICLE I.D. NO. **3GCPCREC1FC** YEAR/MAKE/MODEL **15/CHEVROLET TRUCK/SILVERADO 1500/C**
CUSTOMER NO. **[REDACTED]** SERVICE CONTRACT **[REDACTED]**
DELIVERY DATE **06/01/15** DELIVERY MILES **17** SELLING DEALER NO. **100** R.O. DATE **08/09/17**
COLOR **SUMMIT WHT/JET BL** CONTRACT NO. **[REDACTED]** EXPIRATION DATE **[REDACTED]**
TURBO **N** M/MC **CVZZ** AIR COND. **Y** P.S. **Y** TRANS. **A** MILEAGE **35,328** ADVISOR NO. **455** ADVISOR **MIKE ATKINS**
WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE NO HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR OTHER CAUSE BEYOND OUR CONTROL.

TIME RECEIVED **05:20pm** DATE TIME PROMISED **08/10/17 06:00pm** **4**
APPOINTMENT ☒ Yes ☐ No
CELL PHONE **[REDACTED]**
JOB **[REDACTED]** ALL PARTS ARE NEW UNLESS OTHERWISE NOTED

4328/6577
94RPG

W*63CVZ BODY ELECTRICAL
CUSTOMER STATES THE VEHICLE AT TIMES WILL NOT CRANK TO START, JUST CLICKS. CUSTOMER STATES AFTER SHE WAS ABLE TO START THE VEHICLE THE THEFT DETERRENT MESSAGE APPEARED IN THE MESSAGE CENTER
Battery failure code
DJL90-7EDJT-M6GQ1 4041510
Replaced Battery

W*63CVZ01 BODY ELECT CONCERN
CUSTOMER STATES THE KEY FEELS LIKE IT WANTS TO GET STUCK IN THE IGNITION
Binding / insuf. lube.
ign lock cyl. case
to access & lube moving mechanism
key & all functions ok ok now.
5430050 .8

Model No./N° de modèle **94R/PG**
Serial No. N° de série **[REDACTED]**
RO #: **[REDACTED]**
WARRANTY CODE **DJL90-7EDJT-M6GQ1**
User ID: **[REDACTED]** UNREG

ADD. COST: \$ TOTAL ESTIMATE \$
CONTACTED BY: ☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL
REVISION DETAILS:
Rather than more work, a dream during a particular
TEARDOWN EST. ITEMS AS GASKET REPAIRS DONE, DECLINE REPAIR

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.
Name of Designee: _____ Phone Number: _____ Customer Signature: _____ Date: _____

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ARTHUR	496	TAG NO. [REDACTED]	INVOICE DATE 05/20/17	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 31,855	COLOR SUMMIT WHT/	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE 05/20/17
	COMMENTS E# 5.3L V8 GAS			MO: 31855	

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVTI TIRE PRESSURE TECH(S):420 0.00
 CHECK TIRE PRESSURE INFLATION
 -
 LF RF
 -
 LR RR SP
 ALL TIRES 36 PSI

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZMULTI MULTI-POINT INSPECT TECH(S):420 0.00
 PERFORM MULTI-POINT INSPECTION.
 INSPECTION COMPLETED, COPY ATTACHED TO SERVICE INVOICE.
 SEE YOUR SERVICE ADVISOR FOR DETAIL.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 10CVZ01 DRIVEABILITY CONCERN TECH(S):420 WARRANTY
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON, VEHICLE
 RUNS ROUGH, DIAGNOSE AND ADVISE
 DTC P0303
 FOUND BAD COIL #6
 TECHNICIAN REPALCED COIL, RETESTED AND RESET CHECK ENGINE
 LIGHT, OK AT THIS TIME

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----
	1	12674754	*COIL 2.170		0.00
TOTAL - PARTS					0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

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

X
 CUSTOMER SIGNATURE
 SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



There's no comparison

SERVICE RECEPTION HOURS:
 MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 2:00 PM
 SERVICE CASHIER HOURS:
 MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
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 NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
 FID # 33-0032981
 BAR # ARD-003400 EPA # CAD981430283



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Thank You!

2301 NATIONAL CITY BLVD.
NATIONAL CITY, CA 91950
PHONE (619) 477-2163
www.ronbaker.com



FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADDRESS ARTHUR	496	TAG NO. [REDACTED]	INVOICE DATE 05/20/17	[REDACTED]
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 31,855	COLOR SUMMIT WHT/	WORK NO. [REDACTED]
	VEHICLE MAKE (MODEL) 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO. 3 G C P C R E C 1 F G [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/20/17
	COMMENTS E# 5.3L V8 GAS			MO: 31855	

TOTALS-----

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

X

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SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



There's no compare.

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
SERVICE CASHIER HOURS:
MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



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FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MIKE ATKINS	455	INVOICE DATE 08/08/17	INVOICE NO.
	LABOR RATE	35,270	COLOR SUMMIT WHT/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 06/01/15	DELIVERY MILES 17
	VEHICLE ID NO. 3 G C P C R E C 1 F G		SELLING DEALER NO. 100	PRODUCTION DATE
	E.T.E. NO.	R.O. NO.	R.O. DATE 08/05/17	
	COMMENTS E# 5.3L V8 GAS			M0: 35270

JOB# 1 CHARGES-----

LABOR-----
J# 1 63CVZ BODY ELECTRICAL TECH(S):420 WARRANTY
CUSTOMER REPORTS A LOUD VACUUM / WHINE / HUMM NOISE FROM BOTH REAR SPEAKERS. CUSTOMER DISCONNECTED BATTERY, THEN RECONNECTED AND NOISE DID NOT REAPPEAR. LOOSE ARCHING BATTERY CONNECTION. CLEANED AND REPAIRED GROUND CONNECTION

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 63CVZ01 BODY ELECT CONCERN TECH(S):420 WARRANTY
CUSTOMER REPORTS THAT THE RADIO SCREEN STROBES OFF & ON RAPIDLY. THIS HAPPENS 3-4 TIMES A WEEK. NOISE IN AMPLIFIER. PERFORMED SPEAKER SOUND SAMPLE & ALL OKAY NOW. NO SDS2 CODES

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 01CVZE01L3 FAMILY3 LOF TECH(S):431 7.50
FAMILY PRICED OIL CHANGE MEMBERSHIP. CHANGE OIL AND FILTER, DEXOS MOTOR OIL. CHECK FLUID LEVELS AND TOP OFF NON-CONSUMABLE FLUID. SET TIRE PRESSURE, LUBRICATE CHASSIS IF APPLICABLE. UP TO 6 QTS. RESET OIL LIFE MONITOR. SERVICE COMPLETED. TIME TO RENEW YOUR MEMBERSHIP.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 19330000	FILTER 1.836 6.84
8 88865700	OIL 8.800 4.37
TOTAL - PARTS 41.80	

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
EO E-OIL CHANGE	-52.96
TOTAL - MISC -52.96	

JOB# 3 TOTALS-----

LABOR 7.50
PARTS 41.80
MISC -52.96

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL -3.66

JOB# 4 CHARGES-----

LABOR-----

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X
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MONDAY THROUGH FRIDAY 8:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS
FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283

Goodwrench
PARTS, SERVICE & COLLISION CENTER
The Plus means better.

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Thank You!

PAGE 1011 NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL [REDACTED]

CUSTOMER NO.	ADN/SOB	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	MIKE ATKINS	455	08/08/17	[REDACTED]
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	[REDACTED]	[REDACTED]	35,270	SUMMIT WHT/
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	15/CHEVROLET TRUCK/SILVERADO 1500/CR		06/01/15	17
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	3 G C P C R E C 1 F G [REDACTED]		100	
	P.T.E. NO.	P.O. NO.	R.O. DATE	
			08/05/17	
	COMMENTS			
	E# 5.3L V8 GAS			

MO: 35270

LABOR-----
JOB# 4 04CVZ5CFILTER CABIN FILTER TECH(S):431 40.00

REPLACE CABIN FILTER.

REPLACED CABIN FILTER.
DISCOUNTED AS A COURTESY

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
	1	23281440	FILTER 9.786	28.17	28.17
TOTAL - PARTS					28.17

JOB# 4 TOTALS-----
LABOR 40.00
PARTS 28.17

JOB# 4 JOURNAL PREFIX CTC5 JOB# 4 TOTAL 68.17

LABOR-----
JOB# 5 01CVZT1 CHK TIRE PRESSURE TECH(S):431 0.00

CHECK TIRE PRESSURE INFLATION

LF RF
LR RR SP
ALL TIRES CHECKED AND INFLATED TO
32 PSI

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTC5 JOB# 5 TOTAL 0.00

LABOR-----
JOB# 6 01CVZMULTI MULTI-POINT INSPECT TECH(S):431 0.00

Added Operation (MIKEA @ 08/08/2017 08:39)
PERFORM MULTI-POINT INSPECTION.

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX CTC5 JOB# 6 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$90.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$96.63 (+TAX) ON 08/08/17 AT 08:40am
BY ALEX COMMENTS TAX TOTAL

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

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SATURDAY 8:00 AM TO 2:00 PM

NO VEHICLES RELEASED AFTER 6:00 PM ON WEEKDAYS

P.O. # 33-0032981

BAR # ARD-003400 EPA # CAD981430283



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FID # 33-0032981

EPA # CAD981430283

BAR # ARD-003400

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MIKE ATKINS	455	TAG NO. [REDACTED]	INVOICE DATE 08/08/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 35,270	COLOR SUMMIT WHT/	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE 06/01/15		DELIVERY MILE 17	
	VEHICLE I.D. NO. 3 G C P C R E C 1 F G [REDACTED]	SELLING DEALER NO. 100		PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.C. DATE 08/05/17		
	COMMENTS E# 5.3L V8 GAS				

MO: 35270

TOTALS-----

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

TOTAL LABOR.... 47.50
TOTAL PARTS.... 69.97
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -52.96
TOTAL TAX..... 6.12

TOTAL INVOICE \$ 70.63

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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FID # 33-0032981
BAR # ARD-003400 EPA # CAD981430283



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BAR # ARD-003400

FID # 33-0032981

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/17		31855	496	420	C	01CVTI	TIRE PRESSURE
				420	C	01CVZMULTI	MULTI-POINT INSPECT
				420	W	10CVZ01	DRIVEABILITY CONCERN
03/04/17		29206	474	411	C	01CVZEOIL2	FAMILY2 LOF
				411	C	01CVZMULTI	MULTI-POINT INSPECT
				411	C	01CVZTI	CHK TIRE PRESSURE

SALESPERSON NO. 127

S E R V I C E

STATE REG# ARD-003400

REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED SAVE ☐	VEHICLE ID NO. 3GCPREC1FG	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE 06/01/15	STOCK NO. 17	UPHOLSTERY NO. 100	DATE 08/05/17
		SERVICE CONTRACT SUMMIT WHT/JET BL	DELIVERY DATE 06/01/15	DELIVERY MILES 17	SELLING DEALER NO. 100	DATE 08/05/17
		COLOR SUMMIT WHT/JET BL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		TURBO N	M/MC CVZZ	AIR COND. Y	P.S. Y	TRANS. A
		MILEAGE 35,270	ADVISOR NO. 455	ADVISOR MIKE ATKINS		

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

HEREBY AUTHORIZED THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES. PRICES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT FEES, UNLESS OTHERWISE SPECIFIED, ARE ESTABLISHED BUT NEITHER SUCH PRICES MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE.

TIME RECEIVED: **02:57pm** DATE/TIME PROMISED: **08/05/17 05:00pm** PRIORITY: **4**

APPOINTMENT: ☒ Yes ☐ No

CELL PHONE: **615-311-1086**

CELL: **615-311-1086**

RECEIPT OF A COPY HEREOF

JOB	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
ORIGINAL CUSTOMER ESTIMATE: TOTAL 90.00	100-149 2016 (2135908) Doc. 10
COMMENTS: Loose/arching batt. conn. cleaned & repaired batt ground BODY ELECTRICAL CUSTOMER REPORTS A LOUD VACUUM / WHINE / HUMM NOISE FROM BOTH REAR SPEAKERS. CUSTOMER DISCONNECTED BATTERY, THEN RECONNECTED AND NOISE DID NOT REAPPEAR. in Audio amplifier, performed Speaker sound sample - all ok now after repair	5430962
1 W 63CVZ	2016 (2135908)
2 W 63CVZ01	2016 (2135908)
3 C * 01CVZEOIL3	2016 (2135908)
FAMILY PRICED OIL CHANGE MEMBERSHIP. CHANGE OIL AND FILTER, DEXOS MOTOR OIL. CHECK FLUID LEVELS AND TOP OFF NON-COMSUMABLE FLUID. SET TIRE PRESSURE, LUBRICATE CHASSIS IF APPLICABLE. UP TO 6 QTS. RESET OIL LIFE MONITOR.	2810335 3/6 WCC: 80FEC
	08/05/17 90.90

Name of Designer:	Phone Number:	Customer Signature:	Date:

BAR # ARD-003400

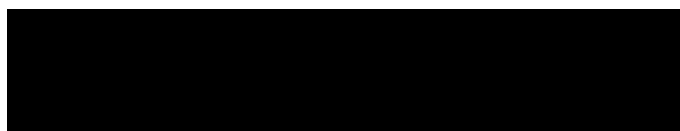
EPA # CAD981430283

PE18-012

GM

3-27-2019

Q3



RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE VERSION (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Include Street, City, State, and Zip Code)	Co-Buyer Name and Address (Include Street, City, State, and Zip Code)	Seller-Creditor (Name and Address)
		RON BAKER CHEVROLET 2301 NATIONAL CITY BLVD. NATIONAL CITY CA 91950 SAN DIEGO

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TRU SILVERADO 1500	17	3GCPREC1F1	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$1750.00
7.90 %	\$ 9940.41 (e)	\$ 37791.99	\$ 47732.40 (e)	\$ 55482.40 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	662.95	Monthly beginning 07/16/2015
N/A	N/A	N/A
One final payment	662.95	DUE ON 06/16/2021

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. **Prepayment:** If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 38050.00 (A)
1. Cash Price Vehicle \$ 38050.00
2. Cash Price Accessories \$ N/A
3. Other (Nontaxable) \$ N/A
- Describe N/A \$ N/A
- B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)
- C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)
- D. (Optional) Theft Deterrent Device (to whom paid) ALLIANCE-SKYLINE \$ 945.00 (D)
- E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
- F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
- G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
- H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
- I. EV Charging Station (to whom paid) N/A \$ N/A (I)
- J. Sales Tax (on taxable items in A through I) \$ 3126.24 (J)
- K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) HVSC \$ 29.00 (K)
- L. FIDELITY \$ 1000.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer _____
Seller X _____

If any insurance is obtained, policies or certificates with the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A	N/A	\$ N/A
Credit Disability	N/A	N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A (B)
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 and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for credit life insurance only if you are working for wages.

L. (Optional) Service Contract (to whom paid) **FIDELITY** \$ **1900.00** (L)

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

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

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

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

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

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) **FIDELITY GAP** \$ **895.00** (R)

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

T. Other (to whom paid) **N/A** \$ **N/A** (T)

For **N/A** \$ **N/A** (T)

Total Cash Price (A through T) \$ **45028.24** (1)

Amounts Paid to Public Officials

A. Vehicle License Fees **ESTIMATED** \$ **253.00** (A)

B. Registration/Transfer/Titling Fees **ESTIMATED** \$ **252.00** (B)

C. California Tire Fees \$ **0.75** (C)

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

Total Official Fees (A through D) \$ **513.75** (2)

Amount Paid to Insurance Companies

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

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

Subtotal (1 through 4) \$ **45541.99** (5)

Total Downpayment

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

Model **N/A** Odor **N/A**

VIN **N/A**

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

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

D. Deferred Downpayment \$ **N/A** (D)

E. Manufacturer's Rebate \$ **4750.00** (E)

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

G. Cash \$ **3000.00** (G)

Total Downpayment (C through G) \$ **7750.00** (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 12 above)

Amount Financed (5 less 6) \$ **37791.99** (7)

SELLER ASSISTED LOAN

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

Records of Loan From: **N/A**

Amount \$ **N/A** Finance Charge \$ **N/A**

Total \$ **N/A** Payable in **N/A**

Installments of \$ **N/A** \$ **N/A**

on this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable: **N/A**

reached your 60th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**

You want to

Date **N/A** Age **N/A**

Date **N/A** Age **N/A**

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

Term **72** Mos. **FIDELITY GAP**

Name of Gap Contract **N/A**

I want to buy **N/A**

Buyer Signs **N/A**

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

1L Company **FIDELITY**

Term **72** Mos. or **100000** Miles

1M Company **N/A**

Term **N/A** Mos. or **N/A** Miles

1N Company **N/A**

Term **N/A** Mos. or **N/A** Miles

1O Company **N/A**

Term **N/A** Mos. or **N/A** Miles

1P Company **N/A**

Term **N/A** Mos. or **N/A** Miles

Buyer X **N/A**

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Signs X **N/A**

Co-Buyer Signs **N/A**

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

X

Co-Buyer **N/A**

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement.

Buyer Signs X **N/A**

Co-Buyer Signs X **N/A**

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

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

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Buyer Signs X **N/A**

Co-Buyer Signs X **N/A**

I, the undersigned, hereby agree to pay you and/or the lessor or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed the Prior Credit or Lease balance. You understand that the amount quoted is an estimate.

After arrival in the new vehicle shown in item 1A in the trade-in vehicle, or its replacement, if the actual payoff amount is more than the amount shown in item 6B, you must pay the Buyer

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ Name of autobroker receiving fee, if applicable: N/A

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

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

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X [Signature] Co-Buyer Signs X [Signature]

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [Signature] X [Signature]

Trade-In: If you are the lender or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance," you understand that the amount quoted is an estimate.
Seller agrees to pay the payoff amount shown in 6B to the lender or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any average Seller receives from your prior lender or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.
Buyer Signature X N/A Co-Buyer Signature X N/A

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

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.
YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [Signature] Date [Date] Co-Buyer Signature X [Signature] Date [Date]
Co-Buyers and Other [Signature] who is responsible for paying the entire debt. An other owner [Signature] is on the title to the vehicle but does not have to pay the debt. [Signature] is the security interest in the vehicle given to us in this contract.
Other Owner Signature X [Signature] Address [Address]

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

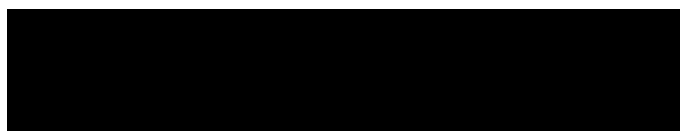
Seller Signs [Signature] Date [Date] By X [Signature] Title [Title]

PE18-012

GM

3-27-2019

Q3



VIN: 3GCPCREC1 FG [REDACTED]

SELLG SCE: 13

MDL YR: 15

ORD NO: SBRF2M

VIN TYPE: N

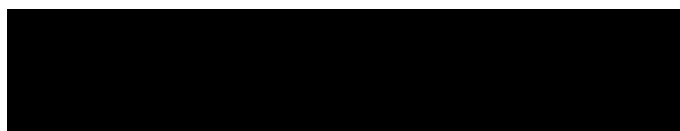
EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 20245	00044045673		06/23/15	DVN	735.24	
INCTV PAYMENT	13 20245	00044045673		06/23/15	DVN	735.24	
INCENTIVE MEMO	13 20245	00044019929		06/16/15	NCC	1,500.00	
INCTV PAYMENT	13 20245	00044019929		06/16/15	NCC	1,500.00	
INCENTIVE MEMO	13 20245	00044019929		06/16/15	LJR	1,000.00	
INCTV PAYMENT	13 20245	00044019929		06/16/15	LJR	1,000.00	
INCENTIVE MEMO	13 20245	00044019929		06/16/15	JGD	1,500.00	
INCTV PAYMENT	13 20245	00044019929		06/16/15	JGD	1,500.00	
INCENTIVE MEMO	13 20245	00044019929		06/16/15	FFC	77.28	
INCTV PAYMENT	13 20245	00044019929		06/16/15	FFC	77.28	
INCENTIVE MEMO	13 20245	00044019929		06/16/15	DRH	750.00	
INCTV PAYMENT	13 20245	00044019929		06/16/15	DRH	750.00	
INCTV APPLICATN	13 20245	00044045673		06/03/15	DVN	735.24	
INCTV APPLICATN	13 20245	00044019929		06/03/15	NCC	1,500.00	
INCTV APPLICATN	13 20245	00044019929		06/03/15	LJR	1,000.00	
INCTV APPLICATN	13 20245	00044019929		06/03/15	JGD	1,500.00	
INCTV APPLICATN	13 20245	00044019929		06/03/15	DRH	750.00	
INCTV APPLICATN	13 20245	00044019929		06/02/15	FFC	77.28	
DELIVERY D.O.E.	13 20245			06/02/15		0.00	
DLVY CANCEL DOE	13 20245			06/02/15		0.00	
DELIVERY TO CUS	13 20245			06/01/15		0.00	
DELIVERY CANCEL	13 20245			06/01/15		0.00	
DELIVERY D.O.E.	13 20245			06/01/15		0.00	
DELIVERY TO CUS	13 20245			06/01/15		0.00	
EXPIRATION TRAN	13 20245	10D31417271		11/05/14		0.00	
SETTLEMENT DATE	13 20245	10D31417271		11/04/14		38,942.66	CR
ORIGINAL INVOIC	13 20245	10D31417271		10/23/14		38,942.66	
SHIPMENT DATE	13 20245			10/23/14		0.00	
PRODUCTION (BUI	13 20245			10/23/14		0.00	
PREFERENCE TO P	13 20245			09/23/14		0.00	
GM ORDER ACCEPT	13 20245			09/18/14		0.00	
GM ORDER ACCEPT				09/18/14		0.00	

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Q3



VIN: 3GCPCREC1 FG [REDACTED] SELLG SCE: 13 MDL YR: 15 ORD NO: SBRF2M

ODATE: 09/18/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20245
DDATE: 06/01/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/02/15 ORDER BY:

CANC: 06/01/15

CANC DOE: 06/02/15

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DRH	01	13 20245	[REDACTED]	06/16/15	750.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00044019929

AUTH PUR CD:

MISC DATE: 06/01/15

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DVN	01	13 20245	[REDACTED]	06/23/15	735.24	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00044045673

AUTH PUR CD:

MISC DATE: 06/01/15

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 20245	[REDACTED]	06/16/15	77.28	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00044019929

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
JGD	01	13 20245	[REDACTED]	06/16/15	1,500.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00044019929

AUTH PUR CD:

MISC DATE: 06/01/15

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

VIN: 3GCPCREC1 FG [REDACTED] SELLG SCE: 13 MDL YR: 15 ORD NO: SBRF2M

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
LJR	01	13 20245	[REDACTED]	06/16/15	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044019929 AUTH PUR CD:
MISC DATE: 06/01/15 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
NCC	01	13 20245	[REDACTED]	06/16/15	1,500.00	OA		0.00	9

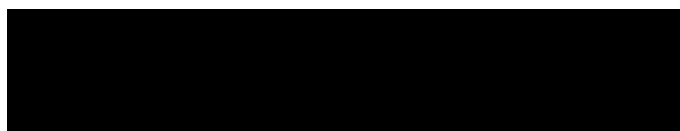
PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044019929 AUTH PUR CD:
MISC DATE: 06/01/15 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

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2015 SILVERADO 1500 2WD LT CREW
GAZ SUMMIT WHITE
H0U JET BLACK
ORDER NO. SBRF2M/TRE STOCK NO.
VIN 3GC PCRE C1 FG

/V8G

GENERAL MOTORS LLC

RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE

*****9646*****13*20245S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15543 SILVERADO 1500 2WD LT CRE	36745.00	34172.86	INVOICE 10/23/14
C5W GVW RATING - 7,000 LBS	N/C	N/C	SHIPPED 10/23/14
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 11/05/14
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	INT COM 11/05/14
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 10/23/14
PEB CUSTOM SPORT	1965.00	1729.20	KEYS V0797 V0797
* WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)			WFP-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL			BANK: BANK OF AME CHG-TO 20-245
VBJ UNDERSEAT STORAGE (DEALER INSTALLED)	230.00	202.40	SHIP WT: 5195 HP: 45.7 GVWR: 7000
VV4 ONSTAR(R) WI-FI	0.00	0.00	GAWR.FT: 3650
VZX SKID RESISTANT BEDLINER (DEALER INSTALLED)	395.00	347.60	GAWR.RR: 3950 EMPLOY: 36680.43
YF5 50-STATE EMISSIONS	N/C	N/C	SUPPLR: 38150.66
1SZ CUSTOM SPORT PACKAGE DISCOUNT	750.00-	660.00-	NTR: 1/2 DAN: SPORT EMPINC: 2205.47 SUPINC: 735.25

TOTAL MODEL & OPTIONS	39680.00	36755.66	ACT 237	36760.26
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1190.40
DEALER IMR CONTRIBUTION		396.80	ADV 261	396.80
LMA GROUP CONTRIBUTION		595.20	EXP 65A	595.20

TOTAL	40875.00	38942.66	PAY 310	38942.66

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 37201.08

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.

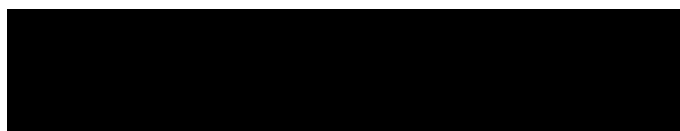
RON BAKER CHEVROLET

PE18-012

GM

3-27-2019

Q3



REGISTRATION VALID FROM
COML 06/30/2017 TO 06/30/2018 31 [REDACTED] TYPE LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER

3GCPCREC1FG [REDACTED]

BODY TYPE MODEL

PK

DATE ISSUED

07/02/2017

CYLS.

DATE FIRST SOLD

00/00/2015

CLASS

KX

MAKE

CHEV

YR

Yr. Model

2015

TYPE VEH.

32P

MP

G

AX

2

WC

E

UNLADEN/G/C/GW

05195

TOTAL FEES PAID

\$463

3700

REGISTERED

LIE NHOLDER

0

WELLS FARGO DLR SVCS
PO BX 997517

SACRAMENTO



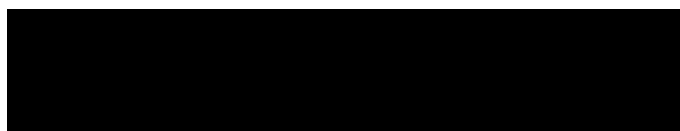
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [8:59:07 AM]:

Welcome to chat.

Ashley [8:59:13 AM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED]. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley. I see you have a question about your warranty, I am happy to check into any questions you may have.

[REDACTED] [9:00:04 AM]:

I WAS CHATTING WITH WILLIE A FEW MINUTES AGO & GOT DISCONNECTED

Ashley [9:00:29 AM]:

I do apologize that you got disconnected, [REDACTED]. However, I am happy to assist you here.

[REDACTED] [9:01:46 AM]:

I HAVE A 2014 SILVERADO THAT I LOST MY POWER BRAKES ON 11/23/17 AND WAS TRYING TO SEE IF WARRANTY COVERED THE REPAIRS

Ashley [9:02:21 AM]:

I do apologize for any inconvenience this concern with the brakes on your Silverado may have caused you, [REDACTED]. I would like to look into this further. Can you please provide me with your VIN and current mileage on the vehicle to do so?

[REDACTED] [9:03:16 AM]:

3GCUKSEC5EG [REDACTED] 39236MILES

Ashley [9:03:41 AM]:

Thank you very much, [REDACTED]. Have you had this concern diagnosed by your local Chevrolet dealer at this time?

[REDACTED] [9:05:21 AM]:

I HAD TO IT REPAIRED AT PARKER GMC IN MOREHEAD NC BECAUSE I COULD NOT SAFELY STOP MY TRUCK. IT TOOK ALL I COULD DO TO STOP IT

Ashley [9:06:28 AM]:

I appreciate you confirming that, [REDACTED]. Can you please the name, phone number and e-mail address you entered in the pre-chat form is accurate? Can you also confirm your home address for documentation purposes as well?

[REDACTED] [9:07:59 AM]:

[REDACTED]

Ashley [9:08:18 AM]:

Thank you. Can you please allow me 3-6 minutes to gather some additional information on my end?

[REDACTED] [9:08:39 AM]:

YES

Ashley [9:10:56 AM]:

I appreciate your patience and thank you for holding, [REDACTED]. After looking into this further, typically these components are covered under the Bumper to Bumper Limited Warranty which is no longer valid, as it expired on 3/31/2017 and 36,003 miles. Did you discuss your valid warranties with the GMC dealer that serviced your vehicle?

[REDACTED] [9:14:33 AM]:

THEY JUST TOLD ME IT WASN'T COVERED BUT BEING THIS VACUUM PUMP IS OIL FEED I THOUGHT IT MAY BE COVERED UN 5 YEAR POWER TRAIN WARRANTY. IF NOT THIS SHOULD BE ADRESSED, THIS IS DEFINITLY A SAFETY ISSUE.

Ashley [9:15:29 AM]:

Which component needed repaired/replaced? Also, what was the estimate for repair and did you authorize for the repair to be completed?

[REDACTED] [9:17:28 AM]:

THE BRAKE VACUUM PUMP #12669488 AND YES I DID GET IT REPAIRD AT COST OF \$504.

Ashley [9:19:03 AM]:

I appreciate you confirming all of these details, [REDACTED]. Based on the information that you have shared with me, I would like to transfer this case to a Senior Advisor that can work directly with you and your dealer to review your vehicle concerns and determine if this should have been covered under any remaining warranty. However, we cannot guarantee. I will forward your case to them and the Advisor and Dealer

will review your case and vehicle details then contact you within 2 business days to assist you further. Is there a better time of day to reach you on the phone number you provided?

[REDACTED] [9:20:48 AM]:

[REDACTED] IS MY WORK NO. AND I AM THERE FROM 6.00AM TO 5:30 PM MONDAY -THURS
THANKYOU

Ashley [9:21:35 AM]:

You are very welcome, [REDACTED] Your reference number is [REDACTED]. Do you have any additional questions for me at this time?

[REDACTED] [9:22:10 AM]:

NO

Ashley [9:22:23 AM]:

Thank you for chatting in with us here at Chevrolet Customer Assistance. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 9 p.m. and Saturdays 9 a.m. to 9 p.m. EST. I hope the rest of your day goes well!

Caller [REDACTED] left the call.

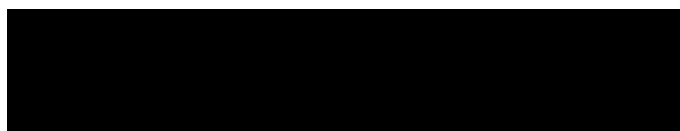
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:18:48 AM]:

Welcome to chat.

Willie [9:18:57 AM]:

Thank you for contacting General Motors Customer Assistance, my name is Willie, how may I assist you today?

[REDACTED] [9:19:42 AM]:

my brakes are pressing all the way down to the floor after a long drive when I am trying to park, or stop when it is not on the highway

[REDACTED] [9:20:00 AM]:

I have a gmc sierra 1500

[REDACTED] [9:20:04 AM]:

stl

Willie [9:20:34 AM]:

I apologize for that inconvenience and you're having this issue with your vehicle.

Willie [9:20:41 AM]:

I'll be happy to look into that for you.

Willie [9:21:12 AM]:

When did you start to notice this condition?

Willie [9:22:05 AM]:

Did you take your vehicle to the dealership to have it check?

[REDACTED] [9:24:51 AM]:

it started a few months ago but I got the brakes repaired, and then it has continued, I drove to stl to pick up my daughter for the holidays and it did it again when I pulled into her school, each time I had to drop her off, and it just did it again this morning as I pulled into work to back in to the parking spot the BIG truck refused to stop, just rolled. vin 3gtu2vecfg [REDACTED]

Willie [9:26:04 AM]:

That's dangerous when you lost control of the vehicle.

[REDACTED] [9:26:23 AM]:

yes its freaking me out

Willie [9:26:45 AM]:

When was the last time that the dealership had your vehicle for this issue?

[REDACTED] [9:26:54 AM]:

never

Willie [9:26:55 AM]:

What is the name of the dealership that you work with?

[REDACTED] [9:27:04 AM]:

landers in Southaven ms

Willie [9:27:13 AM]:

When was the last time that the dealership had your vehicle for this issue?

[REDACTED] [9:27:25 AM]:

never

[REDACTED] [9:28:30 AM]:

it was doing this before I had my brakes changed, and then it has continued but the dealership has not reviewed my truck.

Willie [9:31:34 AM]:

Who replaced the brakes?

[REDACTED] [9:31:41 AM]:

pep boys

[REDACTED] [9:31:50 AM]:

but like I said the issues was before them.

[REDACTED] [9:32:16 AM]:

the brakes had not been stopping so I went to get them repaired

[REDACTED] [9:32:30 AM]:

I thought that would be the issue.

[REDACTED] [9:33:49 AM]:

I had the issue happen a lot infrequently from over the six months, I have had gateway tire review them, and they said prior years the "bolster"(not sure) was defective but was supposed to be repaired with the 2015 model

[REDACTED] [9:34:21 AM]:

I have contacted gmc before but today was so scary for the truck to continue in the same manner.

Willie [9:35:47 AM]:

I understand that it's a safety concern.

Willie [9:36:00 AM]:

I'd like to look into this further for you.

[REDACTED] [9:36:38 AM]:

ty

Willie [9:37:57 AM]:

You're welcome. I would like to take this opportunity to update your profile. Can you please provide me your home address and the current mileage of the vehicle?

[REDACTED] [9:38:47 AM]:

[REDACTED]

Willie [9:39:34 AM]:

Thank you so much.

Willie [9:39:42 AM]:

How can I make things better for you?

Willie [9:43:40 AM]:

I just want to make sure that you are still there.

[REDACTED] [9:43:51 AM]:

im here sorry

[REDACTED] [9:45:06 AM]:

I need to schedule an appointment with someone to help, have there been any reports to you all concerning this issue, I see it online but need to know what to do. because if they cannot recreate the issue in the dealership not only am I going to be out 150 but they truck still wont stop

[REDACTED] [9:45:58 AM]:

this is not a little vehicle and a truck the size of a semi-cab not stopping is intimidating

Willie [9:47:01 AM]:

I understand. If I were in your position, I would feel the same way.

Willie [9:47:42 AM]:

Do you have a preferred dealer in mind that you want to work with?

[REDACTED] [9:47:57 AM]:

no just need it done

Willie [9:49:23 AM]:

While I'm locating the nearest dealer, I want to give you your Service Request Number, [REDACTED].

Willie [9:50:40 AM]:

I do have Landers GMC in Southaven, MS.

Willie [9:50:42 AM]:

I can send you the link to schedule your appointment online or would you prefer a phone number?

[REDACTED] [9:51:59 AM]:

link

Willie [9:52:08 AM]:

[REDACTED]

Willie [9:52:16 AM]:

After you click on the link, you will search for the dealership in your area. Then click the Schedule Service button.

Willie [9:52:49 AM]:

I understand that you want the vehicle to be fixed. The brakes are covered under the Bumper to Bumper Warranty. However, that said warranty was expired. As much as I would love to help you, my apologies, GM will not be able to cover the cost of repair.

[REDACTED] [9:53:48 AM]:

has there been any recalls or memos issued out because online it is a frequent issue

Willie [9:54:28 AM]:

We appreciate the efforts you made in trying to research your vehicle's issues. Please understand though that anyone can post online and it will be unfair for us to assume the same for your vehicle when every customer has a different way of caring for their vehicle, even if it's the same year and model. We want to ensure we are able to address your vehicle's specific issue through a GM dealer diagnosis.

Willie [9:55:25 AM]:

Based on your VIN, there's no open recall on your vehicle. Recalls are vin specific because the vehicles are produced in batch and in different manufacturing plants. You can verify this information to our website, www.my.gm.com/recalls.

[REDACTED] [9:56:31 AM]:

that is understandable but as I asked before is there any soft notices that have been issued I know they do not do recalls until a significant number of major accidents occur but I need to know if there is any specific notices

Willie [10:00:43 AM]:

GM sends a letter or notice to customers whose vehicles are included in the recall.

[REDACTED] [10:02:20 AM]:

yes but they do not send notices if it is just a hey this could happen....are there any safety defects

Willie [10:08:51 AM]:

GM collects data from Customer Assistance about the vehicle issue and reviewed it. GM sends out a recall notice immediately once we identified that the component is defective.

[REDACTED] [10:10:24 AM]:

has there been any NHTSA investigations on my truck?

[REDACTED] [10:10:39 AM]:

or the gmc sierra 1500 2015

Willie [10:11:25 AM]:

You can contact NHTSA to check if there's investigation about it.

[REDACTED] [10:11:34 AM]:

nvm ty

Willie [10:12:00 AM]:

I am truly sorry we were unable to resolve your concerns to your satisfaction.

Willie [10:12:08 AM]:

Thank you for allowing me to assist you today.

Willie [10:12:23 AM]:

Do you have any other questions that I may assist you with today?

[REDACTED] [10:14:14 AM]:

yes will it be noted on my account that we had this conversation?

Willie [10:15:28 AM]:

This chat is documented and please keep this Service Request Number [REDACTED] as your reference.

Willie [10:16:02 AM]:

Is there anything else that I can assist you with today?

Willie [10:16:08 AM]:

Is there anything else that I can assist you with today?

[REDACTED] [10:17:16 AM]:

no

Willie [10:17:50 AM]:

Thank you for chatting with the GMC Customer Assistance! My name is Willie. Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 8:00 a.m. to 9:00 p.m ET.

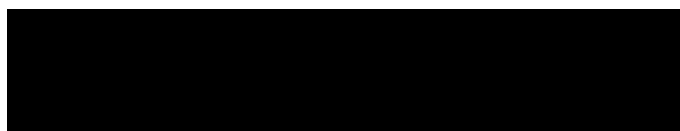
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [2:54:54 PM]:

Welcome to chat.

Bien [2:55:01 PM]:

Welcome to GM Customer Assistance. My name is Bien. How may I assist you today?

[REDACTED] [2:55:46 PM]:

i have a 2015 tahoe and i just want to ask if there was a recall on vacuum pump...

Bien [2:56:13 PM]:

I'll be glad to check that for you. Do you have the last 8 of the VIN?

[REDACTED] [2:56:14 PM]:

my brakes started messing up

[REDACTED] [2:56:37 PM]:

FR [REDACTED]

Bien [2:56:45 PM]:

It seems like you are having a very difficult time with the brakes.

Bien [2:56:57 PM]:

Thank you.

[REDACTED] [2:57:20 PM]:

yes...and i dont want to be involved in an accident because of that..

Bien [2:57:23 PM]:

How many miles do you have on your vehicle?

Bien [2:57:30 PM]:

I understand.

[REDACTED] [2:57:41 PM]:

almost 80 000

Bien [2:57:53 PM]:

Thank you.

Bien [2:57:57 PM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[REDACTED] [2:58:32 PM]:

yea..

Bien [2:58:43 PM]:

To ensure we have your account updated, may you please provide your mailing address?

[REDACTED] [2:59:30 PM]:

[REDACTED]

Bien [2:59:39 PM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls

Bien [3:00:00 PM]:

Upon checking, there's no recall on your vehicle. Have you reached out to the dealer regarding this?

[REDACTED] [3:00:57 PM]:

yea...my vehicle is in the dealer but i wanted to make sure first before i buy the part..

Bien [3:01:10 PM]:

I see.

Bien [3:01:27 PM]:

I've checked but there's no recall on the vehicle.

[REDACTED] [3:01:50 PM]:

ok thank you..

Bien [3:01:56 PM]:

Is there anything else?

Bien [3:04:06 PM]:

Your case number is [REDACTED].

Bien [3:06:03 PM]:

Thank you for using Chevrolet Webchat. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat from 8:00 a.m. to 9:00 p.m. Eastern Time Monday - Friday and Saturday 9:00 a.m. to 10:00 p.m. You can also call us at 866-790-5600. Thank you for visiting us.

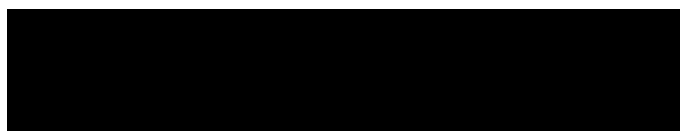
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



ALFRED MATTHEWS

MODESTO:
BAR# AC009189 EPA# CAD028687259

TURLOCK:
BAR# AG240445 EPA# CAR000164160

3807 McHenry Ave. 2440 N. Golden State Blvd.
Modesto, CA 95356 Turlock, CA 95382
(209) 577-0140 (209) 668-5322

www.alfredmatthews.com

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.

Monday - Friday

7:30 a.m. to 4:00 p.m. Saturday

CUSTOMER NO.	ADVISOR SERGIO CHAVEZ	TAG NO. 763	INVOICE DATE 11/24/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	ODOMETER 32,454	STOCK NO.
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD	RELEASE	DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. 1 G K S 1 H K C 8 F R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	A.S. DATE 11/22/17	
PHONE	COMMENTS			

MO: 32454

JOB# 1 CHARGES

LABOR-----
J# 1 03GCZ001 BRAKE CONCERN TECH(S):S2 WARRANTY
CUSTOMER STATES THAT THE VEHICLE LOSES BRAKE ASSIST WHEN
APPLYING THE BRAKES OFF AND ON IN STOP AND GO TRAFFIC.
ADVISE
NO VACUUM COMING FROM VACUUM PUMP. FOUND SIGNS OF OIL IN
VACUUM PUMP LINE. FOUND PITS361C FOR CONCERN, REQUIRES
REPLACEMENT OF VACUUM PUMP
REPLACED VACUUM PUMP, WAS COMING APART WHEN TOOK
APART. REPLACED VAC LINE AND BOOSTER AND MASTER CYLINDER AS
PER PITS361C. RETEST DROVE AND HAVE GOOD BRAKES NOW.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
	1	12669488	PUMP 3.280 Y		WARRANTY
	1	23135228	PIPE 4.930 Y		WARRANTY
	1	23135220	BOOSTER 4.805 Y		WARRANTY
		STEVES CHEV INV#130253			
	1	20925765	CYLINDER 4.650 Y		WARRANTY
	1	12658179	BELT 1.066 Y		WARRANTY
	1	19353126	FLUID 8.800 N		WARRANTY
	1	25000	COST DIFF		WARRANTY
		STEVES CHEV INV#130253			
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 03CCZZ1 BRAKE CONCERN TECH(S):S2 WARRANTY
CUSTOMER STATES THAT THERE IS A CLANKING RATTLE NOISE HEARD
WHEN APPLYING THE BRAKES. CHECK AND ADVISE
RELAYED TO LINE 1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 94CCZTPI CA TIRE PRESSURE TECH(S):S2 WARRANTY
CHECK AND INFLATE EACH VEHICLES TIRE TO RECOMMENDED TIRE
PRESSURE RATING, AS APPROPRIATE, AT TIME OF PERFORMING ANY
AUTOMOTIVE MAINTENANCE SERVICE OR REPAIR.
CHECKED AND INFLATED VEHICLES TIRES TO RECOMMENDED TIRE
PRESSURE RATING, AS APPROPRIATE.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

**TERMS: STRICTLY CASH UNLESS
ARRANGEMENTS ARE MADE.**

"I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ORIGINAL ESTIMATE _____

REVISED ESTIMATE _____

**NO RETURNS ON ELECTRICAL OR
SAFETY ITEMS OR SPECIAL ORDERS.**

X _____

ALFRED MATTHEWS

MODESTO:

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TURLOCK:

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CUSTOMER NO.	ADVISOR SERGIO CHAVEZ	TAX NO. 763	INVOICE DATE 11/24/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	SALES TAX 32,454	COLOR
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 1 H K C 8 F R	SELLING DEALER NO.	PRODUCTION DATE	
	R.F.E. NO.	P.O. NO.	R.O. DATE 11/22/17	
PHONE	COMMENTS			

NO: 32454

TOTALS*** NEXT RECOMMENDED SERVICE:**

* 01/17/2018 / 34434 MI 01GCZ045 45000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 9.95

TOTAL PARTS.... 42.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 2.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 3.31

TOTAL INVOICE \$ 57.26

THANK YOU FOR YOUR BUSINESS!!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.

"I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. This seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ORIGINAL ESTIMATE

REVISED ESTIMATE

NO RETURNS ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CUSTOMER SIGNATURE

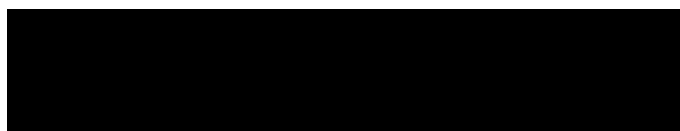
DUPLICATE INVOICE

PE18-012

GM

3-27-2019

Q3



BofA Core Checking - 0827: Account Activity Transaction Details

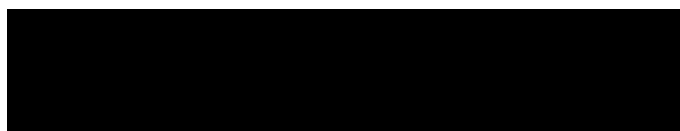
Post date: 11/27/2017**Amount:** -267.22**Type:** Debit card**Purchaser:** **Description:** CHECKCARD 1124 ENTERPRISE RENT-A-CAR
MODESTO CA **Merchant category:** Enterprise Rent-A-Car**Merchant category
code:** 3405**Merchant name:** ENTERPRISE RENT-A-CAR**Transaction
category:** Travel: Travel

PE18-012

GM

3-27-2019

Q3





MOT/UTO

REGISTRATION ON 03/08/2017 TO 03/08/2018 11

05-000

VEHICLE CONTROL NUMBER 1GKS1HKC8FR

DATE FIRST SALE 00/00/2015

CLASS GMC

YEAR 2015

UT

DATE SALE 02/26/2017

TYPE VEH 120

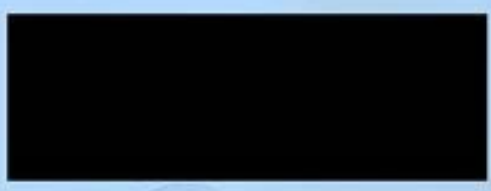
MT G

RD

TOTAL FEES PAID \$423

1900

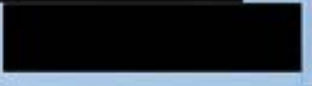
REGISTERED



WELLS FARGO AS CTL AGENT
PO BX 9000
LUTHERVILLE

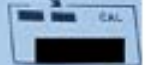
MD

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



TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE:
1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS. STICKER WILL NOT STICK IF WET OR DIRTY.
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:
MOTORCYCLES:
Right Half of This Wall



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 or More—Must Apply Sticker To Front Plate

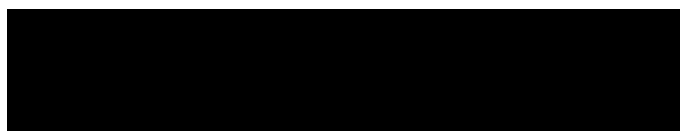
PEEL HERE

PE18-012

GM

3-27-2019

Q3





4623 MCHENRY AVE STE C
MODESTO, CA 95356-9562

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

9PQXFQ

11/24/2017

BILL TO

RENTAL INFORMATION

Date/Time Out
11/22/2017 05:05 PM

Date/Time In
11/24/2017 05:03 PM

Renter

Additional Driver

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
GRAY LT		PACI	7PP4HN	14,762 15,090

VIN: 2C4RC1BG0HR

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle

GMC

Repair Shop

ALFRED MATHEWS AUTOMOTIVE

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	2 DAY	135.99	271.98
DISCOUNT TM		10.00 %	-27.20

Subtotal 244.78

VEHICLE LICENSE RECOVERY FEE	2 DAY	1.58	3.16
SALES TAX	PCT	7.88	19.28

Total Charges (USD) 267.22

PAYMENTS

Payment Visa -267.22

Total Payments (USD) -267.22

Amount Due (USD) 0.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :

ENTERPRISE RENT-A-CAR
150 N SUNRISE AVE
ROSEVILLE, CA 95661-2905

Amount Due (USD) 0

Paid By:

Fed Tax Id:

Account #

Rental Agreement
9PQXFQ

Amount
0

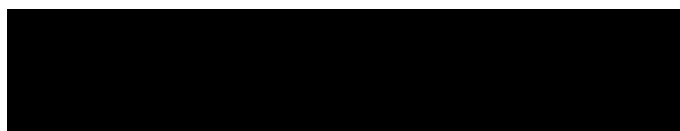
GPBR
3013

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 12/14/2017

Customer Information

First Name: [REDACTED]

Last Name: [REDACTED]

Phone [REDACTED]

VIN: 1GKS1BKC2FR [REDACTED]

Make: GMC

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Agent Information

Agent Name: Siebel Service

Agent Role:

Vehicle/Coverage Information

Time

Component's Warranty End Date: 10/21/2017

Job Card Date: 12/14/2017

Days out of Warranty: 54

Mileage

Component's Warranty End Mileage (Miles): 36,009

Current Mileage: 46,000

Miles out of Warranty: 9,991

Repair

Total Repair Cost At Warranty Rates: \$600.00

Job Card / Repair Order : tier2

Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$240.00

Cust/Dlr Participation Amount: \$360.00 / 60%

Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

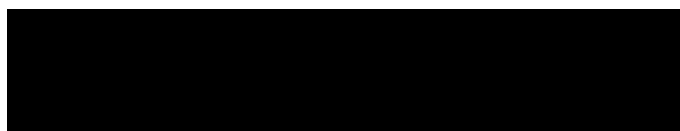
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



Chevrolet - Concern On A Vehicle I Own-Additional Info:fg [REDACTED]

I have both a 2015 Silverado and 2015 Suburban. I am having repairs that should not be occurring at 50,000 miles. There is 50k on each vehicle. My immediate complaint is my silverado is currently needing the vacuum assist pump replaced for the brakes. In speaking to other repair shops, it is absurd that this needs done right now.

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

Caller English

System [3:16:34 PM]:

Welcome to chat.

Vincent [3:17:20 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you are driving. Thank you for contacting Chevrolet Customer Service, [REDACTED] My name is Vince. I see you are having a vehicle concern, I am sorry to hear that! I would like to begin documenting your concerns and take a look over the vehicle information.

[REDACTED] [3:17:56 PM]:

How is it determined when a special bulletin gets issued for specific repairs? Is there any thing short of this happening for Chevy to pay for parts/repairs?

Vincent [3:20:23 PM]:

I am not able to answer the first question, as we do not assist with such. However, all customer concerns are documented and available to the many departments within GM for review. As for the second, I will have to further look over the vehicle information. This sort of concern would typically be covered within the Bumper-to-Bumper Warranty I believe. Outside of that, cost assistance is provided on a case by case basis. Therefore, I need to look at the vehicle warranty information to see what may be able to be provided. Have you had the vehicle diagnosed by a Certified Chevrolet Dealership?

[REDACTED] [3:20:58 PM]:

It is currently at Bill Holt Chevrolet in Canton, Georgia. It has 50,000 miles on it, so I am outside the bumper to bumper warranty.

[REDACTED] [3:21:19 PM]:

But, again, it is a joke to have to make this repair at 50,000 miles.

[REDACTED] [3:22:41 PM]:

I spent \$1200 to repair a fuel injector on my 2015 Suburban 3 weeks ago. It too has 50,000 miles on it. I spent over \$100,000 on two chevy trucks and am beginning to question the decision.

Vincent [3:23:49 PM]:

I understand that you feel that way and I will make sure to document such for you. As the vehicle is outside of the Bumper-to-Bumper, I will have to transfer this to a Senior Adviser to check into any cost assistance. . The warranty on your vehicle is very competitive and is there because we stand behind our products, but cannot warranty vehicles indefinitely. I do need to collect more information before I can escalate this for you. As it can take up to 2 business days for the Senior Adviser to pick up the case and collect information, when is the best time to contact you?

[REDACTED] [3:24:13 PM]:

anytime during the day.

Vincent [3:24:53 PM]:

I am also sorry to hear that you had those concerns with the injector on your other vehicle recently also. Thank you. Have you spent any money out of pocket towards this current concern? In addition, did the dealership provide an estimate for repairs?

[REDACTED] [3:25:25 PM]:

I will pay for it tomorrow when the part comes in. It was close to, but just under \$600 estimate for the vacuum pump.

Vincent [3:27:13 PM]:

Thank you. I would suggest waiting for the Senior Adviser to look further into this for you. The Customer Experience Manager at the dealership will also be notified. If you would like, you can contact them in the mean time. The CEM at the dealership is David Theriault.

[REDACTED] [3:28:06 PM]:

I am going today to pick up a loaner. I've spoken to [REDACTED] in the past.

Vincent [3:28:31 PM]:

I understand. For your documentation, your Service Request Number will be [REDACTED].

Vincent [3:28:43 PM]:

Please know that all the information you have provided me will be available to them as well. I will forward your case to them and they will be in touch soon to assist you further. They will contact you within 1 to 2 business days

Vincent [3:28:44 PM]:

.*

Vincent [3:28:48 PM]:

If the information in the prechat form is correct; for documentation, can you please also verify your street address for me?

[REDACTED] [3:28:59 PM]:

thank you [REDACTED]

Vincent [3:30:25 PM]:

You are very welcome. Do you have any questions at this time, [REDACTED]

[REDACTED] [3:30:58 PM]:

no.

Vincent [3:31:42 PM]:

Thank you for allowing me the opportunity to assist you! Thank you again for chatting in with Chevrolet Customer Assistance! If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. Alternatively, you may call in at 1-866-790-3600.

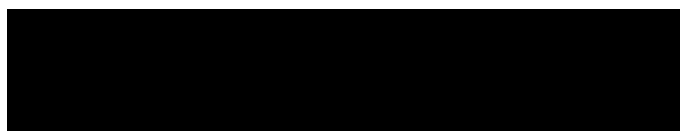
Call Disconnected.

PE18-012

GM

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Q3



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

Caller English

System [5:14:48 PM]:

Welcome to chat.

Santana [5:15:01 PM]:

Thank you for contacting GM Customer Assistance Center, [REDACTED] Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. I see that you are chatting in today regarding a question about your warranty. I would be happy to look into that. What question can I assist you with today?

[REDACTED] [5:15:57 PM]:

Hello, my Silverado 1500 High Country brakes are acting weird. At very low speeds the brake pedal gets rock hard. I looked it up and it looks like it's a bad brake booster

[REDACTED] [5:16:18 PM]:

Is this covered on my warranty? I just hit 45,678 miles

[REDACTED] [5:16:57 PM]:

Or is there a recall on this. Apparently I am not the only one with this issue

Santana [5:18:21 PM]:

I do apologize to hear that your brakes do not feel correct, [REDACTED]. I do understand how this situation can be frustrating and I would be happy to look into this further. To clarify, you have a 2015 Silverado?

[REDACTED] [5:18:50 PM]:

Yes sir, a 2015 Silverado High Country. I bought it brand new

Santana [5:20:18 PM]:

Thank you, [REDACTED]. I would like to wish you a belated congratulations on your new vehicle purchase! Have you had your concern with the brakes diagnosed by a GM dealership?

[REDACTED] [5:21:11 PM]:

No not yet. I don't want to get stuck with a huge bill if it's not covered

[REDACTED] [5:22:16 PM]:

I'm just a little upset because we have had this vehicle dealer maintained the entire time. We haven't even had to change the tires on it yet and the brakes are locking up for no reason

[REDACTED] [5:22:32 PM]:

I paid almost 60k for this vehicle...

Santana [5:23:21 PM]:

Thank you, [REDACTED]. I do understand your frustration and how unexpected repairs can be costly. We appreciate you bringing your issue to our attention, as we certainly want to help resolve any vehicle concerns for our customers. I would be happy to look into this. You stated that it happens at low speeds. Do you happen to know in between what speeds you generally experience this?

[REDACTED] [5:24:55 PM]:

It's happened only when we are going about 5mph. In a parking lot while parking or while rolling forward stuck in a traffic jam and then coming to a stop

[REDACTED] [5:25:24 PM]:

My wife nearly rear ended a car today while trying to stop while pulling into a parking spot

Santana [5:27:04 PM]:

Thank you for answering my question. I do apologize to hear that your wife was almost involved in a collision. I am glad to hear that she was not! Would you please provide me 4-5 minutes to look into this?

[REDACTED] [5:27:14 PM]:

Yes sir

Santana [5:27:42 PM]:

Thank you. While I look into this, to confirm, is the information you entered into the pre-chat form for your name, email address, and phone number is accurate, so that I may use it for documentation? Also, would you please confirm your mailing address for documentation and to ensure that you receive any future recalls or bulletins regarding your vehicle?

[REDACTED] [5:28:54 PM]:

Yes sir. Name is [REDACTED], phone number is [REDACTED], mailing address is [REDACTED]
[REDACTED]

[REDACTED] [5:29:26 PM]:

Email is [REDACTED]

Santana [5:32:03 PM]:

Thank you for your patience and that information, [REDACTED]. You have the right to expect long term reliable performance from your vehicle. Every effort has been made to assure excellent quality for our customers. I do understand you wanted to know if this concern would be covered under warranty. I do apologize, I do see that your Bumper to Bumper Limited Warranty has ended at 36,016 MI, which would mean that this concern is not covered. However, we do understand how unexpected repairs can be costly and we would be happy to look into if there are any options available to assist you with the repair cost. Before we can do so though, we do need to have the vehicle officially diagnosed by a GM dealership to determine the cause of your concern and what repair is needed. If the concern is determined to be due to something that would generally not be covered under the terms of your warranty, we would not be able to assist.

Santana [5:32:44 PM]:

Do you have a GM dealership you would like to work with? I would be happy to locate a dealership in your area.

[REDACTED] [5:33:31 PM]:

I have been going to Alamo City Chevrolet, they used to be called Tom Benson Chevrolet

[REDACTED] [5:33:46 PM]:

Same everything place I bought it from

[REDACTED] [5:34:22 PM]:

*Same

Santana [5:35:31 PM]:

Thank you, [REDACTED]. Our next step would be to make an appointment to have the vehicle diagnosed. You can do so at (210) 341-3311 or at <http://www.alamocitychevy.com/ServiceApptForm>. After the vehicle has been diagnosed, you would then want to contact us back and reference your case number [REDACTED], so that we may look into if any options are available to resolve this concern.

[REDACTED] [5:36:14 PM]:

Ok, I will schedule an appointment with them sir

Santana [5:36:50 PM]:

Thank you, [REDACTED]. We appreciate your cooperation and understanding. We take our customers satisfaction very seriously and want to do what we can to assist.

Santana [5:36:57 PM]:

We are very thankful for your business with GM, and want to ensure that all of your concerns/questions are addressed and resolved promptly. Do you have any other questions, or can I help you in any other way today?

[REDACTED] [5:37:16 PM]:

No sir. I appreciate your time

Santana [5:37:40 PM]:

Thank you. We look forward to hearing from you. Thank you for contacting GM. For your reference, your case number for today's call is [REDACTED]. If you have any more questions, please do not hesitate to chat with us again! We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600 Monday through Saturday from 8 a.m. to 9:00 p.m. Eastern Standard Time.

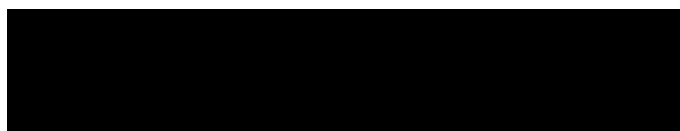
Call Disconnected.

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GM

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Q3



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

Caller English

System [5:22:48 PM]:

Welcome to chat.

Carlo [5:23:08 PM]:

Thank you for contacting General Motors Customer Assistance Center. My name is Carlo and I am here to assist you. Who do I have the pleasure of speaking with, and how can I help you today?

Carlo [5:24:09 PM]:

Thank you for chatting. I am still here to assist you.

[REDACTED] [5:24:36 PM]:

Hello, I had an issue with my 2015 Silverado High Country. My reference number is [REDACTED]. I was supposed to be contacted by someone within 2 business days but I have yet to be contacted by anyone

[REDACTED] [5:24:49 PM]:

My name is [REDACTED]

Carlo [5:25:05 PM]:

I see. Let me pull up your file through the service request number.

Carlo [5:26:53 PM]:

Thank you for patiently waiting, [REDACTED] I could see that this is in regard to your 2015 Chevrolet Silverado with the vacuum brake concern.

[REDACTED] [5:27:33 PM]:

Yes sir

Carlo [5:29:08 PM]:

We apologize your assigned advisor has not yet reached out to you. It can take up to 2 business days to review your case and get back to you, but the senior advisor does need time to receive and review your case and vehicle details.

[REDACTED] [5:29:40 PM]:

I understand that but its been over two business days

Carlo [5:31:11 PM]:

The least that I can do for you, [REDACTED] is to notify Julian, your assigned senior advisor of your follow up today. I can make sure to notify your advisor to contact you immediately to further assist you.

[REDACTED] [5:32:14 PM]:

I understand its not on you Carlo. You are just the middle man in this particular situation. I just don't like driving the vehicle while this issue is still going on. I've held off on getting it repaired till I spoke with someone

[REDACTED] [5:33:20 PM]:

I just didn't want my case to get slipped through the cracks, that's all. I'm sure the SA is busy as he handles numerous cases a day

[REDACTED] [5:33:51 PM]:

But if someone is going to follow up then I don't have a problem waiting

Carlo [5:34:06 PM]:

Thank you for your patience and understanding, [REDACTED]. I could see here that your senior advisor is still in communication with your dealership to gather information.

[REDACTED] [5:34:39 PM]:

I figured that he would reach out to the dealership, I've had it maintained there since we bought it.

[REDACTED] [5:36:08 PM]:

As long as someone contacts me here in the next couple of days I'm good with that. I however wouldn't tell people that it'll happen within two business days if it doesn't actually happen.

[REDACTED] [5:36:22 PM]:

And again Carlo, I know its not you

Carlo [5:40:02 PM]:

Yes, [REDACTED] I understand your frustration. There are instances that the senior advisor may take some time to get back to our customers for an update. Rest assured that I will add your feedback on my documentation in regard to the callback timeframe.

[REDACTED] [5:40:35 PM]:

Okay Carlo, I appreciate your help

Carlo [5:42:00 PM]:

You are welcome, [REDACTED]. We will be asking more of your patience and understanding. It is just that the senior advisor may not be able to provide you with an update yet, from what I can see on your file.

[REDACTED] [5:42:17 PM]:

Ok no worries. I appreciate the update

Carlo [5:42:29 PM]:

Thank you for getting back to us here at the Chevrolet Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future. You may call our Chevrolet Customer Assistance Center at 1866-790-5600. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

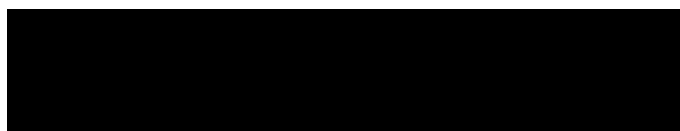
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GM

3-27-2019

Q3



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

Caller English

System [11:45:28 AM]:

Welcome to chat.

Willie [11:45:43 AM]:

Thank you for contacting General Motors Customer Assistance, my name is Willie, how may I assist you today?

[REDACTED] [11:46:22 AM]:

Hello Willie, my name is [REDACTED] and I contacted someone over the weekend about an issue I am having with my 2015 Silverado High Country

[REDACTED] [11:46:44 AM]:

I have a case number, it is [REDACTED]

Willie [11:46:55 AM]:

Thank you for that information.

[REDACTED] [11:47:39 AM]:

I had the vehicle looked at today by the Alamo City dealership here in San Antonio, TX and they told me its defect in the vacuum brake

[REDACTED] [11:48:13 AM]:

They said this is not a normal issue and normally doesn't break, however it is going to cost me over \$650 dollars to fix it...

[REDACTED] [11:49:09 AM]:

I am a little upset because this vehicle has been dealer maintained for EVERYTHING down to the oil changes and now something that shouldn't break is going to cost me an arm and a leg to fix

Willie [11:50:14 AM]:

I know unexpected costs can be frustrating.

Willie [11:50:23 AM]:

I'll be happy to look into that for you.

[REDACTED] [11:51:26 AM]:

So what the issue is with this part not functioning it doesn't allow the truck to stop. The brake pedal literally locks up and isn't able to be depressed. My wife almost rear ended a car in a parking lot because the truck didn't want to stop. It only happens at slow speeds

Willie [11:52:30 AM]:

That's dangerous.

Willie [11:53:15 AM]:

We wouldn't want any customer to experience what you've described. And your safety is our priority.

[REDACTED] [11:53:29 AM]:

Indeed it is. We kind of freaked out when it happened.

Willie [11:56:20 AM]:

I understand that because you're concerned with the safety of your family.

[REDACTED] [11:56:56 AM]:

The gentlemen I talked to about this a few days ago said that you guys would look into it and see if there is something that can be done about the repair cos

[REDACTED] [11:56:58 AM]:

cost

Willie [11:57:24 AM]:

Yes, Sir.

Willie [11:57:36 AM]:

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

Willie [11:57:49 AM]:

Can we call you anytime?

[REDACTED] [11:58:08 AM]:

Yes sir. My personal cell phone number is [REDACTED]

Willie [11:58:35 AM]:

That's perfect.

Willie [11:58:50 AM]:

Soon as we end our chat your case gets assigned to a senior advisor who will be your main point of contact to assist you further.

[REDACTED] [11:59:00 AM]:

So should I wait on the repair then? The truck is at the dealership right now.

Willie [12:00:14 PM]:

The Senior Advisor will call you and will give you instructions.

[REDACTED] [12:00:28 PM]:

Okay, I appreciate your assistance sir.

Willie [12:00:46 PM]:

You're welcome.

Willie [12:01:07 PM]:

I want to thank you for taking the time to chat with me today and I appreciate your patience.

Willie [12:01:16 PM]:

Do you have any other questions that I may assist you with today?

[REDACTED] [12:01:44 PM]:

No sir that was it. Again, I appreciate your help

Willie [12:02:32 PM]:

You're welcome, Sir and take care always. Happy Holidays.

Willie [12:02:49 PM]:

Thank you for chatting with the Chevrolet Customer Assistance! My name is Willie. Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 8:00 a.m. to 9:00 p.m ET.

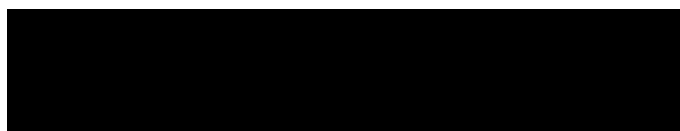
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [8:59:59 PM]:

Welcome to chat.

Marcelo [9:00:32 PM]:

Thank you for contacting GMC Customer Assistance. My name is Mark. Please allow me two to three minutes to research your question.

Marcelo [9:01:07 PM]:

Can I have the last eight characters of the VIN and the mileage of the vehicle?

Marcelo [9:01:45 PM]:

Sorry to learn that you are having safety issue on your vehicle.

[REDACTED] [9:02:09 PM]:

EG [REDACTED]

[REDACTED] [9:02:26 PM]:

mileage is 39,434 miles

Marcelo [9:02:49 PM]:

Thank you for the information.

Marcelo [9:02:58 PM]:

Would it be fine for me to use the information you have provided in your pre-chat form in case documentation is required in this interaction?

[REDACTED] [9:04:05 PM]:

yes

Marcelo [9:04:22 PM]:

Thank you for allowing me to use the information, [REDACTED].

Marcelo [9:04:47 PM]:

What is the issue that you are having on your vehicle?

[REDACTED] [9:05:20 PM]:

As stated above, I am having two issues

[REDACTED] [9:06:21 PM]:

1) temporary loss of brakes during rush hour. Brake pedal went all the way to the floor and brakes did not engage. 2 mins later, brake pressure restored and has been functioning normally since then. Brake fluid is at maximum level

Marcelo [9:06:24 PM]:

What are those issues that you are having on the vehicle?

[REDACTED] [9:06:59 PM]:

2) rear driver side door actuator failure. The door will not lock or unlock when using the FOB or lock switches.

Marcelo [9:08:01 PM]:

Sorry to learn that you are having those issues and I understand that this is a safety issue.

Marcelo [9:09:13 PM]:

Checking on the VIN we don't have an open recall on the vehicle regarding this issue.

Marcelo [9:09:17 PM]:

Have you been to a GM dealer to have the vehicle checked?

[REDACTED] [9:10:01 PM]:

No I have not

Marcelo [9:10:42 PM]:

To best assist you I would like to get you connected to our GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

Marcelo [9:11:59 PM]:

I can go ahead and look for the nearest dealership in your area where we can take the vehicle.

[REDACTED] [9:13:32 PM]:

I would hope that GM realizes how this appears, and would not expect the customer to pay for multiple failures that happened exactly after the warranty on these components expires

Marcelo [9:13:59 PM]:

Can I have your address so I can locate the nearest dealership or do you have a dealership in mind where you want to take the vehicle.

Caller [REDACTED] left the call.

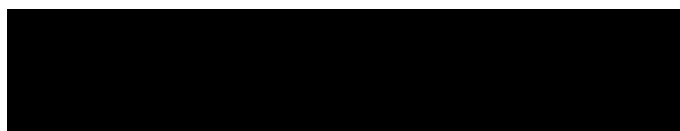
Call Disconnected.

PE18-012

GM

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Q3



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

Caller English

System [8:09:29 PM]:

Welcome to chat.

Celine [8:09:46 PM]:

Welcome to General Motors Customer Assistance, my name is Celine. I will be more than happy to assist you today!

Celine [8:09:55 PM]:

I'd like to understand how I can best assist you. Can you tell me what kind of help you're looking for today?

Celine [8:11:22 PM]:

Thank you for chatting. I am still here to assist you.

[REDACTED] [8:11:31 PM]:

Hello, I have a 2016 Suburban. The braking systems vacuum pump went out causing the brakes to fail and the truck was towed to the local Chevy dealership. They said a bulletin came out about the issue and that they repaired it. After the vehicle was home, I noticed it was leaking oil. I had it towed back. The dealership called and said that their mechanic made a mistake and didn't set the seal properly.

[REDACTED] [8:11:46 PM]:

I got him home again and noticed still leaking oil

Celine [8:12:03 PM]:

I perfectly understand your situation, [REDACTED]

[REDACTED] [8:12:09 PM]:

I just got it back after they said the gasket to the pan was bad as a result of the vacuum pump

[REDACTED] [8:12:35 PM]:

Now I have oil stains all over my newly sealed driveway. I would like GM to cover this.

Celine [8:12:55 PM]:

We will do everything we can do to help you get this situation resolved.

Celine [8:13:04 PM]:

In order to best assist you, I need to gather some information from you.

Celine [8:13:08 PM]:

Is it okay for me to use the information that you have entered in the pre-chat form earlier?

██████████ [8:13:18 PM]:

Sure

Celine [8:13:23 PM]:

Thank you!

Celine [8:13:31 PM]:

Can I please have the last 8 characters of your VIN? It will start with the letter G.

██████████ [8:15:43 PM]:

It's still at the shop. I'm in a loaner because when I went to pick it up today and pulled away from the dealership I started hearing a loud noise so I pulled over. They forgot to put the lug nuts back on one of the tires and the wheel almost fell off. It egged out the rim so they are having to order a new one

██████████ [8:16:36 PM]:

I won't have my truck back until next week

██████████ [8:17:24 PM]:

Still their?

Celine [8:17:41 PM]:

Yes, I am still here.

Celine [8:18:08 PM]:

I apologize, I am just checking if we have your VIN.

██████████ [8:18:33 PM]:

Can you have one of the GM representatives give me a call or email please

Celine [8:18:42 PM]:

I can go ahead and call you.

Celine [8:19:06 PM]:

Is it okay if I will use the phone number that you provided earlier?

[REDACTED] [8:19:21 PM]:

Can you call me at 8:30 EST?

Celine [8:19:40 PM]:

Yes, I will call you at exactly 8:30 EST.

[REDACTED] [8:19:46 PM]:

Ok thanks

Celine [8:19:48 PM]:

Please use this case number for future reference, [REDACTED]

Celine [8:19:53 PM]:

Is there anything else I can help you with today?

[REDACTED] [8:20:01 PM]:

No thanks

Celine [8:20:05 PM]:

Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business and please feel free to contact us if assistance is needed in the future.

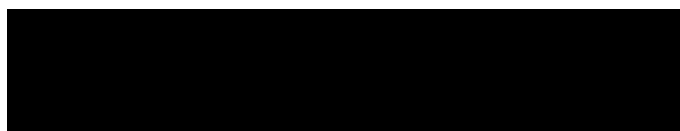
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PE18-012

GM

3-27-2019

Q3



Pre chat comments:

Chevrolet - Warranty Question On Vehicle I Own-Additional Info:Does my vehicle have any warranty

Fr [REDACTED]

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

Caller English

System [4:05:59 PM]:

Welcome to chat.

Trisha [4:06:47 PM]:

Thank you for contacting Chevrolet Customer Assistance! My name is Trisha. I see you have a warranty question. Please allow me 1-2 minutes to look into this for you.

[REDACTED] [4:07:05 PM]:

Ok thank you

Trisha [4:07:46 PM]:

May I also have the current mileage on the vehicle?

[REDACTED] [4:08:15 PM]:

84,669

Trisha [4:09:49 PM]:

Thank you. The vehicle still has the Powertrain warranty. This covers all internal parts of the engine and transmission. This warranty is good until 1/15/2020, or 100,000 miles, whichever will come first. Are you having a concern with the vehicle at this time?

[REDACTED] [4:11:34 PM]:

Yes, it has to do with the brakes it needs new booster and vacuum pump

Trisha [4:12:16 PM]:

I am sorry to hear this. Has the vehicle been diagnosed at a GM certified dealership for these concerns?

[REDACTED] [4:13:25 PM]:

No i took it to boulevard tire center

[REDACTED] [4:13:51 PM]:

And they wanted me to double check with warranty

Trisha [4:16:05 PM]:

We recommend having the vehicle diagnosed at a Chevrolet dealership for the concern. We are unable to go by a diagnostic completed at a non GM certified shop. With the vehicle out of the Bumper to Bumper warranty, the diagnostic fee would be out of pocket. The diagnostic would need to be completed, to determine if any work would be covered under the Powertrain warranty or not. Would you like me to locate a dealership and help set up an appointment?

[REDACTED] [4:18:05 PM]:

Ok no problem yes please

Trisha [4:18:19 PM]:

May I have your zip code please?

[REDACTED] [4:18:26 PM]:

[REDACTED]

Trisha [4:19:39 PM]:

Thank you. The closest dealership I am seeing is: VANN GANNAWAY CHEVROLET, INC. 2200 E BURLEIGH BLVD EUSTIS, FL 32726-8322 Sales Phone: (352) 343-2400 Service Phone: (352) 350-5815

Trisha [4:19:44 PM]:

Will this work for you?

[REDACTED] [4:19:48 PM]:

Yes

Trisha [4:21:48 PM]:

The earliest appointment I am seeing available is for Tuesday, January 2nd, at 7:30a.m. What day and time do you prefer?

Trisha [4:22:08 PM]:

There are times available until 2:30 p.m.

[REDACTED] [4:22:47 PM]:

Ok that will work

Trisha [4:23:41 PM]:

To finish booking the appointment with the dealership, may I have your mailing address please?

[REDACTED] [4:24:03 PM]:

[REDACTED]

Trisha [4:25:07 PM]:

Thank you. The dealership may contact you to confirm the appointment. Would you prefer this by email or phone?

Trisha [4:27:55 PM]:

Is the best phone number and email address to provide the dealership with the same as the information you provided in the pre chat?

Trisha [4:30:08 PM]:

Are you still there, [REDACTED] I'm still here to help finish booking the appointment.

Caller [REDACTED] left the call.

Call Disconnected.