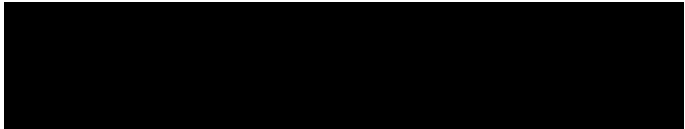


PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

January 11th, 2018

Craig Patrick, Esq.
Patrick Law Firm
6244 E Lovers Ln
Dallas, TX 75214

RE: [REDACTED]
Service Request: [REDACTED]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTP1MEC5GG [REDACTED]
Customer Relationship Specialist: Jeffrey

Dear Mr. Patrick:

We regret that your client is dissatisfied with her 2016 GMC Sierra 1500 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

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

cc: FILE

Attach.

Odometer

Client's Signature

Date

Client's Signature

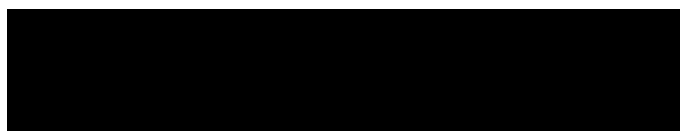
Date

PE18-012

GM

3-27-2019

Q3



Chris Simmons (C)

From: Chris Simmons (C)
Sent: Friday, October 27, 2017 4:00 PM
To: 'rose.crookston@gm.com'
Subject: Dealer Notification

Importance: High

Service Request [REDACTED]
Customer Last Name [REDACTED]
Involved Dealership: Weslaco Motors Lp 114840
Dealership Contact: Gracie Morales
VIN: 3GTP1MEC5GG [REDACTED]
Vehicle: 2016 GMC Sierra 1500
Mileage: 23,000

Dear DMA Rose,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved.
Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlement 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.

Christopher Simmons
Business Resource Center

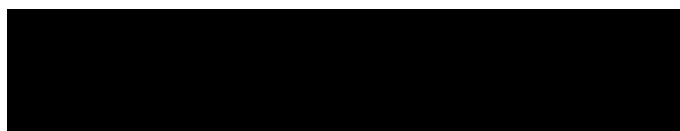
Alorica on Behalf of General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

PE18-012

GM

3-27-2019

Q3





GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

October 20

Pascual Rodriguez
South Texas Buick GMC
4220 W Expressway 83
McAllen, TX 78501

RE: [REDACTED]
Service Request: [REDACTED]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTP1MEC5GG [REDACTED]
Customer Relationship Specialist: Jeffrey

Dear Pascual:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- 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,

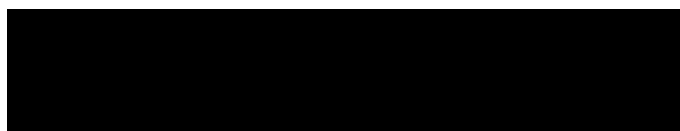
GMC

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

January 3rd, 2018

Craig Patrick, Esq.
Patrick Law Firm
6244 E Lovers Ln
Dallas, TX 75214

RE: [REDACTED]
Service Request: [REDACTED]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTP1MEC5GG [REDACTED]
Customer Relationship Specialist: Jeffrey

Dear Mr. Patrick:

We regret that your client is dissatisfied with her 2016 GMC Sierra 1500 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

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

cc: FILE

Attach.

Odometer

Client's Signature

Date

Client's Signature

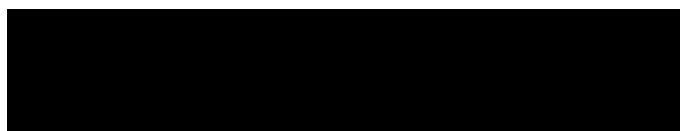
Date

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

January 13th, 2018

Craig Patrick, Esq.
Patrick Law Firm
6244 E Lovers Ln
Dallas, TX 75214

RE: [REDACTED]
Service Request: [REDACTED]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTP1MEC5GG [REDACTED]
Customer Relationship Specialist: Jeffrey

Dear Mr. Patrick:

We have received your counter-offer, dated 1/12/18. After further review, we do not believe that additional adjustment of our settlement offer, dated 1/12/18 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

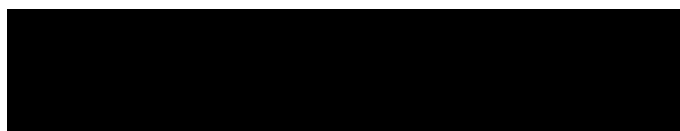
cc: FILE

PE18-012

GM

3-27-2019

Q3





VIA FAX ONLY

October 30, 2017

Carolina Sanchez, Esq.
507 N 5th St
Donna, TX 78537

RE: [REDACTED]
Service Request: [REDACTED]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTP1MEC5GG [REDACTED]
Customer Relationship Specialist: Chris

Dear [REDACTED]:

This is to advise that General Motors is in receipt of the above referenced case dated October 27, 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

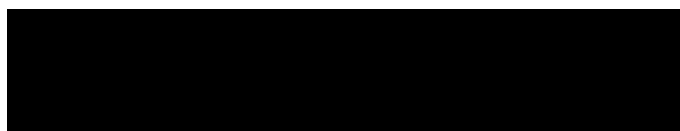
Signature

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:21:34 AM]:

Welcome to chat.

██████████ [9:21:55 AM]:

I am having several issues out of my 2016 chevy tahoe with 35k miles

Anjelica [9:21:56 AM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Hello ██████████ Thank you for contacting us on your concern with your vehicle. My Name is Anjelica. How may I assist you today?

██████████ [9:22:28 AM]:

It has been to my local dealer numerous times, for numerous reasons.

Anjelica [9:22:49 AM]:

I do apologize for the concerns you are experiencing. Can you please provide me with some information on what you are experiencing?

██████████ [9:23:10 AM]:

Today my wife said while dropping our child off in the line at school, she lost all braking ability.

██████████ [9:24:11 AM]:

Its has been in three times for a serious vibration at idle, it is going back for a 4th time tomorrow, it shakes so bad at idle it feels like teh engine will die

██████████ [9:24:26 AM]:

it has a shutter when driving at highway speeds

██████████ [9:25:01 AM]:

the GM in car video system has failed twice now, and is being replaced tomorrow

██████████ [9:25:11 AM]:

and now the brake issue

Anjelica [9:25:20 AM]:

Thank you. May I have the VIN and mileage for the vehicle please?

[REDACTED] [9:25:51 AM]:

yes, give me a second

Anjelica [9:26:25 AM]:

Thank you.

[REDACTED] [9:27:25 AM]:

1gnsckbc4fr [REDACTED]

[REDACTED] [9:28:00 AM]:

[REDACTED]

Anjelica [9:28:44 AM]:

Thank you. While I am looking into that, may I please have your Email address, home address and phone number for documentation?

[REDACTED] [9:28:57 AM]:

[REDACTED]

[REDACTED] [9:29:10 AM]:

[REDACTED]

[REDACTED] [9:29:20 AM]:

[REDACTED]

[REDACTED] [9:30:12 AM]:

i bought this vehicle from peters chevy in longview texas with 12k, they certified as a GM certificated vehicle

Anjelica [9:31:48 AM]:

Thank you.

Anjelica [9:32:50 AM]:

In looking into your vehicle I would need to send your case to a Senior Advisor. They will be able to contact the dealership to assist in resolving your concerns. I would need some information from you to send this case to them. Is this ok?

[REDACTED] [9:33:37 AM]:

yes

Anjelica [9:34:24 AM]:

THank you. WHat is the name of the dealership you will be taking your vehicle to for diagnosis?

Caller [REDACTED] left the call.

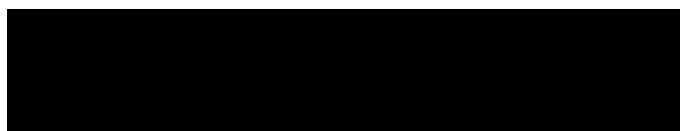
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:02:47 AM]:

Welcome to chat.

Anjelica [10:02:59 AM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Hello [REDACTED] Thank you for contacting us on your concern with your vehicle. My Name is Anjelica. How may I assist you today?

[REDACTED] [10:03:18 AM]:

i was talking with an agent earlier and got disconnected

[REDACTED] [10:03:28 AM]:

I was curious to know the next steps

Anjelica [10:04:54 AM]:

We would need to gather information to send your case to a Senior Advisor to review this further.

[REDACTED] [10:05:24 AM]:

i thought i snet it. what else is needed

Anjelica [10:07:03 AM]:

I do apologize but it seems the chat was disconnected before the information was gathered. We would need the name of the dealership you will be taking your vehicle to. Also, has the vehicle ever been inoperable because of this concern?

[REDACTED] [10:09:31 AM]:

Well I guess it has...they have kept it for days at a time. now with the brake issues she refuses to drive it

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

I have an appointment for tomorrow at Peters in Longview TX

Anjelica [10:11:03 AM]:

Thank you, When would be the best time for the Senior Advisor to contact you?

[REDACTED] [10:11:18 AM]:

anytime today at [REDACTED]

Anjelica [10:12:30 AM]:

They will be reaching out within the next 2-3 business days. There is no guarantee they will be in contact today. Is this still correct for that time frame?

[REDACTED] [10:12:55 AM]:

well they will have the vehicle starting tomorrow

Anjelica [10:14:22 AM]:

I understand, but the senior advisor would still be in contact with the dealership on the case tomorrow while it is in for diagnosis. The call to you is to advise you they are working on this and have or will reach out to the dealership or what was discussed with the dealership.

[REDACTED] [10:16:24 AM]:

with the brake issues being a major safety concern should I call the dealership about towing or just have it brought to them

Anjelica [10:18:37 AM]:

That would be up to you. If you feel unsafe driving the vehicle you can contact them to see about towing the vehicle to them for this appointment.

Anjelica [10:22:42 AM]:

I am still available to assist you. Are you still there?

Anjelica [10:24:51 AM]:

This chat session will be ending 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 8:00 a.m. to 9:00 p.m., and Saturdays 9:00 am – 9:00 pm Eastern time. Thanks for visiting us.

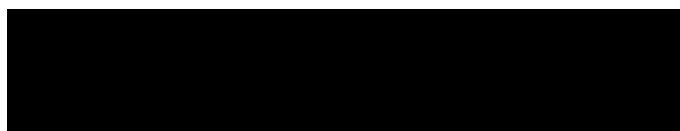
Call Disconnected.

PE18-012

GM

3-27-2019

Q3





Wednesday, February 21, 2018



Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Silverado
VIN: 3GCPCREC7GG [REDACTED]
Ref SR [REDACTED]

Dear [REDACTED]:

We regret that you are dissatisfied with your 2016 Chevrolet Silverado, VIN 3GCPCREC7GG [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **\$36,734.89**. This offer was calculated by using the following figures:

Down Payment	\$2,500.00
Payments (18)	\$11,833.38
Less Usage	\$8,363.79
Less Accessories	\$1.00
Total Amount to Customer	\$5,968.59
Payoff of Original Vehicle-Good until 3-14-18	\$30,734.89
Total Repurchase Amount (includes sales tax \$3,706.00)	\$36,703.48

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 x3348 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)





The requirements of the straight repurchase are as follows:

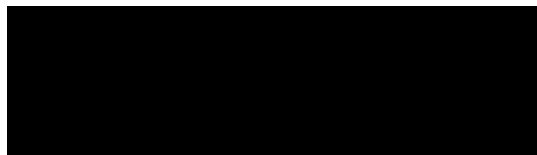
- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

*Please return this signed document to fax number **866-802-6668** by Wednesday February 21, 2018*

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

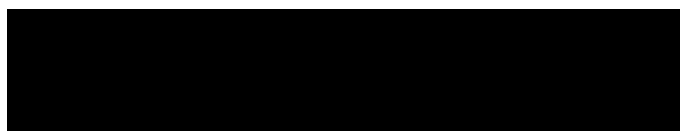


PE18-012

GM

3-27-2019

Q3





Case Number: [REDACTED]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com

Created Date: 01/18/2018

Vehicle Info

***VIN:** 3GCPCREC7G [REDACTED]

Year: 2016

MSRP: 45800.0

Make: Chevrolet

***TAC #:** [REDACTED]

Model: Silverado

Vehicle Comments & TAC Explanation:

Callers Full Name:

Number of times in for the same concern?

***Date Reviewed with Customer:** 12/27/2017

Original Purchase Date: 07/24/2016

***Repurchase Mileage:** 33000

***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type Joint Owners

*** Names(s) on Title:** [REDACTED]

*** Title State:** [REDACTED]

*** Primary Owner:** [REDACTED]

*** Secondary Owner:** [REDACTED]

*** Address** [REDACTED]

*** City** [REDACTED]

*** State** [REDACTED]

*** ZIP Code:** [REDACTED]

*** Day Phone:** [REDACTED]

*** Home Phone:** [REDACTED]

*** Cell Phone:** [REDACTED]

*** E-mail:** [REDACTED]

*** Fax Phone:**

*** Exec Init Repurchase:** N

*** Reason Repurchase** Driver Front Air Bag SIR light on

UCC Codes (C4605) Restraints - (SIR) - Driver Front - SIR - Light On

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

*** Company:** GM Financial

Account #:

Contact or Attention:

Address

City

State CA

ZIP Code:

Day Phone: 1 (800) 284-2271

Fax:

E-mail:

Original Selling Dealer

*** Dealer #:** 295768

Dealer Name: CITY CHEVROLET

Region: 10

District: 1114

*** Phone:** (619) 276-6171

Fax: (619) 276-6194

*** Contact Name:** Saul Sedano

*** Contact Title:** Service Manager

E-Mail: saul@sedanoauto..

Repurchasing Dealer: -

Repair

*** Contact Name:** Saul Sedano

*** Contact Title:** Service Manager

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 01/18/2018

Transaction Details

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

Repurchase: Straight Repurchase with usage set at 21,703 miles

*** Processing Instructions:**

Disposition: Auction

*** Processing Instructions:**

Transaction Details

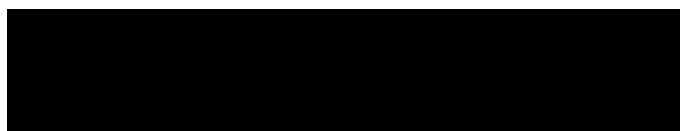
<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
--------------	--------------------	----------------	-------------------------------	--------------

PE18-012

GM

3-27-2019

Q3





PROTECTION PLAN

CONTRACT NUMBER

CUSTOMER INFORMATION

CUSTOMER'S NAME

CUSTOMER'S STREET ADDRESS

CITY

STATE

ZIP CODE

CUSTOMER'S PHONE

\$

LIENHOLDER (NEEDED ONLY WHEN VSC IS INCLUDED WITH VEHICLE FINANCING)

VEHICLE PURCHASE DATE

CONTRACT PURCHASE DATE

8/21/2015

11/2/2017

ODOMETER READING AT
CONTRACT PURCHASE DATE

35601

CONTRACT PURCHASE
PRICE

\$4820

VEHICLE IDENTIFICATION NUMBER

1GNSKCKC1FR

YEAR

2015

MAKE

Chevrolet

MODEL

TAHOE LTZ

VEHICLE IN-SERVICE DATE

SURCHARGED COVERAGE

UNDERLYING FULL
FACTORY WARRANTY

3 / 36000

CONTRACT TERM (Months/Miles)
See Provisions *1. CONTRACT PERIOD*

60 / 100000

DEDUCTIBLE PER VISIT (# blank, \$100 Per Visit)

\$0 Per Visit

DEALER BUSINESS ASSOCIATE CODE (BAC)

900009

SELLING DEALER

General Motors Customer Assistance

ADDRESS

100 Renaissance Center Drive

CITY

Detroit

STATE

MI

ZIP CODE

48265

PHONE NUMBER

(866) 790-5600

FAX NUMBER

YOUR CONTRACT EXPIRES ON

12/1/2022

OR WHEN YOUR VEHICLE'S ODOMETER READS

136601

WHICHEVER OCCURS FIRST

WHAT IS COVERED

SEE SCHEDULE OF COVERAGES SECTION OF THE CONTRACT FOR COVERAGE DETAILS.

Platinum

ADDITIONAL BENEFITS

RENTAL CAR, TOWING/ROAD SERVICE, TRIP INTERRUPTION, LOST KEY/LOCKOUT

You (the Contract Holder), acknowledge that: The information contained above is, to the best of Your knowledge, true; You understand that authorization from the Administrator must be received before any repairs are performed under the Contract. Coverage for a Commercial Use vehicle is not included, unless the corresponding box above is marked.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle.

This is not an automobile liability insurance contract.

We do not disclose information about Our customers to anyone, except as permitted by law.

We may share customer data with GM and GM affiliates.

THE CONTRACT CONTAINS AN ARBITRATION PROVISION

11/2/2017

CUSTOMER'S SIGNATURE

DATE

AUTHORIZED REPRESENTATIVE'S SIGNATURE

The definition of "We, Us and Our" used frequently throughout the Vehicle Service Contract is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. If this Vehicle Service Contract was purchased in any state where required by law, "We, Us and Our" is defined as the Dealer or Lessor from whom You purchased or leased the Vehicle described on the Registration Page. Please refer to the Vehicle Service Contract for additional Definitions.

Our obligations and the performance to You under this Contract are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038. If a covered claim is not paid within sixty (60) days [except Arizona thirty (30) days] after proof of loss has been filed, You may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048.

California residents, You may file a claim directly with the Insurance Company if any promise made in the Contract has been denied or has not been honored within sixty (60) days after Your request. If You are not satisfied with the Insurance Company's response, You may contact the California Department of Insurance at (800) 927-4357. California License #

Washington insurance policy number for the service contract reimbursement policy issued by Wesco Insurance Company is WIC-AMT-SCRI-040111. You may file a claim directly with the Insurance Company at any time.

Florida residents, the Vehicle Service Contract Obligor/Provider and Administrator is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #

**THIS CONTRACT IS NOT VALID UNLESS A
COMPLETED REGISTRATION PAGE IS ATTACHED.**



PROTECTION PLAN

IMPORTANT INFORMATION YOU NEED TO KNOW

CUSTOMER SUPPORT NUMBER – Please see the box labeled **Your Contract Number** on the **Registration Page**. This is Your **CUSTOMER SUPPORT NUMBER**. Please refer to this number in any written or verbal communication, such as requesting information or filing a claim.

PURCHASE OF THIS VEHICLE SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO PURCHASE OR FINANCE A MOTOR VEHICLE. THIS CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER'S WARRANTY.

This Vehicle Service **Contract** along with the **Registration Page** make up **Your** entire **Contract**. No other documents, unless provided directly to **You** from the **Administrator**, are legal and binding.

This Vehicle Service **Contract** does not cover all **Breakdowns** and excludes some conditions and vehicles. Please read the **Schedule of Coverages**, Provisions of This Vehicle Service **Contract** and Exclusions sections of this **Contract** so **You** fully understand what **Coverage** is provided to **You** for **Your Vehicle**. If **You** have any questions regarding this **Contract**, please contact the **Administrator** toll-free at (877) 265-1072 or P.O. Box 927, Bedford, TX 76095.

This Vehicle Service **Contract** contains Limits of Liability. Please read, "Limits of Liability" under "Provisions of this Vehicle Service **Contract**" to determine what those are.

THINGS TO DO NOW

Verify Registration Page – The **Registration Page** must be affixed to the front this **Contract** to complete and validate this **Contract**.

Check Your Contract Coverage – Not every part of **Your Vehicle** is covered by this **Contract**. **Coverage** is identified by the **Contract Coverage** as shown on the **Registration Page** of this **Contract**. Please compare the **Coverage** on the **Registration Page** with the corresponding **Coverage** as listed under the **Schedule of Coverages**. If this box was left blank, or the **Coverage** is inaccurate, contact **Your Selling Dealer** immediately.

Check Your Deductible – Please check the box labeled **DEDUCTIBLE** on **Your Registration Page**. A dollar amount should be in the box which identifies the portion of the covered repair **You** will be required to pay if **You** have a claim.

NOTE: This **Contract** is not valid unless **You** have signed the **Registration Page** and it has been affixed to the front this **Contract**.

THINGS YOU MUST DO THROUGHOUT THE TERM OF YOUR CONTRACT

Properly Maintain Your Vehicle and KEEP THE RECEIPTS – Keep copies of all receipts (oil changes, lubrication, etc.), as proof of maintenance may be required when **You** file a claim. SEE SECTION: "PROVISIONS OF THIS VEHICLE SERVICE CONTRACT" FOR SPECIFIC MAINTENANCE REQUIREMENTS.

OBTAIN APPROVAL PRIOR TO HAVING WORK PERFORMED THAT MAY BE COVERED BY THIS CONTRACT. If **You** experience a **Breakdown**, call **Your Selling** or nearest Chevrolet, Buick, GMC, Cadillac Dealer or the **Administrator**. SEE SECTION: "HOW TO FILE A CLAIM".

DEFINITIONS

The following definitions apply to words frequently used in this **Contract** and appear in **Bold Faced Type**:

You, Your – Means the **Contract** Holder shown on the **Registration Page** or the person to whom this **Contract** was properly transferred.

We, Us, Our – Means the obligor of this **Contract** as stated on the **Registration Page** attached to this **Contract**.

Administrator – Means the **Administrator** as shown on the **Registration Page**.

Contract – Means this Vehicle Service **Contract** which **You** have purchased from **Us** to protect **Your Vehicle**.

Registration Page – Means the numbered document which must be attached to and forms part of this **Contract**. It lists information regarding **You, Your Vehicle, Coverage** selected, and other vital information.

Schedule of Coverages – Lists the **Coverage** provided to **You** for **Your Vehicle** under this **Contract**.

Coverage – Means the protection **You** have selected, as listed in the **Schedule of Coverages** section.

Vehicle – Means the **Vehicle** which is described on the **Registration Page**.

In-Service Date – Means the date the **Vehicle** was first put into service, not the date **You** purchased **Your Vehicle**. The **In-Service Date** is the date the **Vehicle's** factory warranty was activated. The **In-Service Date** is only required for and applies to Platinum Wrap **Coverage** Plans.

Deductible – Means the amount **You** are required to pay, as shown on the **Registration Page**, for covered **Breakdowns**.

Breakdown – Means the failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts. **Subsequent Damages** resulting from the **Breakdown** of a covered part are covered by this **Contract**, except when **You** have failed to perform the recommended maintenance services for **Your Vehicle**.

Subsequent Damage – Means the direct or immediate damage to a non-covered part occurring as a singular event or failure originating with the failure of a covered part.

Consequential Damage – Means an event or damage that occurs separately as a consequence or result of the failure of a covered or non-covered part, such as, loss of time or use, inconvenience, commercial loss, personal injury or property damage.

Diagnostic – Means the system investigation required to determine the cause of the failure.

Teardown – Means the mechanical disassembly of a failed unit required to determine the cause and the extent of the failure.

Registered – Means a submitted claim has been recorded by the **Administrator** a claim reference number has been issued.

Pre-existing – Means a condition that within all reasonable mechanical probability relates to the mechanical fitness of **Your Vehicle** prior to **Contract** issuance.

Commercial Use – Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work, Delivery of Goods and Snow Removal. Usage must not exceed manufacturer's ratings and/or limitations.

PROVISIONS OF THIS VEHICLE SERVICE CONTRACT

This **Contract** is between **Us** and **You**, and is subject to all the Terms and Conditions contained in this **Contract**.

1. CONTRACT PERIOD

PLATINUM AND SILVER COVERAGE PLANS

If the **Contract Registration Page** reflects the purchase of Platinum or Silver, **Coverage** under this **Contract** begins on the **Contract** Purchase Date unless the **Contract** Purchase Date is more than 10 days after the **Vehicle** Purchase Date, then a MANDATORY "WAITING PERIOD" will apply before **Coverage** begins as explained below. This **Contract** will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

- Expiration is measured in time from the **Contract** Purchase Date and expiration mileage is derived by adding Miles of **Coverage** as shown on the **Registration Page** to the Odometer Mileage at **Contract** Purchase Date. Maximum expiration mileage is 150,000 Odometer Miles.

- **The "WAITING PERIOD" is 30 days and 1,000 miles from the Contract Purchase Date. However, an additional 30 days and 1,000 miles will be added to Your Contract's scheduled expiration. Therefore the Waiting Period will not reduce the actual time/mileage during which You have Coverage. Coverage will commence the day following the Waiting Period. Claims incurred during the Waiting Period are not covered.**

PLATINUM WRAP COVERAGE PLANS

If the **Contract Registration Page** reflects the purchase of Platinum Wrap, **Coverage** under this **Contract** begins on the **Contract Purchase Date** and will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

- Expiration is measured in time from the **Vehicle's In-Service Date** and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first. If the **Vehicle In-Service Date** box is blank on **Your Registration Page**, expiration is measured in time from January 1st of the **Vehicle's** model year and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first.

2. COVERAGE

The **Coverage** afforded **You** for **Your Vehicle** is fully described in this **Contract**. Please see section: "Schedule of Coverages" of this **Contract**.

3. BREAKDOWN OF COVERED PARTS

During the term of this **Contract**, **We** will pay or reimburse **You**, an authorized Chevrolet, Buick, GMC, Cadillac dealership or if an authorized Chevrolet, Buick, GMC, Cadillac dealership is not accessible any licensed repair facility for approved costs to repair or replace any **Breakdown** of all parts as explained in the **Schedule of Coverages**. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by **You** or where such parts are not reasonably available as determined by the **Administrator**.

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**; the **Deductible** amount will be applied on a Per Repair Visit basis. If Disappearing has been marked on the **Registration Page** Deductible Plan box (available for \$100 **Deductible** only), **Your Deductible** will be waived; as long as **You** have repairs made at the Selling Chevrolet, Buick, GMC, Cadillac Dealer where **You** purchased this **Contract**. Additionally, should **Your** permanent residence move more than 100 miles, **You** may contact the **Administrator** for assistance in changing **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer designation. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is \$100.

5. ONE-TIME DEDUCTIBLE ELIGIBILITY

Once a part is repaired or replaced under the Terms and Conditions of this **Contract**, any **Deductible** amount for future repair or replacement of that same part will be waived for the term of this **Contract**.

6. TERRITORY

This **Contract** applies only to **Breakdowns** that occur and repairs made within the United States of America and Canada.

7. LIMITS OF LIABILITY

In no event will the liability for each **Breakdown**, under this **Contract**, exceed the average retail value of the **Vehicle** established by NADA (Official Used Car Guide) at the time immediately preceding the **Breakdown**. The established value of the **Vehicle** does not take into consideration the cost of repairs and no deduction for the cost of repairs is to be taken from the published value. In no event shall **We** or the **Administrator** have any liability for injury to or death of any person arising out of any services rendered or parts provided (or any failure to render service or provide parts) under this **Contract** and/or otherwise in connection with the operation, maintenance or use of **Your Vehicle** described in this **Contract**.

8. MAINTENANCE REQUIREMENTS

You must have **Your Vehicle** serviced as recommended by the **Vehicle's** manufacturer. If requested, proof of required service including verifiable receipts proving purchases of all required parts and materials necessary to perform the required maintenance; confirming the date and mileage for the services performed. Maintenance and/or service work receipts may be requested by the **Administrator**. Upon customarily and reasonable notice of the occurrence of a **Breakdown**, **You** shall protect **Your Vehicle** from further damage, whether or not such **Breakdown** is covered by this **Contract**. Any operation of the **Vehicle** that results in further damage, related to the original **Breakdown**, shall be considered **Your** failure to protect the **Vehicle** and shall not be covered under this **Contract**. **You** are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving the **Vehicle**. **You** are required to safely pull **Your Vehicle** off the road and shut off the engine immediately when either of these lights/gauges indicates a problem. **You** must give **Your** authorization to the repair facility for teardown to diagnose a problem. **You** may be required to supply the **Administrator** with all maintenance records for service performed on the **Vehicle**, when the maintenance involved relates to the specific **Breakdown** or to verify odometer operation.

9. TRANSFER OF YOUR VEHICLE SERVICE CONTRACT

- Your Contract** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Contract** is still in force. This **Contract** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Contract** cannot be transferred on a leased **Vehicle**, unless original lessee is purchasing the **Vehicle**. This **Contract** can only be transferred once and the transfer must be made by the original **Contract** Holder.
- To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
 - A copy of **Your Registration Page**;
 - A completed transfer form; with
 - Name and Address of new owner, date of sale to new owner, current mileage; and
 - \$75.00 Transfer Fee (\$40.00 Florida Only) made payable to the **Administrator**.
- Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer.

10. SUBROGATION

You are entitled to complete reimbursement for **Your** loss before the **Administrator** is entitled to subrogation proceeds. **You** agree that **We**, after honoring a claim on **Your Contract**, have all rights of subrogation against those who may be responsible for **Your Breakdown** and **You** agree to provide reasonable assistance to secure such rights.

11. RENEWABLE COVERAGE

All **Vehicle Service Contracts** may be replaced upon expiration in accordance with the guidelines outlined in the **Contract**. The request for replacement must be made at least 30 days and/or 1,000 miles before the expiration of the **Vehicle Service Contract** to qualify for a Replacement **Contract**. See **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer for details and current pricing.

12. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no refund will be due and no claims will be approved.

CANCELLATION OF YOUR CONTRACT

- You** may cancel this **Contract** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Contract**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Contract**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Contract** can only be cancelled by the original **Contract** Holder.
- We** may cancel this **Contract** for non-payment of the **Contract** charge, or for misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.
- If **Your Vehicle** and this **Contract** have been financed, the lienholder shown on the **Registration Page** may cancel this **Contract** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.
- If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar (\$50.00) administrative fee. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

HOW TO FILE A CLAIM

A. IN CASE OF BREAKDOWN, YOU SHOULD TAKE THE FOLLOWING:

- Return the **Vehicle** to the Selling Chevrolet, Buick, GMC, Cadillac Dealer or nearest Chevrolet, Buick, GMC, Cadillac dealership to ensure proper service and that genuine OEM parts are utilized for repairs. **You** may contact the **Administrator** for assistance in locating an authorized Chevrolet, Buick, GMC, Cadillac dealership. If the Selling Chevrolet, Buick, GMC, Cadillac Dealer or authorized Chevrolet, Buick, GMC, Cadillac dealership are not accessible, **You** may take the **Vehicle** to any licensed repair facility. However, authorization from the **Administrator**, verified by issuance of a reference number, must be received before any repairs are performed under this **Contract**.
 - Have **Your Contract** number, mileage and date of **Breakdown** ready for the **Administrator**.
 - Have the authorized service representative contact the **Administrator** at (877) 265-1072.
- Upon **Our** request, **You** must allow the **Administrator** to inspect the **Vehicle** to gather necessary information regarding any claim. Under certain conditions when a **Breakdown** occurs **You** may be required to have the **Vehicle** returned to the Selling or nearest authorized Chevrolet, Buick, GMC, Cadillac Dealer.
- Submitting A Claim:
Once the claim has been authorized, **You** are responsible for payment of the **Deductible** and for any items not covered by this **Contract**. Submit the following to the **Administrator** within sixty (60) days (90 days in Florida) (365 days in Wisconsin) (as soon as reasonably possible in Utah):
 - A legible, itemized repair order signed by **You**.
 - All sublet bills, when applicable.

B. EMERGENCY REPAIRS

We understand that an unexpected **Breakdown** may occur that needs immediate attention at a time when **We** cannot be reached. If this occurs and **You** are unable to reach **Us** to obtain prior authorization before repairs are fully completed, **You** may need to have emergency repairs performed. The **Administrator's** office must be contacted within five (5) business days from the date of repair (365 days in Wisconsin) (as soon as reasonably possible in Utah), to determine if such repair will be covered by this **Contract**. If covered, the **Contract** Holder will be reimbursed for the repair subject to the Terms and Conditions.

C. IF YOUR VEHICLE BREAKS DOWN ON THE ROAD:

Follow the same steps as above. If necessary, the repair facility will be paid, less the **Deductible** (if any), by the **Administrator's** national charge card system (MasterCard or VISA) on the **Contract** Holder's behalf. In some cases, the **Contract** Holder may need to pay the repair bill in full. If so, **Contract** Holder will be reimbursed for the **Registered** amount of the repair, less the **Deductible** (if any). If there are any questions regarding claim procedures or **Coverages**, please call the **Administrator** at the number below and ask for a Customer Support Representative.

AMT Warranty Corp.
P.O. Box 927, Bedford, TX 76095
Customer Service / Claims (877) 265-1072*
Email: protectionplanclaims@amtrustgroup.com
Available 24 hours a day / 365 days a year

*For Towing/Road Service and Lost Key/Lockout Assistance, Call (855) 237-3824

You will be requested to provide Your Contract number or last 8 digits of Your VIN, Producer Code 10951 and Plan Letter BH
Many vehicle manufacturers provide Road Club Service during the manufacturer's limited warranty period,
please refer to Your manufacturer's road club benefits on how to obtain service.

SCHEDULE OF COVERAGES

PLATINUM COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts listed in **Silver Coverage** and any other parts, except for those items listed in the Exclusions section of this **Contract**.

PLATINUM WRAP COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts except for those parts that the manufacturer covers during their warranty term (full or certified), and except for those items listed in the Exclusions section of this **Contract**.

SILVER COVERAGE



1. ENGINE: Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts.



2. TRANSMISSION: (Automatic or Standard) Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.



3. DRIVE AXLE: (Front and Rear) Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.



4. TURBOCHARGER/SUPERCHARGER: (Factory Installed Only) Turbocharger / Supercharger Housing and All Internally Lubricated Parts.



5. TRANSFER CASE: Transfer Case and All Internally Lubricated Parts.



6. STEERING: All Internal Parts contained within the Steering Box; Rack and Pinion Gear; Power Steering Pump; Power Steering Hoses; Steering Knuckles; Pitman Arm; Idler Arm; Tie Rod Ends and Drag Link; Steering Dampner; Upper and Lower Steering Column Shafts and Couplings, including Internal Tilt-Wheel Mechanism; Steering Box and Rack and Pinion Gear Housings; Power Steering Assist Cylinder; Power Steering Pump Cooler; Twin "I" Beam & Bushings; and Steering Travel Stop. **REAR WHEEL STEERING:** Rear Steering Shaft and Couplings; Power Cylinder and Pump; Electronic Control Unit/Solenoid; Phase Control Unit; Stepper Motor; Steering Box; Control Valve; Rack; and Tie Rod Ends.



7. ELECTRICAL: Alternator; Voltage Regulator; Starter Motor; Starter Solenoid and Starter Drive; Engine Compartment Wiring Harness; Computerized Timing Control Unit; Electronic Ignition Module; Crank Angle Sensor; Knock Sensor; Ignition Switch; Ignition Switch Lock Cylinder; Front and Rear Window Wiper Motor; Washer Pump and Switch; Stop Lamp Switch; Headlamp Switch; Turn Signal Switch; Heater/A.C. Blower Speed Switch; Manual Heater/A.C. Control Head; Horns; Trailer Brake Wiring Harness; Auxiliary Power Supply Wiring; Exterior Cab Lighting; Auxiliary Fuel Tank Switching Unit and Switch; and O-2 Sensors.



8. ENHANCED ELECTRICAL: Electronic Instrument Cluster; Distributor; Ignition Coil; Electronic Combination Entry System (Does Not Include Transmitters and Receivers for Remote Locks); Cruise Control Module, Transducer, Servo and Amplifier; Powertrain Control Module; Headlamp Motors; Power Window Motor; Power Seat Motor; Power Mirror Motor; Power Antenna Motor/Mast Assembly; Convertible Top Motor; Power Sunroof Motor; Power Window Switch; Cruise Control Engagement Switch; Power Seat Switch; Power Mirror Motor Switch; Rear Defogger Switch; Power Door Lock Actuator and Switch. OnStar, CUE, IntelliLink and MyLink (does not include programming or updates). **AIRBAGS/SAFETY RESTRAINT SYSTEM:** Airbags, Impact Sensors, Clock Springs, Safety Belts, Anchor Tensioner and Latch, Passenger Presence System, Occupancy Sensors, Inflator Modules and Restraint Sensing Module.



9. BRAKES: The following ABS Parts are covered: Electronic Control Processor; Wheel Speed Sensors; Hydraulic Pump/Motor Assembly; Pressure Modulator Valve/Isolation Dump Valve; and Accumulator. The following parts are also covered: Master Cylinder; Power Brake Cylinder; Vacuum/Hydro Assist Booster; Disc Brake Caliper; Wheel Cylinders; Compensating Valve; Brake Hydraulic Lines and Fittings; Hydraulic Control Unit; Hydraulic Trailer Brake Assembly and its Components.



10. AIR CONDITIONER: Condenser; Compressor, Compressor Clutch and Pulley; Air Conditioning Lines and Hoses; Evaporator; Idler Pulley and Idler Pulley Bearing; High/Low Compressor Cut-off Switch; Expansion Valve; and Pressure Cycling Switch. The following parts are also covered if they are required in connection with the repair of a covered part listed above and only if they have failed: Accumulator/Receiver Dryer; Orifice Tube; Oil and Refrigerant.



11. SEALS AND GASKETS COVERAGE: Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

SURCHARGED COVERAGE

COMMERCIAL USE: If the Contract Registration Page shows that You purchased the Commercial Use option, see Commercial Use definition for specific usage. This surcharge is mandatory as it applies.

BENEFITS



RENTAL: In the event of a Breakdown covered by this Contract, We will pay or reimburse You for receipted expenses to rent a replacement vehicle (from a licensed rental agency) or for alternate public transportation while Your Vehicle is being repaired. Coverage will be provided to You on the following basis, up to a maximum of forty dollars (\$40) per day and a maximum of \$280 for each repair visit, unless increased as specified below as a result of parts availability delays. To be eligible for rental Coverage, the repair must either: (i) require two (2) or more labor hours or, (ii) cause the covered Vehicle to be inoperable and kept in the repair facility overnight. The maximum dollar limit allowed for each repair visit will be increased to a maximum of \$400 if the covered repairs are delayed because of parts availability issues. We must be notified of any parts delay within the first five days of the rental period. No Deductible applies to this benefit.



TOWING/ROAD SERVICE: In the event Your Vehicle is disabled, We will pay or reimburse You for receipted towing or road service expenses up to one hundred fifty dollars (\$150) per occurrence. Any payment shall be for actual towing or road service charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service coverage. No Deductible applies to this benefit.



TRIP INTERRUPTION: In the event a Breakdown covered by this Contract occurs more than one hundred (100) miles from Your home and results in the repair facility keeping Your Vehicle overnight, We will reimburse You for receipted hotel and restaurant expenses, up to two hundred dollars (\$200) per day for a maximum of four (4) days (Total benefit per occurrence of \$800). No Deductible applies to this benefit.



LOST KEY/LOCK OUT: If the keys for Your Vehicle are lost, broken or accidentally locked in Your Vehicle, We will reimburse You for receipted expenses, up to a maximum of thirty-five dollars (\$35) for locksmith services. No Deductible applies to this benefit.

EXCLUSIONS

This Vehicle Service Contract provides no Coverage or Benefits in case of the following:

- A. For any of the following parts: carburetor, battery and battery cable/harness (unless listed as specific covered parts), standard transmission clutch assembly, friction clutch disc and pressure plate, distributor cap and rotor, glass, lenses, sealed beams, light bulbs, fuses, circuit breakers, cellular phones, game centers, AM/FM radio/cassette/CD players exceeding \$3000 repair or replacement cost, speakers, audio/video equipment, any pixel damage on display screens, electronic transmitting/receiving devices, remote control consoles, radar detection

- devices, brake rotors and drums, all exhaust components, and the following emission components: EGR purge valve/solenoids/sensors, vacuum canister, vapor return canister, vapor return lines/valves, air pump/lines/valves, catalytic converter/filtering/sensors, emission vapor sensors, gas cap/filler neck, weather strips, trim, moldings, bright metal chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts, vinyl and convertible tops, any convertible top assemblies, hardware or linkages, tires, wheels/rims. External nuts, bolts and fasteners are not covered except where required in conjunction with a covered repair.
- B. For maintenance services and parts described in Your Vehicle's owner's manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses, drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.
 - C. For any damage and/or Breakdown resulting from collision, road hazard, fire, theft, vandalism, riot, acts of terrorism, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, chemicals, contamination of fluids, fuels, coolants or lubricants.
 - D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by sludge build-up resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.
 - E. For any repair or replacement of any covered part if a Breakdown has not occurred. Any part that a repair facility or manufacturer recommends or requires that it be replaced or repaired, or is an update, and is not a Breakdown, is Your responsibility and expense.
 - F. If any alterations have been made to Your Vehicle or You are using or have used Your Vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits, any tire that is not recommended by the original manufacturer if it creates an odometer/speedometer variance of greater than 4%, trailer hitches. Also not covered are any emissions and/or exhaust systems modifications, engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications.
 - G. If, while owned by You, Your odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way subsequent to purchase of this Contract.
 - H. If Your Vehicle has ever been a total loss, salvaged, rebuilt or is a grey market vehicle.
 - I. For any liability for property damage, or for injury to or death of any person arising out of the operation, maintenance or use of Your Vehicle described in this Contract, whether or not related to the parts covered. For loss of use, time, profit, inconvenience, or any other consequential loss, including any Consequential Damage to a non-covered part that results from a Breakdown.
 - J. For any Breakdown where the manufacturer is responsible for the repair or if the Breakdown is covered by a repairer's guarantee/warranty (regardless of manufacturer's or repairer's ability to pay for such repairs).
 - K. If Your Vehicle is used for towing (unless Your Vehicle is equipped with factory installed or factory authorized tow package), or is used as a Commercial unit (unless appropriate surcharge is marked on Registration Page and only as defined under "Definitions", "Commercial Use"), or is used for rental, taxi, limousine or shuttle, towing/wrecker service, dumping (dump beds), cherry pickers, lifting or hoisting, police or emergency service, principally off-road use, prearranged or organized racing or competitive driving.
 - L. For any Pre-existing condition or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.
 - M. For Breakdowns that occur and/or repairs made outside of the United States of America and Canada.
 - N. For Diagnostic and/or Teardown procedures that are not listed, or are in excess of the times listed in the current year's national flat rate hourly guide in conjunction with a covered repair.

ARBITRATION PROVISION

As used in this provision, "You" and "Your" means the person or persons named in this **Contract**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most consumer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Contract will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

ARBITRATION AGREEMENT

- (1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
- claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
- claims that may arise after the termination of this **Contract**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Contract, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Contract** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Contract**.

- (2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., 2200 Hwy 121, Suite 100, Bedford, TX 76021 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

- (3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than \$75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Contract**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Contract**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for \$10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than \$75,000 in damages, payment of these fees will be governed by the AAA rules.
- (4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
- pay You the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
 - pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").
- If We don't make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.
- (5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.
- (6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be voidable.
- (7) Notwithstanding any provision in this **Contract** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Contract**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS / DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

ALABAMA

No administrative fee will be charged if **We** cancel **Your Contract**. In the event **We** cancel this **Contract**, written notice will be sent to **Your** last known address at least five (5) days prior to cancellation with the effective date of the cancellation and the reason for the cancellation. Prior notice is not required if the reason for cancellation is non-payment of the provider fee or material misrepresentation by the Service **Contract** Holder to the provider relating to the covered property or its use.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.

An administrative fee not to exceed twenty-five dollars (\$25.00) will be charged for cancellations occurring after sixty (60) days, or if a claim has been filed.

ALASKA

This **Contract** does provide **Coverage** if **Your Vehicle** is used for snow removal, provided **Your Vehicle** is properly equipped for such use and is not used commercially. This **Contract** does not provide **Coverage** for damages for bad faith, punitive or exemplary damages, personal injury including bodily injury, property damage (except as specifically stated in the **Contract**), and attorney's fees.

ARIZONA

You may also cancel this **Contract** by returning it to the **Administrator**, AMT Warranty Corp., as listed on the **Registration Page**.

We may cancel this **Contract** for non-payment of the **Contract** charge, or for **Your** misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified by **You** in a manner not recommended by the manufacturer after the **Contract** start date, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.

Only those alterations made to **Your Vehicle** after the **Contract** start date are excluded as noted in EXCLUSION F.

EXCLUSION H. does not apply to Arizona residents.

EXCLUSIONS SECTION - Item L. is deleted and replaced with the following:

L. If the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.

The Arbitration Provision does not prohibit an Arizona resident from following the process to resolve complaints as outlined by the Arizona Department of Insurance. To learn more about this process, You may contact the Arizona Department of Insurance at 2910 N. 44th St., 2nd Floor, Phoenix, AZ 85018-7256, ATTN: Consumer Affairs..

CALIFORNIA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material or workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.

The definition of **Pre-existing** means existing prior to the **Contract** Purchase Date as shown on the **Registration Page** of this Service **Contract**.

We cannot deny a claim solely based on untrue information having been provided during the course of filing a claim.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item 3. is deleted and replaced with the following:

3. BREAKDOWN OF COVERED PARTS

We will pay or reimburse You for approved costs to repair or replace any Breakdown of a part listed in the Schedule of Coverages. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by You **OR WHERE SUCH PARTS ARE NOT REASONABLY AVAILABLE AS DETERMINED BY THE ADMINISTRATOR.**

After sixty (60) days, **We** may only cancel this **Contract** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Contract** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Contract** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Contract** within sixty (60) days, the entire **Contract** price will be refunded, less any

claims paid or approved for payment prior to the cancellation date. If **We** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **We** cancel this **Contract**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**. If **You** cancel this **Contract** within sixty (60) days, and no claims have been filed, the entire **Contract** charge will be refunded. If **You** cancel this **Contract** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **You** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, an administrative fee not to exceed the lesser of twenty-five dollars (\$25.00) or ten percent (10%) of the **Contract** price charged will be charged.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Contract** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Contract**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Contract** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

COLORADO

The policy number for Wesco Insurance Company is WIC-AMT-SCRI-040111.

CONNECTICUT

Resolution of Disputes - In accord with CT Bulletin PC-45, a written complaint may be mailed to: State of Connecticut, Insurance Department, P O Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the product, the cost of repair of the product and a copy of the warranty **Contract**.

Connecticut Public Act, 87-393, Laws 1987, requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with a sale price of \$3,000 but less than \$5,000

Provides coverage for 30 days or 1,500 miles, whichever occurs first.

Used vehicles with a sale price of \$5,000 or more

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **Your Vehicle** is being repaired for a **Breakdown** covered by the warranty plan, and the warranty plan expires during the repair, the warranty plan is extended until the repair is completed.

You may cancel this **Contract** if **You** return the covered **Vehicle** or the covered **Vehicle** is sold, lost, stolen, or destroyed.

FLORIDA

The rate charged to **You** for this **Contract** is not subject to regulation by the Florida Office of Insurance Regulation.

The definition of **Commercial Use** is deleted and replaced with the following:

Commercial Use - Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work and Delivery of Goods. Usage must not exceed manufacturer's ratings and/or limitations and **Vehicle** cannot exceed 10,000 lbs. GVW.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **4.** is deleted and replaced with the following:

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**, the **Deductible** amount will be applied on a Per Repair Visit basis. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is \$100.

This **Contract** may be cancelled by **You** within sixty (60) days of purchase upon written request. **We** will refund 100 percent (100%) of the gross written premium minus claims paid (if any) plus an administrative fee of 5 percent (5%). If **You** cancel the **Contract** after sixty (60) days, **We** will refund 90 percent (90%) of the unearned pro rata premium. If **We** cancel the **Contract**, **We** will return 100 percent (100%) of the unearned pro rata premium. After the **Contract** has been in effect for more than sixty (60) days, **We** may only cancel for material misrepresentation, odometer tampering and **You** fail to repair, failure to maintain the motor vehicle as prescribed by the manufacturer, non-payment of premium (in which case **You** will be notified of cancellation by certified mail), if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer, or **Your Vehicle** is found to be used as a Commercial Vehicle but the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.

Arbitration is non-binding in the State of Florida. Arbitration proceedings shall be conducted in the county in which the consumer resides.

GEORGIA

EXCLUSIONS SECTION - Items **D.** and **L.** are deleted and replaced with the following:

- D.** For any **Breakdown** caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for **Your Vehicle**, or improper servicing or repairs subsequent to purchase. For any **Breakdown** caused by contaminants resulting from **Your** failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or **Breakdowns** caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect **Your Vehicle** from further damage when a **Breakdown** has occurred or failure to have **Your Vehicle** towed to the service facility when continued operation may result in further damage. Continued operation includes **Your** failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting **Your Vehicle** by continuing to drive creating damage beyond the initial failure.
- L.** For any Pre-existing condition known to **You** or for any **Breakdown** occurring before **Coverage** takes effect or prior to the **Contract Purchase Date**, or if the information provided by **You** cannot be verified as accurate or is found to be deceptively inaccurate.

Only those alterations made to **Your Vehicle** while owned by **You** are excluded as noted in EXCLUSION F.

The lienholder shown on the **Registration Page** and the funding party referenced in Provision 12. Financial Agreements may only cancel this **Contract** for non-payment if they hold a power of attorney.

We may cancel this **Contract** for non-payment of the **Contract** charge, for material misrepresentation, or for fraud and no administration fee will be charged. The cancellation shall be in writing and shall not be less than 30 days from the date of mailing or delivery in person of such notice of cancellation. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars (\$50.00) will be applied if this **Contract** is cancelled by **You**. If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

HAWAII

The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts. Hawaii Revised Statutes requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with less than 25,000 miles at the time of sale

Provides coverage for 90 days or 5,000 miles, whichever occurs first.

Used vehicles with 25,000 miles or more but less than 50,000 miles at the time of sale

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

Used vehicles with 50,000 miles or more but not more than 75,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.

IDAHO

Notice - **Coverage** afforded under this **Contract** is not guaranteed by the Idaho Insurance Guarantee Association.

ILLINOIS

THE DEFINITION OF "WE, US, AND OUR" USED FREQUENTLY THROUGHOUT THE VEHICLE SERVICE CONTRACT IS DEFINED AS AMT WARRANTY CORP.

This Vehicle Service Contract provides no Coverage or Benefits for any repair or replacement of any covered part if a Breakdown has not occurred. A gradual reduction in operating performance due to wear and tear does not constitute a Breakdown.

The Vehicle Service Contract provides no Coverage or Benefits for failures resulting from normal wear and tear.

The Vehicle Service **Contract** provider may retain a cancellation fee not to exceed the lesser of 10% of the Vehicle Service **Contract** price or fifty dollars (\$50.00).

INDIANA

This Service **Contract** is not insurance and is not subject to Indiana insurance laws.

Your proof of payment to the issuing dealer for this **Contract** shall be considered proof of payment to the Insurance Company which guarantees **Our** obligations to **You**. If **We** fail to perform or make payment due under the service contract within sixty (60) days after **You** request the performance or payment, **You** may request the performance or payment directly from the insurer that issued the provider's service contract reimbursement policy, including any applicable requirement under the service contract that the provider refund any part of the cost of the service contract upon cancellation of the service contract.

EXCLUSIONS SECTION- Item **L**. is deleted and replaced with the following:

L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date.

Arbitration is not mandatory and is non-binding in the State of Indiana. Arbitration proceedings shall be conducted in the county in which the consumer resides.

IOWA

If **You** have any questions regarding this **Contract**, **You** may contact the **Administrator** by mail or by phone. Refer to the **Registration Page** for the **Administrator's** address and toll free telephone number. Iowa residents only may also contact the Iowa Insurance Commissioner at the following address: Iowa Insurance Department, 330 Maple Street, Des Moines, Iowa 50319-0065, (877) 955-1212.

If **You** cancel this **Contract**, **We** must mail written notice of cancellation to **You** within 15 days of cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty will be added each month to any refund not paid to the **Contract** Holder within thirty (30) days of the return of the Service **Contract** to the Service Company.

KANSAS

SCHEDULE OF COVERAGES – Lost Key/Lockout is not available.

LOUISIANA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

CANCELLATION OF YOUR CONTRACT SECTION – Item **d**. is deleted and replaced with the following:

d. If You cancel this **Contract** within the first thirty (30) days, the full price **You** paid for the Service **Contract** will be refunded, less a fifty dollar (\$50) administrative fee. If **You** cancel this **Contract** after the first thirty (30) days, **We** will refund to **You** an amount according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar (\$50) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

MAINE

An administrative fee not to exceed twenty-five dollars (\$25.00) or ten percent (10%) of the **Contract** charge, whichever is less, will be charged for cancellations occurring after sixty (60) days or if a claim has been filed.

If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation. The notice will state the effective date of the cancellation and the reason for the cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the service **Contract** to the provider.

MARYLAND

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**. If **Your Vehicle** is being repaired for a **Breakdown** covered by this **Contract**, and the **Contract** expires during the repair, the **Contract** term is extended until the repair is completed. No cancellation fee shall apply to any refund.

MASSACHUSETTS

NOTICE TO CUSTOMER: PURCHASE OF THIS CONTRACT IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A VEHICLE. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. THE SELLER OF THIS COVERAGE IS REQUIRED TO INFORM YOU OF ANY WARRANTIES AVAILABLE TO YOU WITHOUT THIS CONTRACT.

Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with less than 40,000 miles at the time of sale

Provides coverage for 90 days or 3,750 miles, whichever occurs first.

Used vehicles with 40,000 miles or more but less than 80,000 miles at the time of sale

Provides coverage for 60 days or 2,500 miles, whichever occurs first.

Used vehicles with 80,000 miles or more but less than 125,000 miles at the time of sale

Provides coverage for 30 days or 1,250 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer

warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

MINNESOTA

The coverages listed below are provided to **You** by the dealer at no charge as required by Minnesota Statute 325F.662. The term of the required warranty is based on the mileage at the time of sale as follows:

Used vehicles with less than 36,000 miles at the time of sale

Provides coverage for 60 days or 2,500 miles, whichever occurs first.

Used vehicles with 36,000 miles or more but less than 75,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

Engine: Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings; and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter. **Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts. **Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on vehicles other than passenger vans, mounted on a truck chassis. **Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers. **Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack. **Note:** The following parts are covered only on vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this **Contract** during the applicable warranty period, unless the dealer becomes unable to meet its obligations. **Your** rights and obligations are fully explained in the dealer issued used vehicle limited warranty document.

If **We** cancel this **Contract** for nonpayment of the provider fee, a material misrepresentation by **You** to the provider, or a substantial breach of duties by **You** relating to the covered product or its use, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within 45 days after return of the **Contract** to the **Administrator**.

If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

EXCLUSIONS SECTION – Items **B.** and **L.** are deleted in their entirety and replaced by the following:

- B. For normal maintenance services and parts which include: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses (unless listed as specific covered parts), drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.**
- L. For any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.**

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSISSIPPI

Our obligations and the performance to **You** under the Service **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038.

If **We** cancel this **Contract** for non-payment, **We** shall mail a written notice to **You** at **Your** last known address at least ten (10) days before cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known address at least thirty (30) days before cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSOURI

If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund **You** the entire purchase price of the **Contract**. If this **Contract** is cancelled within the first sixty (60) days and a claim has been filed, **We** will refund **You** the entire purchase price of the **Contract** less claims paid. This “free-look” period only applies to the original **Contract** purchaser. If this **Contract** is cancelled after the first sixty (60) days **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar (\$50.00) administrative fee. If this **Contract** is cancelled, **We** shall mail written notice of cancellation to **You** within forty-five (45) days of cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and no claims have been filed, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of the **Contract** to the provider.

MONTANA

If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to provider; or substantial breach of duties **You** relating to the covered product or its use.

NEBRASKA

We may only cancel this Service **Contract** for fraud, material misrepresentation, nonpayment by **You**, or a substantial breach of duties by **You** relating to the covered property or its use. If **We** cancel this **Contract**, **We** will give **You** sixty (60) days notification, except for non-payment, which will be ten (10) days notification.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Nebraska and will be held in the **Contract** holder’s county of residence or any other county in this state agreed to by both parties.

NEVADA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

Any claim for repairs that have not received prior approval will not be covered.

We may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, **We** may only cancel this Service **Contract** for: (a) Nonpayment by **You**; (b) **Your** conviction of a crime which results in an increase in the service required under this **Contract**; (c) Fraud or material misrepresentation by **You** in obtaining this **Contract**, or in presenting a claim for service thereunder; (d) Discovery of: (1) An act or omission by **You** or (2) A violation by **You** of any condition of this **Contract**, which occurred after the effective date of the **Contract** and which substantially and materially increases the service required under the **Contract**; or (e) A material change in the nature or extent of the required service or repair which occurs after the effective date of this **Contract** and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that this **Contract** was issued or sold. If **We** cancel **Your Contract**, **You** will be entitled to a refund on the unearned **Contract** fee according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, no administrative fee will be deducted. In the event **We** or the lienholder cancel this **Contract**, written notice will be sent to **Your** last known address at least fifteen (15) days prior to cancellation with the effective date of the cancellation.

You may cancel this **Contract** at anytime. If **You** have made no claim and **Your** request for cancellation is within sixty (60) days, the full price **You** paid for the Service **Contract** will be refunded and no administrative fee will be deducted. If **You** have made a claim under the **Contract**, or if **Your** request is beyond the first sixty (60) days, **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar (\$50.00) administrative fee. If **Your Contract** was financed, the outstanding balance will be deducted from any refund. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and the refund is not processed within forty-five (45) days, a penalty of ten percent (10%) of the **Contract** price will be added to the refund for every thirty (30) days the refund is not paid.

EXCLUSIONS SECTION – Item F. is amended by adding the following:

F. This Contract will not cover any unauthorized or non-manufacturer recommended modifications to Your Vehicle, or any damages arising from such unauthorized or non-manufacturer recommended modifications. However, if Your Vehicle is modified in a manner that is not recommended by the manufacturer of Your Vehicle, this Contract will continue to provide any applicable Coverage that is not related to the unauthorized or non-manufacturer recommended modification or any damages arising there from, unless such Coverage is otherwise excluded by the terms of this Contract.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

10. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure by **You** to make monthly payments in a timely manner may result in cancellation of this **Contract**. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**.

The Arbitration Provision section of this **Contract** is not mandatory Pursuant to Nevada Law.

NEW HAMPSHIRE

In the event **You** do not receive satisfaction under this **Contract**, **You** may contact the New Hampshire Insurance Department at 21 South Fruit St., Suite 14, Concord, NH 03301-7317.

Cancellation and Transfer Fees do not apply.

The Arbitration Provision of this Service **Contract** is stricken in its entirety.

NEW JERSEY

If **You** request cancellation of this **Contract** within sixty (60) days of the purchase date of the **Contract** and the refund is not paid or credited within forty-five (45) days after **Your** cancellation request to **Us**, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to the provider; or substantial breach of duties **You** relating to the covered product or its use.

NEW MEXICO

You may cancel this **Contract** within sixty (60) days of the time of sale. If **You** have made no claim, the service **Contract** is void and the full purchase price will be refunded to **You**. A ten percent (10%) penalty per month will be added to a refund that is not made within sixty (60) days of **Your** return of the service **Contract**. These provisions apply only to the original purchaser of the service **Contract**. In the event **We** cancel this service **Contract**, **We** will mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation with the effective date for the cancellation and the reason for the cancellation. The provider of this service **Contract** may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, the provider may only cancel this service **Contract** for fraud, material misrepresentation, non-payment by **You** or a substantial breach of duties by **You** relating to the covered property or its use.

NEW YORK

Section 196b of New York General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with 36,000 miles or less at the time of sale

Provides coverage for 90 days or 4,000 miles, whichever occurs first.

Used vehicles with more than 36,000 miles but less than 80,000 miles at the time of sale

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

Used vehicles with 80,000 miles or more but no more than 100,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the Service **Contract** to the provider.

If **We** cancel this Service **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of a cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.

NORTH CAROLINA

An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars (\$50.00) will be applied if this Service **Contract** is cancelled by **You**. **We** may cancel this **Contract** only for non-payment of the purchase price of the **Contract** or a direct violation of the **Contract** by **You**.

OKLAHOMA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP., LICENSE # [REDACTED]

This is not an insurance **Contract**.

Coverage afforded under this **Contract** is not guaranteed by the Oklahoma Insurance Guaranty Association.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

11. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no claims will be approved.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **d.** is deleted and replaced with the following:

d. If this **Contract** is canceled within the first sixty (60) days after **Coverage** takes effect by the warranty holder and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is canceled by the warranty holder after the first sixty (60) days of **Coverage** taking effect or a claim has been filed within the first sixty (60) days after **Coverage** has taken effect, return of premium shall be based upon ninety percent (90%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**. In the event the **Contract** is cancelled by the association, return of premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.

While arbitration is mandatory, the outcome of any arbitration shall be non-binding on the parties, and either party shall, following arbitration, have the right to reject the arbitration award and bring suit in a district court of Oklahoma.

OREGON

This Contract is between the Obligor/Provider, AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, and You.

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the Oregon Department of Consumer & Business Services, Insurance Division, Consumer Advocacy Unit at 350 Winter Street NE, Room 300, Salem, Oregon 97301, (888) 877-4894.

The Arbitration section is deleted and replaced as follows:

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Oregon and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

Oregon arbitration law will prevail unless it conflicts with the Federal Arbitration Act.

Notwithstanding the foregoing, either party may bring an individual action in small claims court or trial by jury. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Plan, You and We are each waiving the right to participate in a class action.**

RHODE ISLAND

Section 31-5.4 of Rhode Island General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with 36,000 miles or less at the time of sale

Provides coverage for 90 days or 4,000 miles, whichever occurs first.

Used vehicles with more than 36,000 miles but less than 100,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

SOUTH CAROLINA

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the South Carolina Department of Insurance at Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, (803) 737-6160.

If **We** cancel this **Contract We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service **Contract** to the provider.

TEXAS

AMT Warranty Corp. Service Contract Administrator License No. 189.

If **You** have any questions regarding the regulation of the Service **Contract** provider or a complaint against the Obligor, **You** may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711, (800) 803-9202.

If this **Contract** is cancelled within the first sixty (60) days, **We** will refund the entire **Contract** charge, less claims paid. If this **Contract** is cancelled after the first sixty (60) days, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar (\$50.00) administrative fee and less claims paid. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** before the fifth day preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, fraud or a material misrepresentation by the Service **Contract** Holder to the provider or the provider's administrator, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. If **We** cancel this **Contract**, no cancellation fee shall apply. **You** may apply for reimbursement directly to the insurer if a refund or credit is not paid before the 46th day after the date on which the Service **Contract** is canceled.

If a Service **Contract** is canceled and the provider does not pay the refund or credit the Service **Contract** Holder's account before the 46th day after the date of the return of the Service **Contract** to the provider, the provider is liable to the **Contract** Holder for a penalty in an amount not to exceed ten percent (10%) of the amount outstanding per month.

UTAH

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

This Service **Contract** or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Full payment will be received for the **Contract** Purchase Price listed on the **Contract Registration Page**.

Note: **Coverage** afforded under this **Contract** is not guaranteed by the Property and Casualty Guarantee Association.

We may only cancel this **Contract** for the following reasons by sending to **You** notice of cancellation and the reason for cancellation, via first class mail, to **Your** last known address:

1. **We** may cancel this **Contract** for non-payment of the **Contract** charge. Such cancellation will be effective ten (10) days after mailing of notice.
2. **We** may cancel this **Contract** for misrepresentation of a claim. Such cancellation will be effective thirty (30) days after mailing of notice.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

VERMONT

The Arbitration Provision section of this **Contract** is stricken in its entirety.

WASHINGTON

The definition of "**We, Us and Our**" means the obligor/service **Contract** provider of this **Contract** as stated on the **Registration Page** attached to this **Contract**. CANCELLATION OF YOUR CONTRACT SECTION - Items **a.**, **b.** and **d.** are deleted and replaced with the following:

- a.** **You** may cancel this **Contract** by returning it to the **Administrator** or the Insurer. A ten percent (10%) penalty will be added to any refund that is not paid within thirty (30) days of return of the **Contract** to the **Administrator**.
- b.** After the first sixty (60) days, **We** may only cancel this **Contract** for misrepresentation in obtaining this **Contract** or in the submission of a claim for nonpayment of the **Contract** charge by **You**.
- d.** If **You** cancel this **Contract** within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If **You** cancel this **Contract** after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a twenty-five dollar (\$25.00) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

This Service **Contract** allows for binding arbitration proceedings to be held at a location in closest proximity to the Service **Contract** Holder's permanent residence. The commissioner is the Service **Contract** provider's attorney to receive service of legal process in any action, suit, or proceedings in any court.

The State of Washington is the jurisdiction for any civil action in connection with the motor vehicle service **Contract**.

Information Disclosure: As the undersigned, I agree that I have read and understand the following **Contract** provisions and implied warranty disclosure:

1. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 8. MAINTENANCE REQUIREMENTS and HOW TO FILE A CLAIM, which outlines **Your** responsibilities regarding maintenance requirements and filing a claim.
2. **SCHEDULE OF COVERAGES**, which outlines the **Coverage** provided under the **Contract**.
3. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 1. **CONTRACT PERIOD**, which outlines the time and mileage limitations.

4. The implied warranty of merchantability on the motor vehicle is not waived if this **Contract** has been purchased within ninety days of the purchase date of the motor vehicle from a provider who also sold the motor vehicle covered by this **Contract**.
5. **EXCLUSIONS**, which outlines conditions where the **Contract** does not provide **Coverage**.
6. **CANCELLATION OF YOUR CONTRACT**, which outlines the **Contract** cancellation conditions.

Signature

Date

WISCONSIN**THE CONTRACT OBLIGOR AMT WARRANTY CORP.****THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.**

Any claim for repairs that have not been **Registered** prior to having repairs made may jeopardize **Coverage** under this **Contract**, except as provided under Emergency Repairs.

CANCELLATION OF YOUR CONTRACT SECTION - Item **b.** and **d.** is deleted and replaced with the following:

- b.** **We** may only cancel this **Contract** for material misrepresentation by **You**, nonpayment by **You** or a substantial breach of duties by **You** relating to the covered **Vehicle** or its use. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation.
- d.** If this **Contract** is canceled within thirty (30) days of the date of purchase and no claims have been paid, the **Administrator** shall return one hundred percent (100%) of the purchase price paid and the **Contract** shall be void. The right to void the **Contract** applies only to the original purchaser of the **Contract**. If the refund is not paid or credited within forty-five (45) days after return of the **Contract** to **Us**, **We** shall pay a ten percent (10%) per month penalty of the refund amount outstanding, which **We** shall add to the amount of the refund. For **Contracts** canceled subsequent to the period stated in the preceding paragraph or if a claim has been made under this **Contract** within such period, **We** shall refund 100 percent of the unearned pro rata provider fee and less a cancellation fee not to exceed ten percent (10%) of the **Contract** purchase price paid. If **You** request cancellation due to a total loss of **Your Vehicle** which is not covered by a replacement under the terms of **Your Contract**, the **Administrator** shall return one hundred percent (100%) of the unearned pro-rata **Contract** purchase price paid.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 505-4048. If a covered claim is not paid within sixty (60) days after proof of loss has been filed or, if the Provider becomes insolvent or otherwise financially impaired, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048 for reimbursement, payment or provision of this **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Wisconsin and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

WYOMING

Our obligations under this Vehicle Service **Contract** are insured by a policy issued by the Insurance Company as noted on the **Registration Page**. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a claim directly with the Insurance Company.

The provider of the Service **Contract** shall mail a written notice to the Service **Contract** Holder at the last known address of the Service **Contract** Holder in the records of the provider at least ten (10) days prior to cancellation by the provider. Prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. The notice shall state the effective date of the cancellation and the reason for cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the provider. In the event the lienholder is named on a cancellation, both the **Contract** Holder and the lienholder will be shown jointly on the cancellation refund check.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

The Arbitration Provision section is replaced with the following: At the time of any dispute the parties may voluntarily agree to submit their matters of difference to arbitration in a separate written agreement. Any arbitration proceedings shall be conducted within the state of Wyoming.

VEHICLE MAINTENANCE LOG

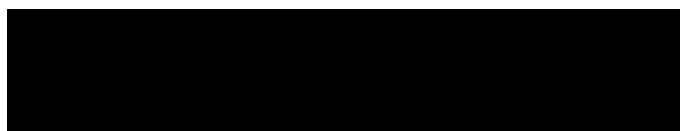
DATE SERVICED	MILEAGE WHEN SERVICED	SERVICE PERFORMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
	REPAIR ORDER NUMBER			

PE18-012

GM

3-27-2019

Q3

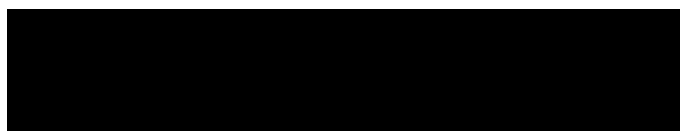


PE18-012

GM

3-27-2019

Q3



Cecil Graves

7200 U.S. Hwy 81 - P.O. Box 2040
St. Francisville, LA 70775-2040
Phone: (225) 836-3695

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
11/01/17	
R/O Close Date	Status
11/03/17	Reprint
Mileage In	Mileage Out
32017	32020
Service Advisor / Tag #	
Kim Dunbar	
Vehicle Identification Number	
10NSCKEC4VR	
Delivery Date	In-Service Date
Color	License Number

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [REDACTED]	
#1 -	MR 040: BRAKES BRAKES WENT HARD-LOCKED UP NOW BRAKES ARE SOFT-WORKS FINE AT TIMES PEDAL GETS HARD Caused by REPLACED WEAK BRAKE VACUUM PUMP Tech: Charlie K. (68) Installed 12669488 :SL-N-PUMP (03280-CT) 10242.13 Sub Total: Labor: 209.00 Parts: 242.13 Total: 451.13
#2 *	MR 085: ACCESSORIES DRAC UNIT TERRAIN Tech: Charlie K. (68) Sub Total: Labor: .00 Parts: .00 Total: .00
#3 *	MR 61CVZ: EXTERIOR TRIM PASSENGER FRONT WINDOW APPLIQUE CAME OFF? Caused by REPLACED RIGHT FRONT DOOR WINDOW APPLIQUE WAS MISSING Tech: Charlie K. (68) Installed 84021604 :N-APPLIQUE (16290-CT) 1062.95 Sub Total: Labor: 28.50 Parts: 62.95 Total: 91.45

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to tow 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 hereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other 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.

LABOR	237.50
PARTS	305.08
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	20.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID	56.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	618.84
Check 0098	618.84

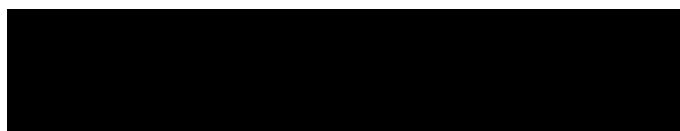
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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3-27-2019

Q3



Carol Balgenorth

Executive Customer Assistance

Business Process Lead – Site Performance Lead

Warren Customer Engagement Center

carol.balgenorth@gm.com

810.429.2093

From: Michelle White

Sent: Thursday, November 02, 2017 9:00 AM

To: Carol Balgenorth <carol.balgenorth@gm.com>

Subject: FW: [EXTERNAL] 2014 Chevrolet Silverado

Hi Carol,

Please see the below customer email.

Thank you,

Michelle P. White

Executive Assistant

Global Chevrolet and Brand Communications

100 Renaissance Center

M/C 482-A30B14

Detroit, MI 48265-1000

Office: 313.667.4119

From: Joe Jacuzzi
Sent: Wednesday, November 01, 2017 6:09 PM
To: Michelle White <michelle.p.white@gm.com>
Subject: Fwd: [EXTERNAL] 2014 Chevrolet Silverado

Please forward

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: November 1, 2017 at 5:27:43 PM EDT
To: joe.jacuzzi@gm.com
Subject: [EXTERNAL] 2014 Chevrolet Silverado

not sure if you can help or not, but here goes. I purchased a 2014 Silverado back last December the truck had about 34K miles on it at that time. I noticed a few weeks ago that some of the clear coat was coming off on the lower passenger side of the back door, then a few days later some clear coat was missing on the back bed side of the same side of the truck. there was a few recalls on the truck, so I took it to the nearest Chevrolet dealership and asked them if there was some kind of warranty that would cover this issue. I spoke to the service manager to which contacted his manager to come back to say with the truck now having 58K miles there was nothing that they could do. my thoughts is that the truck is only 3 years old and should not have paint issues, no matter how many miles is on it. I have always had some kind of GM product with some issues, but not the paint. could something be done about this, or do I need to trade to something other than a GM product.

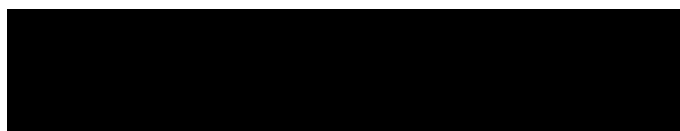
[REDACTED]

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General Motors - Policy Evaluation Tool

Date: 01/10/2018

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone: [REDACTED]

Dealer Information

BAC: 221 [REDACTED]
Name: Chris Anderson
Dealer: My Chevrolet

Vehicle/Coverage Information

VIN: 1GNSKCKC0FR [REDACTED] Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 09/22/2018
Job Card Date: 01/10/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 85,000
Miles out of Warranty: 49,000

Repair

Total Repair Cost At Warranty Rates: \$1,224.00
Repair Group: Steering

Job Card / Repair Order : 169 [REDACTED]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Customer retention (customer is in market for new vehicle)
Additional Comments: CUSTOMER PERFORMED TSB RELATED TO STEERING COLUMN NOISE, STEP ONE DID NOT RESOLVE. CUSTOMER PAID \$274.38 FOR STEP ONE OF TSB REPAIR. NOW NEEDS STEP 2, COLUMN REPLACEMENT

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$0.00 *

Cust / Dlr Participation Amount: \$1,224.00

Agreed upon Customer/Dealer Participation Amount:

* GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.

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.

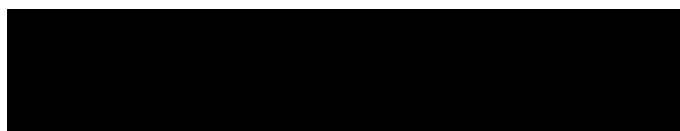
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

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Q3



RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
		MY CHEVROLET, INC. 444-A AUTO CENTER CIRCLE SALINAS CA 93507 MONTEREY

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 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
USED	2015	CHEVROLET TRU TAHOE	15342	1GNSKCKCOFR	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 \$3200.00.
2.49 %	\$ 4807.00 (e)	\$ 61067.96	\$ 65874.96 (e)	\$ 69074.96 (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	914.93	Monthly beginning 11/06/2015
N/A	N/A	N/A
One final payment	914.93	DUE ON 10/06/2021

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 \$ 58490.00(A)
 1. Cash Price Vehicle \$ 58490.00
 2. Cash Price Accessories \$ N/A
 3. Other (Nontaxable) \$ N/A
 - Describe N/A \$ N/A
 - Describe N/A \$ N/A
- B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)
- C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)
- D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)
- E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
- F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
- G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
- H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
- I. EV Charging Station (to whom paid) N/A \$ N/A (I)
- J. Sales Tax (on taxable items in A through I) \$ 4465.96 (J)
- K. Electronic Vehicle Registration or Transfer Charge

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back of contract for details).

Buyer _____
Co-Buyer _____
Seller _____
If any item is named in this contract, it is subject to 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	Mos. N/A	\$ N/A
Credit Disability	N/A	Mos. N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		
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.

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) \$ 4465.96 (J)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS \$ 29.00 (K)

L. (Optional) Service Contract (to whom paid) N/A \$ N/A (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) JM&A \$ 700.00 (R)

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

T. Other (to whom paid) N/A
For N/A \$ N/A (T)

Total Cash Price (A through T) \$ 63764.96 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED \$ 380.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED \$ 115.00 (B)

C. California Tire Fees \$ N/A (C)

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

Total Official Fees (A through D) \$ 495.00 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. ☐ State Emissions Certification Fee or ☒ State Emissions Exemption Fee \$ 8.00 (4)

5. Subtotal (1 through 4) \$ 64267.96 (5)

6. 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 \$ N/A (E)

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

G. Cash \$ 3200.00 (G)

Total Downpayment (C through G) \$ 3200.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) \$ 61067.96 (7)

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

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
Installments of \$ N/A \$ N/A
from N/A

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:

SEL N/A of the Seller's Right to Ca
X N/A Co-Buyer

Agreement to binding arbitration to the Arbitration Provision on the rev
Buyer Signs X N/A Co-Buyer Signs X N/A

due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

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

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

Term 72 Mos. JM&A

I want to buy a N/A

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT You may 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 N/A

Term N/A Mos. or N/A 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 changes to the contract must be signed by both parties.

Buyer Signs N/A

Co-Buyer Signs N/A

Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

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

INSURANCE AGENT [redacted]

Trade-In [redacted] 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 overage 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 [redacted] Co-Buyer Signature X [redacted]

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.

THE ANNUAL PERCENTAGE RATE (APR) IS [redacted] 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 more than forty thousand dollars (\$40,000) which are not used in the sale of a recreational vehicle, and which are not used in the sale of a vehicle for hire. If you want to exercise your right to receive a part of the Finance Charge, you must cancel this contract within two business days after you receive the vehicle. To exercise your right to cancel this contract, you must sign a separate contract cancellation option agreement.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, YOU 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 REVERSE SIDE, BEFORE YOU SIGNED IT. DATE 09/22/15

GUARANTY: To Indemnify and Hold Harmless. Each Guarantor will be liable for the total amount owing on this contract, each Guarantor shall pay it when asked. 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.

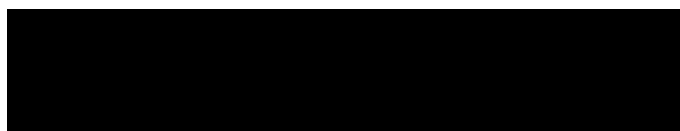
Seller Signs HY CHEVROLET, INC Date 09/22/15 By X [redacted] Title [redacted]

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OWNERSHIP/REGISTRATION (R)

MAKE YR MODEL YR 1ST SOLD VLF CLASS *YR TYPE VEH
 CHEV 2015 2014 OK 2015 120
 BODY TYPE MODEL MP MO
 UT G WX
 TYPE VEHICLE USE DATE ISSUED CC/ALCO DT FEE RECVD PIC
 AUTOMOBILE 10/22/15 27 10/22/15 2

TL: 11 LIC: [REDACTED]

EXP DT: 11/24/2016

VEHICLE ID NUMBER

1GNSKCKCOFF [REDACTED]

STICKER ISSUED

PR EXP DATE: 11/24/2015

AMOUNT PAID

\$ 523.00

P*

P*

AMOUNT DUE

AMOUNT RECVD

A \$ 523.00

CASH :	039	4.00
CHCK :	523.00 060	6.00
CRDT :	061	8.00
	083	1.00
	084	1.00
	085	6.00
	100	3.00
	401	15.00
	441	20.00
	1.00	

001

002

004

008

014

031

 ODOM RDG/CODE
 000015342 A

LITERHOLDR

 US BK NA
 PO BX 3427

 OSHKOSH
 WI

54903

 F00 102215
 VA3 HJ 0002 0052300 CS

F00 102215 11 7PAU529 861

(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
		MY CHEVROLET, INC. 444-A AUTO CENTER CIRCLE SALINAS CA 93207 MONTEREY

You, the Buyer (and Co-Buyer, if any), may buy the vehicle 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
USED	2015	CHEVROLET TRU TAHOE	15342	1GNSKCKCOFF	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 \$3200.00
2.49 %	\$ 4807.00 (e)	\$ 61067.96	\$ 65874.96 (e)	\$ 69074.96 (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	914.93	Monthly beginning 11/06/2015
N/A	N/A	N/A
One final payment	914.93	DUE ON 10/06/2021

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	\$ 58490.00(A)
1. Cash Price Vehicle	\$ 58490.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. EV Charging Station (to whom paid) N/A	\$ N/A (I)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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 (see are not
 Buy
 Co-B
 Sell
 If any name

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A	Mos. N/A	\$ N/A
Credit Disability	N/A	Mos. N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A (C)

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.

K. Electronic Vehicle Registration or Transfer Charge
(not a governmental fee) (to whom paid) AVRS \$ 29.00 (K)

L. (Optional) Service Contract (to whom paid) N/A \$ N/A (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) JH&A \$ 700.00 (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

Total Cash Price (A through T) \$ 63764.96 (1)

2. **Amounts Paid to Public Officials**

A. Vehicle License Fees ESTIMATED \$ 380.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED \$ 115.00 (B)

C. California Tire Fees \$ N/A (C)

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

Total Official Fees (A through D) \$ 495.00 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. ☐ State Emissions Certification Fee or ☒ State Emissions Exemption Fee \$ 8.00 (4)

5. **Subtotal (1 through 4)** \$ 64267.96 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr N/A Make N/A \$ N/A (A)
Model N/A Odom N/A
VIN N/A

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

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

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

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

G. Cash \$ 3200.00 (G)

Total Downpayment (C through G) \$ 3200.00 (6)
(if negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. **Amount Financed (5 less 6)** \$ 61067.96 (7)

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

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this Loan is shown in item 8D.

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

SEL

X
BUY

Agreement to
binding arbitration
Buyer Signs X

ions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to

Co-Buyer

Arbitration Provision on the reverse side of this contract for additional information concerning the arbitration process. Any dispute by neutral,

Co-Buyer Signs X

above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

X
Date Buyer Signature Age
X
Date Co-Buyer Signature Age

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

Term 72 Mos. JH&A

I want to buy a
Buyer Signs X

OPTIONAL SERVICE CONTRACT purchase the service contract(s) which 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 N/A
Term N/A Mos. or N/A 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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any changes to the contract must be signed by both parties.

Buyer Signs X
Co-Buyer Signs

Year N/A SELLER'S INITIALS N/A

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 THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE AGREED, THE SELLER'S LIABILITY FOR COLLISION DAMAGE IS LIMITED TO THE AMOUNT OF LOSS OR DAMAGE TO THE VEHICLE. IF YOU ARE NOT SURE OF YOUR COVERAGE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you the difference between the actual payoff amount and the amount shown in 6B. 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 the difference between the actual payoff amount and the amount shown in 6B. 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 the difference between the actual payoff amount and the amount shown in 6B. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand.

N/A

Buyer Signature X _____ Co-Buyer Signature X _____

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 the use of this data, you should try to resolve it with the seller.
of Motor Vehicles, or [REDACTED] to the city attorney, the district attorney, or an [REDACTED]
After this contract is signed, [REDACTED]
and it is an unfair or deceptive trade practice. [REDACTED]
as you agree [REDACTED]

Buyer Signature X

The Annual [REDACTED] the Seller
and retain [REDACTED] to reserve 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-business-day right of cancellation for the sale of a new motor vehicle with a manufacturer's suggested retail price of more than forty thousand dollars (\$40,000), subject to certain statutory requirements. This right of cancellation does not apply to the sale of a recreational vehicle, a vehicle with a gross vehicle weight of more than 10,000 pounds, or an off-highway vehicle.

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
CONFIRM THAT YOU RECEIVED A
COPY WHEN YOU SIGNED IT.

Buyer Signature _____ Date 09/22/15
Co-Buyer Signature _____

Co-Buyers and Co-Buyer Signature _____ Date 09/22/15
does not have to pay the entire debt. An other person can be added to the vehicle but

Other Owner Signature X _____ Address _____

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

Guarantor X _____ Date _____
Address _____

Seller Signs MY CHEVROLET, INC Date 09/22/15 By _____

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. 6,466,782
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ORIGINAL EDITIONS

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	[REDACTED]		ADVISOR	HECTOR LARA	254	TAG NO.	[REDACTED]	INVOICE DATE	12/14/17	CELL:	[REDACTED]
[REDACTED]		[REDACTED]		SALES NO.	[REDACTED]	SALES	83,228	COLOR	WHITE DIAMO	STOCK NO.	
[REDACTED]		[REDACTED]		YEAR / MAKE / MODEL	15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE	09/22/15	DELIVERY MILES	
[REDACTED]		[REDACTED]		VEHICLE I.D. NO.	1 G N S K C K C O F R			SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	
[REDACTED]		[REDACTED]		P.T.E. NO.	[REDACTED]			R.O. DATE	11/15/17	REPRINT# 1	
[REDACTED]		[REDACTED]		COMMENTS	[REDACTED]						

MO: 83228

LABOR-----
JOB# 1 02CVZDIAG DIAG DRIVEABILITY TECH(S):13411 INTERNAL
CUST REPORTS HIGH PITCH HUMM NOISE FROM FRT END AREA ON
ACCELERATION -CHK
...CUSTOMER HAS VIDEO....
TEST DRIVE 60 MPH FOR CONCERN CANNOT VEEY ISSUE AT
THIS TIME ALL CHECK OK

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
JOB# 2 46CVZTPRESS SET TIRE PRESSURE TECH(S):13411 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
30.....30.....30.....30.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
JOB# 3 07CVZ STEERING TECH(S):13411 INTERNAL
CUSTOMER WAS ADVISE STEERING COLUMN MAKES NOISE WAS
ADVISE TO REPLACE ON LAST VISIT REQUEST P/A
PART\$668.00 LABOR \$556.00
NO REPAIR AT THIS TIME

JOB# 3 TOTALS-----

JOB# 4 CHARGES----- JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR-----
JOB# 4 34CVZ BODY ELECTRICAL TECH(S):13411 INTERNAL
CUSTOMER STATES VEHICLE'S SCREEN AT TIMES WILL NOT WORK
CANNOT CONTROL RADIO OR SCREEN, HAD RECALIBRATION DONE LAST
VISIT, HAS NOT HAPPEN SINCE PROGRAMING, BUT IT HAS NOT
RAIN OR GOT TO HOT WEATHER WISE

NO ISSUE AT THIS TIME

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.com

BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 12/14/17	CELL
	1 LICENSE NO.		MILEAGE 83,228	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 11/15/17	REPRINT# 1	
COMMENTS					
JOB# 5 CHARGES-----					M0: 83228

LABOR-----
JW S+55CV22 EXPRESS GW DEX TRK 8 TECH(S):44687 INTERNAL
CUSTOMER REQUESTS EXPRESS OIL SERVICE WITH TIRE ROTATION.
SCHEDULED MAINTENANCE
REPLACE ENGINE OIL AND FILTER, MULTI-POINT INSPECTION, RESET
OIL LIFE, INSPECT FLUID LEVELS, BATTERY TEST WITH PRINTOUT,
ROTATE TIRES & INSPECT BRAKES, INSTALL LUBE REMINDER STICKER

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836		INTERNAL
	8	88864004	DEXOS020 8.800		INTERNAL
TOTAL - PARTS					0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
		LOF OIL RECYCLING FEE		INTERNAL
TOTAL - MISC				0.00

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CVQS JOB# 5 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$139.00 (+TAX)

TOTALS-----	
***** IMPORTANT *****	
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

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!
PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	HECTOR LARA	254	11/06/17	
		MILEAGE	COLOR	STOCK NO.
		82,431	WHITE DIAMO	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD		09/22/15	0
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G N S K C K C O F R			
	P.T.E. NO.	P.O. NO.	R.O. DATE	
			10/30/17	
COMMENTS				

MO: 82431

JOB# 1 CHARGES

LABOR-----
J# 1 23CVZ FRONT SUSPENSION TECH(S):23927 361.40
CUST REPORTS SUSPENSION FEELS UNEVEN -
CHECK FOR CUSTOMER CONCERN FOUND RIGHT FRONT STRUT LEAKING
RECOMEND REPLACING, RECOMEND REPLACING LEFT SIDE ALSO
REMOVED AND REPLACED BOTH STRUTS RECHECK FOR OPERATION
RECHECK OK

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 84176631 *ABSORBER 7.345	609.46
1 84176631 *ABSORBER 7.345	609.46
TOTAL - PARTS 1218.92	

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
SD SERVICE DISCOUNT	-36.14
PD PARTS DISCOUNT	-121.89
TOTAL - MISC -158.03	

JOB# 1 TOTALS-----
LABOR 361.40
PARTS 1218.92
MISC -158.03

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 1422.29

LABOR-----
J# 2 46CVZ WHEELS/TIRES TECH(S):23927 0.00
CUSTOMER STATES WHEN TURNING STEERING WHEEL IT
MAKES NOISE FROM STEERING WHEEL AREA CHECK
AND ADVISE
CHECK FOR CUSTOMER CONCERN VERIFIED NOISE FOUND NOISE
COMING FROM STEERING COLUMN AREA, FOUND STEERING
RACE WAS DONE ON A PREVIOUS REPLACED WILL NEED TO REPLACE
STEERING COLUMN RACE WAS REPLACED AT 51,878 MILES ON
RO# [REDACTED] NEXT STEP IS TO REPLACE COLUMN
NO REPAIR AT THIS TIME

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 46CVZZTPRESS SET TIRE PRESSURE TECH(S):23927 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35.....35.....35.....35.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	[REDACTED]		ADVISOR	HECTOR LARA	254	SALE NO.	[REDACTED]	INVOICE DATE	11/06/17	STOCK NO.	[REDACTED]	
[REDACTED]			LICENSE NO.	[REDACTED]	MILEAGE	82,431	COLOR	WHITE DIAMO	STOCK NO.		[REDACTED]	
			YEAR/MAKE/MODEL						DELIVERY DATE		DELIVERY MILES	
			15/CHEVROLET TRUCK/TAHOE/4DR 4WD						09/22/15		0	
			VEHICLE I.D. NO.						SELLING DEALER NO.		PRODUCTION DATE	
			1 G N S K C K C O F R [REDACTED]									
			R.T.E. NO.			R.O. NO.			R.O. DATE	10/30/17		
			COMMENTS									

MO: 82431

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVC5 JOB# 3 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$139.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$1650.00 (+TAX) ON 11/01/17 AT 11:45am

BY SHARON CEJA COMMENTS NEEDED REPAIRS

COMMENTS-----
737-0977

TOTALS-----

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE

SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR

COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	361.40
TOTAL PARTS....	1218.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-158.03
TOTAL TAX.....	112.76

TOTAL INVOICE \$ 1535.05

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 10/26/17	INVOICE NO.
	LICENSE NO.	MILEAGE 81,827	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE 10/16/17	
COMMENTS				

CELL: [REDACTED] M0: 81827

JOB# 1 CHARGES

LABOR-----				
J# 1 08CVZ	BRAKES	TECH(S):26248	778.40	
CUST REPORTS NO BRAKES WHEN APPLYING -BRAKE PEDAL GOES TO FLOOR AND WILL NOT STOP VEH -CHK				
CHECK FOR CUSTOMER CONCERN FOUND VACUUM PUMP				
PIPE-BOOSTER AND MASTER CYLINDER AND VACUUM PUMP LINE				
NEEDED TO BE REPLACED PER DOC#4748532				
REMOVE AND REPLACED MASTER CYLINDER VACUUM PUMP				
PIPE AND BOOSTER BLEED SYSTEM AND RECHECK OK				
PARTS-----				
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	20925765	CYLINDER 4.650	139.90	139.90
1	23135228	PIPE 4.930	73.24	73.24
1	23135220	BOOSTER 4.805	158.91	158.91
1	12669488	PUMP 3.280	242.13	242.13
3	19353126	FLUID 8.800	9.74	29.22
TOTAL - PARTS				643.40

JOB# 1 TOTALS

LABOR 778.40
PARTS 643.40

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 1421.80

JOB# 2 CHARGES

LABOR-----				
J# 2 46CVZ03	BALANCE WHEELS/TIRES	TECH(S):26248	69.95	
CUST REPORTS VEH SHAKES ABOVE 80MPH, CHECK AND BALANCE				
WHEELS -				
FOUND TIRES NEEDED TO BE BALANCED				
BALANCED TIRES RECHECK FOR OPERATION RECHECK OK				

JOB# 2 TOTALS

LABOR 69.95

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 69.95

JOB# 3 CHARGES

LABOR-----				
J# 3 29CVZ	BODY INTERIOR	TECH(S):26248	39.95	
CUST REPORTS DRIVERS SUNVISOR LIGHT WILL NOT COME ON, HAS				
BROKEN LID FOR MIRROR?				
REMOVED AND REPALCED DRIVER SIDE SUN VISOR PER CUSTOMER				
REQUEST RECHECK OK				

PARTS				
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	23459654	SUNSHADE 16.070	154.36	154.36
2	23360288	BLADE 10.146	24.76	49.52
TOTAL - PARTS				203.88

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	SALE NO.	INVOICE DATE	INVOICE NO.
	EDUARDO HERNANDEZ	43	10/26/17	
		MILEAGE	COLOR	
		81,827	WHITE DIAMO	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD	09/22/15	0	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 G N S K C K C O F R			
	P.T.E. NO.	P.O. NO.	R.O. DATE	
			10/16/17	
COMMENTS				

MO: 81827

JOB# 3 TOTALS-----

LABOR	39.95
PARTS	203.88

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 243.83

JOB# 4 CHARGES-----

LABOR-----

J# 4 07CVZ STEERING TECH(S):26248 0.00

CUST REPORTS STEERING MAKES CLUNK TYPE OF NOISE FROM STEERING COLUMN WHILE TURNING MORE SO TO THE RIGHT, FEELS LIKE IT CATCHES SOMETHING AT SAME TIME OF NOISE - NO FURTHER ISSUE AFTER BRAKE SYSTEM CONCERN RECOMMEND DRIVING WITH CUSTOMER

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

J# 5 26CVZDIAGNOIS DIAG AUDIO & STEREO TECH(S):26248 180.70

CUST REPORTS RADIO SCREEN QUITS INTERMIT, CAN STILL HEAR THE VOLUME WHILE ACTING UP -CHK TECH VERIFIED CONCERN FOUND TSB FOR CONCERN WILL NEED TO PROGRAM RADIO PROGRAM RADIO RECHECK FOR OPERATION RECHECK OK ID#4481927

JOB# 5 TOTALS-----

LABOR 180.70

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 180.70

JOB# 6 CHARGES-----

LABOR-----

J# 6 46CVZZTPRESS SET TIRE PRESSURE TECH(S):26248 0.00

SET & DOCUMENT ALL TIRE PRESSURE PSI

LF.....RF.....RR.....LR.....

35.....35.....35.....35.....

AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32 CHECKED & SET TIRE PRESSURES

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----

J# 7*36CVZ ACCESSORIES TECH(S):17139 0.00

REPLACE WIPER PER CUSTOMER REQUEST INSTALLED WIPERS

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.comBAR # ARD 243929
EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	43	TAG NO.	INVOICE DATE 10/26/17	CELL: [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE 81,827	COLOR WHITE DIAMO	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	[REDACTED]	[REDACTED]	DELIVERY DATE 09/22/15	DELIVERY MILES 0
[REDACTED]	VEHICLE ID. NO. 1 G N S K C K C O F R [REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	[REDACTED]	R.O. DATE 10/16/17	[REDACTED]
[REDACTED]	COMMENTS				

JOB# 7 TOTALS

MO: 81827

JOB# 7 JOURNAL PREFIX CVC5 JOB# 7 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$350.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1995.00 (+TAX) ON 10/25/17 AT 03:35pm
BY SHARON COMMENTS NEEDED REPAIRS
COMMENTS-----
737-0977

TOTALS-----

***** IMPORTANT *****
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!

TOTAL LABOR....	1069.00
TOTAL PARTS....	847.28
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	78.38

TOTAL INVOICE \$ 1994.66

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**CHEVROLET****MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 08/30/17	CELL:
	EXPIRATION DATE		MILEAGE 77,483	COLOR WHITE DIAMO	
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/30/17		
COMMENTS					

MO: 77487

JOB# 1 CHARGES

LABOR-----

J# 1 55CVZ2 EXPRESS GW DEX TRK 8 TECH(S):46592 39.95

CUSTOMER REQUESTS EXPRESS OIL SERVICE WITH TIRE ROTATION.
SCHEDULED MAINTENANCE
REPLACE ENGINE OIL AND FILTER, MULTI-POINT INSPECTION, RESET
OIL LIFE, INSPECT FLUID LEVELS, BATTERY TEST WITH PRINTOUT,
ROTATE TIRES & INSPECT BRAKES, INSTALL LUBE REMINDER STICKER

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836	6.20	6.20
	8	88864004	DEXOS020 8.800	4.87	38.96
				TOTAL - PARTS	45.16

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
		LOF OIL RECYCLING FEE		1.89
			TOTAL - MISC	1.89

JOB# 1 TOTALS

LABOR	39.95
PARTS	45.16
MISC	1.89

JOB# 2 CHARGES

LABOR-----

J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):46592 0.00

SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35/////////35/////////35/////////35
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR-----

J# 3 00CVZZ*VI VEHICLE INSPECTION TECH(S):46592 0.00

C HEARS A NOISE AT APPROX 70-75 MPH//LOUDER WITH SPEED
GOES AWAY WHEN LETTING OFF ACCELL

PERFORMED VEHICLE INSPECTION
TESTED//COULD NOT VERIFY NOISE DURING TESTING
INSPECTED FOR POSS CAUSE/NONE APPARENT AT THIS TIME
CUST WILL RETURN TO TEST WITH TECH WHEN OCCURRING

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 08/30/17	CELL:
			MILEAGE 77,483	COLOR WHITE DIAMO	
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/30/17		
COMMENTS					

JOB# 4 CHARGES

MO: 77487

LABOR-----
JOB# 4 11CVZ ENGINE MINOR TECH(S):42802 0.00
C FEELS A MISS/SPUTTERING AT STOPS AT TIMES-HESITATES WHILE
DRIVING AT A STEADY SPEED ALSO
NO FAULT CODES STORED//COULD NOT VERIFY CONDITION
CUST TO RETEST

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$228.95 (+TAX)

COMMENTS-----
SHUTTLE

TOTALS

***** IMPORTANT *****
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE
SERVICE WE HAVE PROVIDED FOR YOU, IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!

TOTAL LABOR.... 39.95
TOTAL PARTS.... 45.16
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.89
TOTAL MISC DISC 0.00
TOTAL TAX..... 4.18

TOTAL INVOICE \$ 91.18

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR	39525	TAG NO.	INVOICE DATE	CELL
	RICHARD SANCHEZ			06/19/17	
			70,670	COLOR	WHITE DIAMO
	YEAR / MAKE / MODEL			DELIVERY DATE	
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD			09/22/15	
	VEHICLE I.D. NO.			SELLING DEALER NO.	
	1 G N S K C K C O F R				
	R.T.E. NO.		R.O. NO.	R.O. DATE	
				06/19/17	
	COMMENTS				

MO: 70672

LABOR-----
JOB# 1 21CVZ01 A/C CONCERN TECH(S):13411 264.10
CUST REPORTS A/C DOES NOT BLOW COLD -SOP IS IN
CONDENSER LINE FROM COMPRESSOR TO CONDENSER LEAKING.
REPLACE LINE AND EVACUATE AND RECHARGE SYSTEM. CHECK
FOR A/C PERFORMANCE AFTER REPAIRS.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	23438932	HOSE 9.225	127.36	127.36
	1	23264893	BRACKET 9.242	6.68	6.68
	2	88901445	LUBRICANT 8.800	3.88	7.76
	1	88864127	DYE 8.800	10.64	10.64
	3	12356150	R134 REF 8.800	10.95	32.85
			TOTAL - PARTS		185.29

JOB# 1 TOTALS-----
LABOR 264.10
PARTS 185.29
JOB# 2 CHARGES-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 449.39

LABOR-----
JOB# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):13411 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$449.95 (+TAX)

COMMENTS-----
SOP IS IN

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	[REDACTED]		ADVISOR	RICHARD SANCHEZ	39525	INV NO.	[REDACTED]	INVOICE DATE	06/19/17	INVOICE NO.	[REDACTED]
[REDACTED]			LICENSE NO.	[REDACTED]	MILEAGE	70,670	COLOR	WHITE DIAMO	STOCK NO.	[REDACTED]	
			YEAR / MAKE / MODEL	15/CHEVROLET TRUCK/TAHOE/4DR 4WD				DELIVERY DATE	09/22/15	DELIVERY MILES	0
			VEHICLE I.D. NO.	1 G N S K C K C O F R [REDACTED]				SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	[REDACTED]
			R.T.E. NO.	[REDACTED]	R.O. NO.	[REDACTED]	R.O. DATE	06/19/17			
			COMMENTS								

MO: 70672

TOTALS.....

***** IMPORTANT *****

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	264.10
TOTAL PARTS....	185.29
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	17.14
TOTAL INVOICE \$	466.53

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	AGE NO 43	INVOICE DATE 05/30/17	CELL: [REDACTED]
[REDACTED]	LICENSE NO [REDACTED]	MILEAGE 69,061	COLOR WHITE DIAMO	STOCK NO [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
[REDACTED]	VEHICLE ID NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 05/30/17	
COMMENTS				

MO: 69062

JOB# 1 CHARGES-----

LABOR-----
J# 1 21CVZ03 A/C NOT COOLING TECH(S):13411 139.00
CUST REPORTS A/C DOES NOT BLOW COLD -CHK
PERFORMED A/C SYSTEM TEST -FOUND EMPTY DUE TO A/C LINE
LEAKS, #23438932 \$127.36, UPDATED BRACKET #23264893 \$6.68
FREON, OIL, DYE \$47.00,
(FROM CONDENSOR TO COMPRESSOR)
LABOR \$264.10 (1.9)
SPECIAL ORDERED PARTS

JOB# 1 TOTALS-----

LABOR 139.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 139.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 02CVZDIAG DIAG DRIVEABILITY TECH(S):13411 0.00
CUST REPORTS VEH QUILTS INTERMIT WHILE DRIVING, HAS HAPPENED
2-3 TIMES WITHIN PAST 4 WEEKS -CHK
ROAD TEST VEH BEFORE AND AFTER SERVICE -UNABLE TO VERIFY
CONCERN -CHECKED FOR CODES -NONE -NO UPDATES FROM GM
NO PROBLEMS FOUND AT THIS TIME

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 46CVZZTPRESS SET TIRE PRESSURE TECH(S):13411 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4+00CVZ*MDCL0F GOODWRENCH SERVICE TECH(S):13411 21.99
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 05/30/17
[REDACTED]	[REDACTED]	69,061	COLOR WHITE DIAMO
[REDACTED]	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0
[REDACTED]	VEHICLE ID NO. 1 G N S K C K C O F R [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 05/30/17
COMMENTS			

MO: 69062

PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRT BRAKES APPROX 8MM LEFT -REAR BRAKES APPROX 6MM LEFT

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 19330000 FILTER 1.836	6.02
8 88864004 DEXOS020 8.800	31.60
TOTAL - PARTS	37.62

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
LOF OIL RECYCLING FEE	1.30
TOTAL - MISC	1.30

JOB# 4 TOTALS-----

LABOR	21.99
PARTS	37.62
MISC	1.30
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL	60.91

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$250.00 (+TAX)

COMMENTS-----
SEE CHAD

TOTALS-----

***** IMPORTANT *****	TOTAL LABOR....	160.99
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE	TOTAL PARTS....	37.62
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU	TOTAL SUBLET...	0.00
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR	TOTAL C.O.C....	0.00
COMPLETE SATISFACTION IS OUR GOAL!!!!	TOTAL MISC CHG.	1.30
PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA	TOTAL MISC DISC	0.00
ANYTIME IF YOU HAVE ANY QUESTIONS	TOTAL TAX.....	3.48
THANK YOU	TOTAL INVOICE \$	203.39

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 04/13/17	INVOICE NO.
	MOBILE NO.		MILEAGE 64,461	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.		R.O. DATE 04/13/17		
COMMENTS					

MO: 64461

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZZTPRESS SET TIRE PRESSURE TECH(S):29417 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
....35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 00CVZ*MOCL0F GOODWRENCH SERVICE TECH(S):29417 21.99
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRONT BRAKES APROX 10/32 REAR TIRES APROX 11/32
FRONT BRAKES APROX 6MM REAR BRAKES APROX 7MM

PARTS-----QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
1	19330000	FILTER 1.836	6.02
8	88864004	DEXOS020 8.800	3.95
1	11562588	PLUG 1.453	4.53
TOTAL - PARTS			42.15

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
LOF	OIL RECYCLING FEE	1.30
SD	SERVICE DISCOUNT	-25.00
PD	PARTS DISCOUNT	-25.00
TOTAL - MISC		-48.70

JOB# 2 TOTALS-----

LABOR	21.99
PARTS	42.15
MISC	-48.70

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 15.44

LABOR-----
J# 3 36CVZ ACCESSORIES TECH(S):29417 45.00
REPLACE AIR FILTER AND INCABING FILTER
REPLACE AIR FILTER & INCABIN FILTER

**MY CHEVROLET**

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	HECTOR LARA	254	04/13/17	
	LICENSE NO.	64,461	COLOR	WHITE DIAMO
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILE
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD		09/22/15	0
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G N S K C K C O F R			
	R.T.E. NO.	R.O. NO.	R.O. DATE	
			04/13/17	
COMMENTS				

MO: 64461

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	22845992	ELEMENT 3.410		28.15
	1	23281440	FILTER 9.786		25.45
				TOTAL - PARTS	53.60

JOB# 3 TOTALS	LABOR	45.00
	PARTS	53.60

JOB# 4 CHARGES	JOB# 3 JOURNAL PREFIX	CVC5	JOB# 3 TOTAL	98.60
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LABOR		
J# 4 16CVZSERVICE	AUTO TRANS SERVICE	TECH(S):29417
TRANSMISSION SERVICE AND FILTER		140.00
TRANSMISSION SERVICE AND FILTER REPLACEMENT		
AND FLUSH SYSTEM		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	24236933	FILTER KI 4.197		39.72
	1	PK1941	FLUID EXCHANGE		84.95
	1	3062	FLUID EXC BG	****	****
	16	88862155	DEXRON VI 8.800	****	****
	1	2421	BRAKECLN 8.800	6.50	6.50
				TOTAL - PARTS	131.17

JOB# 4 TOTALS	LABOR	140.00
	PARTS	131.17

JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX	CVC5	JOB# 4 TOTAL	271.17
----------------	-----------------------	------	--------------	--------

LABOR		
J# 5 20CVZ04	COOLING SYS SERVICE	TECH(S):29417
CUSTOMER REQUESTS COOLING SYSTEM SERVICE		78.20
COMPLETED COOLANT SERVICE		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	5468	COOL KIT BG		39.95
	2	12346290	COOLANT 8.800		15.90
				TOTAL - PARTS	71.75

JOB# 5 TOTALS	LABOR	78.20
	PARTS	71.75

JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX	CVC5	JOB# 5 TOTAL	149.95
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LABOR		
J# 6 04CVZ28G	INDUCTION SERVICE	TECH(S):29417
CUSTOMER APPROVES TO PERFORM MY CHEVY'S RECOMMENDED FUEL		95.00
INDUCTION SYSTEM CLEAN-UP SERVICE.		

**MY CHEVROLET**

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 04/13/17	CELL: [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	64,461	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15		DELIVERY MILES 0	
[REDACTED]	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 04/13/17		
COMMENTS					

MO: 64461

PERFORMED INDUCTION CLEANING SERVICE
ADDED FUEL ADDITIVE (RECOMMEND FILLING FUEL TANK FOR BEST RESULTS)

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
1 2062	DECARB BG	\$4.95
TOTAL - PARTS		\$4.95
JOB# 6 TOTALS-----		
LABOR		95.00
PARTS		54.95
JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL		149.95

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$740.00 (+TAX)
TOTALS-----

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	380.19
TOTAL PARTS....	353.62
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	-50.00
TOTAL TAX.....	32.71
TOTAL INVOICE \$	717.82

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.com

BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ		43	TAG NO.	INVOICE DATE 01/23/17	CELL: [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	56,800	COLOR WHITE DIAMO	[REDACTED]
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD				DELIVERY DATE 09/22/15	STOCK NO. [REDACTED]	
VEHICLE I.D. NO. 1 G N S K C K C O F R				SELLING DEALER NO.	DELIVERY MILLS 0	
P.T.E. NO.				R.O. NO.	PRODUCTION DATE	
COMMENTS				R.O. DATE 01/23/17		

MO: 56802

JOB# 1 CHARGES

LABOR-----
J# 1 26CVZ AUDIO/STEREO TECH(S):13411 208.50
CUST REPORTS RADIO SCREEN BECOMES BLACK INTERMIT, MORE SO
AFTER IT RAINS OVER NIGHT -VOLUME IS STILL OK -
PERFORMED SYSTEM TEST -NO CODES IN SYSTEM -CHECKED CIRCUITS
-ALL OK, CHECKED AND FOUND MESSAGE FROM GM #PT1126
REPROGRAMED HMI MODULE AND RETEST SYSTEM -OK AT THIS TIME

JOB# 1 TOTALS

LABOR 208.50

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 208.50

LABOR-----
J# 2 34CVZDIAGNOIS DIAG BODY ELECTRICAL TECH(S):13411 0.00
CUST REPORTS INTERMIT NO CRANK NO START, ALL DASH LIGHTS
WOULD COME ON -BUT AT SAME TIME ALL DASH LIGHTS WOULD NOT
TURN OFF WHILE TRYING TO START VEH -
UNABLE TO VERIFY CONCERN -CHECKED FOR CODES -NONE -CHECKED
CIRCUITS -ALL OK -CHECKED FOR MESSAGES -NONE
NO PROBLEMS FOUND AT THIS TIME

JOB# 2 TOTALS

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
J# 3 34CVZ BODY ELECTRICAL TECH(S):13411 0.00
CUST REPORTS BLUETOOTH WOULD CONNECT BUT NO SOUND THRU
SPEAKERS -INTERMIT -- ALL THREE JOBS HAVE CORRECTED AFTER
UNABLE TO VERIFY CONCERN -CHECKED FOR CODES -NONE CHECKED
AND FOUND MESSAGE TO REPROGRAM USB -RELATED TO JOB #1

JOB# 3 TOTALS

JOB# 4 CHARGES----- JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR-----
J# 4 46CVZTPRESS SET TIRE PRESSURE TECH(S):13411 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
...35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 01/23/17	CELL:
	LICENSER NO.	56,800	COLOR WHITE DIAMO	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 01/23/17	
COMMENTS				

JOB# 5 CHARGES

MO: 56802

LABOR-----
JOB# 5 00CVZ*MOCLF GOODWRENCH SERVICE TECH(S):14924 21.99

PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRT BRAKES APPROX 8MM LEFT -REAR BRAKES APPROX 6MM LEFT

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
1	19330000	FILTER 1.836	6.02
8	88864004	DEXOS 8.800	3.95
TOTAL - PARTS			37.62

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
	LOF OIL RECYCLING FEE	
TOTAL - MISC		1.30

JOB# 5 TOTALS-----	
LABOR	21.99
PARTS	37.62
MISC	1.30

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 60.91

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$342.00 (+TAX)

COMMENTS-----
737-0977

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 01/23/17	CELL: [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 56,800	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.		P.O. NO.	R.O. DATE 01/23/17	
COMMENTS				
TOTALS M0: 56802				

***** IMPORTANT *****

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

TOTAL LABOR....	230.49
TOTAL PARTS....	37.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.34

TOTAL INVOICE \$ 272.75

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR	38624	INVOICE DATE	CELL:
	CHRISTIE		11/25/16	
		MILEAGE	51,877	
	YEAR/MAKE/MODEL		COLOR	
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD		WHITE DIAMO	
	VEHICLE ID NO.		DELIVERY DATE	
	1 G N S K C K C O F R		09/22/15	
	F.T.E. NO.		SELLING DEALER NO.	
	COMMENTS		P.O. DATE	
			11/25/16	

JOB# 1 CHARGES-----MO: 51878

LABOR-----
J# 1 46CVZTPRESS SET TIRE PRESSURE TECH(S):242 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
.....35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 06CVZ01 ***16007 RECALL*** TECH(S):242 WARRANTY
PERFORM RECALL ***16007*** AS PER GM DOCUMENT.
FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY.
THIS IS TO CORRECT ANY SOFTWARE DEFECTS IN SDM MODULE.
REPROGRAM SDM AS PER RECALL INSTRUCTIONS.

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
J# 3 00CVZ*MOCLF GOODWRENCH SERVICE TECH(S):242 23.00
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	19330000	FILTER 1.836	6.02
	8	88864004	DEXOS 8.800	3.95
TOTAL - PARTS				37.62

MISC	CODE	DESCRIPTION	CONTROL NO
		LOF OIL RECYCLING FEE	
TOTAL - MISC			1.30

JOB# 3 TOTALS-----

LABOR	23.00
PARTS	37.62
MISC	1.30
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	61.92

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR CHRISTIE	TAG NO. 38624	INVOICE DATE 11/25/16	CELL:
		MILEAGE 51,877	COLOR WHITE DIAMO	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/25/16	
COMMENTS				

MO: 51878

LABOR-----
JOB# 4 07CV2 STEERING TECH(S):242 193.50
POPPING NOISE FROM STEERING COLUMN AREA DURING HARD TURNS
TECH TESTED TO VERIFY NOISE//ISOLATED TO UPPER COLUMN
AREA//RELATED DOC ID#4554085 TO REPLACE COLUMN UPPER BEARING
INNER RACE,SPRING AND SEAT
REPLACE UPPER COLUMN BEARING INNER RACE,SPRING AND SEAT
REASSEMBLED AND RETESTED,OK

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----				
1	26055299	SPRING 6.521	5.25	5.25
1	15231641	SEAT 6.521	14.24	14.24
1	26001827	BEARING K 6.521	61.39	61.39
TOTAL - PARTS			80.88	80.88

JOB# 4 TOTALS-----
LABOR 193.50
PARTS 80.88
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 274.38

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$185.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$397.00 (+TAX) ON 11/25/16 AT 10:30am
BY DAVID OR SHARON A CEJ COMMENTS STEERING REPAIR
TOTALS-----

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
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COMPLETE SATISFACTION IS OUR GOAL!!!!
PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

TOTAL LABOR....	216.50
TOTAL PARTS....	118.50
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.82

TOTAL INVOICE \$ 347.12

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHRISTIE	INV NO. 38624	INVOICE DATE 09/02/16	INVOICE NO.
	LICENSE NO.	MILEAGE 44,154	COLOR WHITE DIAMO	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/02/16	REPRINT# 1
COMMENTS				

JOB# 1 CHARGES----- MO: 44154

LABOR-----
J# 1 00CVZ*MOCL0F GOODWRENCH SERVICE TECH(S):29417 23.00
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 19330000 FILTER 1.836	6.02
8 88864004 DEXOS 8.800	3.95
TOTAL - PARTS 37.62	

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

L0F OIL RECYCLING FEE	1.30
L10D LABOR 10% DISCOUNT	-2.30
P10D	-3.76
TOTAL - MISC -4.76	

JOB# 1 TOTALS-----

LABOR	23.00
PARTS	37.62
MISC	-4.76

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 55.86

LABOR-----
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):29417 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
.....35.....35.....35.....35.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
J# 3 00CVZZ*VI VEHICLE INSPECTION TECH(S):29417 0.00
C STATES WHEN AC IS ON/C FEELS A HARD SHIFT TO REVERSE
OR CLUNK
TECH COULD NOT VERIFY ANY ABNORMAL OPERATION AT THIS TIME
WILL NEED TO DIAGNOSE FOR FURTHER CONCERNS

**MY CHEVROLET**

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHRISTIE	TAG NO. 38624	INVOICE DATE 09/02/16	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 44,154	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
[REDACTED]	VEHICLE I.D. NO. 1 G N S K C K C O F R [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/02/16	REPRINT# 1
[REDACTED]	COMMENTS			

MO: 44154

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR-----

J# 4-00CV2995 CABIN AIR FILTER TECH(S):29417 47.50

CABIN FILTER DIRTY/PARTIALLY PLUGGED

REPLACED CABIN FILTER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

1 23281440 FILTER 9.786 25.20

TOTAL - PARTS 25.20

JOB# 4 TOTALS-----

LABOR 47.50

PARTS 25.20

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 72.70

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$49.95 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$145.00 (+TAX) ON 09/02/16 AT 03:45pm

BY DAVID OR SHARON A CEO COMMENTS

TOTALS-----

***** IMPORTANT *****

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	70.50
TOTAL PARTS....	62.82
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	-6.06
TOTAL TAX.....	5.74
TOTAL INVOICE \$	134.30

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADV/SOR	43	TAG NO.	INVOICE DATE	CELL:
	EDUARDO HERNANDEZ			05/26/16	
	LICENSE NO.		MILEAGE	COLOR	STOCK NO.
			35,557	WHITE DIAMO	
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD			09/22/15	0
	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	1 G N S K C K C O F R				
	P.T.E. NO.		P.O. NO.	P.O. DATE	
				05/26/16	
	COMMENTS				

MO: 35557

LABOR-----
JOB# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):22275 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
....35.....35.....35.....35....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
JOB# 2 11CVZ04 FLUID LEAK-ENGINE TECH(S):22275 0.00
CUST REPORTS FLUID LEAK NEAR ENGINE AREA (SPOTTED ON GROUND)
ADVISE
CHECKED AND FOUND ENGINE OIL FILTER STARTING TO LEAK
WAS REPLACED WITH SVC ON JOB #3

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
JOB# 3+00CVZ*MOCL0F GOODWRENCH SERVICE TECH(S):22275 21.99
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION,
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRT BRAKES APPROX 9MM LEFT -REAR BRAKES APPROX 8MM LEFT

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	19330000	FILTER 1.836	6.02
	8	88864004	DEXOS 8.800	3.95
			TOTAL - PARTS	37.62

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
		LOF OIL RECYCLING FEE	
			1.30
		TOTAL - MISC	1.30

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	EDUARDO HERNANDEZ	43	05/26/16	
	LICENSE NO.	35,557	COLOR	WHITE DIAMO
	YEAR / MAKE / MODEL		DELIVERY DATE	09/22/15
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY MILES	0
	VEHICLE I.D. NO.		SELLING DEALER NO.	
	1 G N S K C K C O F R		PRODUCTION DATE	
	F.T.E. NO.		R.O. DATE	05/26/16
	COMMENTS			

MO: 35557

JOB# 3 TOTALS-----

LABOR	21.99
PARTS	37.62
MISC	1.30

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 60.91

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$62.00 (+TAX)

COMMENTS-----

DELETED OPERATION(S)-----
00CVZ04-6 2015/16 FREE MAINT.

TOTALS-----

***** IMPORTANT *****

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR

COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	21.99
TOTAL PARTS....	37.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.44

TOTAL INVOICE \$ 64.35

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHRISTIE	TAG NO. 38624	INVOICE DATE 02/19/16	CELL: [REDACTED]
[REDACTED]	[REDACTED]	SALES NO. 28,338	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO. 1 G N S K C K C O F R	SELLING DEALER NO.		
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 02/19/16	
[REDACTED]	COMMENTS			

MO: 28338

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):200 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
....35.....35.....35.....35....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 16CVZ AUTOMATIC TRANS TECH(S):200 INTERNAL
DELAY ON HARDER ACCELL FROM A STOP OR WHEN
APPLYING ACCELL HARD TO SPEED UP QUICKLY
CHECK FOR CUSTOMER CONCERN FOUND 4X4 SYSTEM ON AUTO
SWITCH TO 2ND ROAD TESTED RECHECK FOR OPERATION RECHECK
OK

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 29CVZ BODY INTERIOR TECH(S):200 INTERNAL
LEFT REAR SEAT ARMREST TRIM INSERT FELL OFF(PART ON CENTER
CONSOLE)
DEFECTIVE ARM REST
ORDER ARM REST

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 00CVZ*MXCLOF GOODWRENCH SERVICE TECH(S):200 INTERNAL
PERFORM ENGINE OIL & FILTER CHANGE, ROTATE TIRES (SRW ONLY)
AND 27 POINT INSPECTION. TOP OFF DEF IF APPLICABLE.
AS PER CUSTOMER REQUEST.
COMPLETED ENGINE OIL & FILTER CHANGE, ROTATED TIRES AND 27
POINT INSPECTION

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	19330000	FILTER 1.836	
	8	88864004	DEXOS 8.800	
TOTAL - PARTS				INTERNAL INTERNAL 0.00

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHRISTIE	38624	INVOICE DATE 02/19/16	CELL
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	MILEAGE 28,338	COLOR WHITE DIAMO	STOCK NO.
	VEHICLE ID NO. 1GNSKCKC0FR	DELIVERY DATE 09/22/15	DELIVERY MILES 0	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	SELLING DEALER NO.	R.O. DATE 02/19/16
COMMENTS				

JOB# 4 TOTALS----- M0: 28338

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS-----
DELETED OPERATION(S)-----
00CVZ04-6 2015/16 FREE MAINT.TOTALS-----
***** IMPORTANT *****
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.C.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!
PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 12/07/15	CELL:
		MILEAGE 21,466	COLOR WHITE DIAMO	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	STOCK NO.	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	DELIVERY MILES 0	
	P.T.E. NO.	P.O. NO.	PRODUCTION DATE	
	COMMENTS	R.O. DATE 12/07/15		

MO: 21466

JOB# 1 CHARGES

LABOR-----
J# 1 46CVZ2IPRESS SET TIRE PRESSURE TECH(S):46592 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
35PSI ,, 35PSI ,, 35PSI ,, 35PSI
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 00CVZ04-6 2015/16 FREE MAINT. TECH(S):46592 WARRANTY
PERFORM ENGINE OIL & FILTER CHANGE, ROTATE TIRES (SRW ONLY)
AND 27 POINT INSPECTION, TOP OFF DEF IF APPLICABLE.
AS PER CUSTOMER REQUEST.
OIL LIFE 20%
COMPLETED ENGINE OIL & FILTER CHANGE, ROTATED TIRES AND 27
POINT INSPECTION

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	19330000	FILTER 1.836	
	8	88864004	DEXOS 8.800	
TOTAL - PARTS				WARRANTY
				0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
		WOP HARR PARTS ADJ	
TOTAL - MISC			WARRANTY
			0.00

JOB# 2 TOTALS

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----
J# 3 06CVZ CAMPAIGNS & RECALLS TECH(S):46592 WARRANTY
RECALL 15304, 4WD Always Engaged in Cold Ambient Temperature
RECALL CAMPAIGN
REPROGRAMED TRANSFER CASE MODULE AS PER RECALL -OK

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS-----
737-0977

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO. [REDACTED]	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 12/07/15	CELL: [REDACTED]
[REDACTED]	[REDACTED]	21,466	COLOR WHITE DIAMO	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0
[REDACTED]	VEHICLE I.D. NO. 1 G N S K C K C O F R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.D. NO.	R.O. DATE 12/07/15	
[REDACTED]	COMMENTS			

TOTALS----- M0: 21466

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

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

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR HECTOR LARA	TAG NO. 254	INVOICE DATE 09/15/15	BOOKING NO.
MY CHEVROLET INC 444 AUTO CENTER CIRCLE SALINAS, CA 93907	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	MILEAGE 15,298	COLOR WHITE DIAMO	STOCK NO.
RESIDENCE PHONE 831-444-4000	VEHICLE I.D. NO. 1 G N S K C K C O F R	DELIVERY DATE 09/22/15	DELIVERY MILLS 0	PRODUCTION DATE
BUSINESS PHONE 831-758-6464	R.T.E. NO.	R.O. NO.	R.O. DATE 09/11/15	COMMENTS

M0: 15298

JOB# 1 CHARGES

LABOR-----
J# 1 03CVZ USED CAR/NO SMOG TECH(S):51 INTERNAL
PERFORM USED CAR SAFETY AND SERVICE, PERFORM OIL CHANGE
REPLACE AIR FILTER
PER CHECKLIST
PERFORMED SAFETY/SERVICE
FRONT BRAKES ARE AT 8MM REAR BRAKES ARE AT 8MM
FRONT AND REAR TIRES ARE AT 7/32

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	6	12345612	5W30 OIL 8.800		INTERNAL
	1	9822	WASH SOLV BG		INTERNAL
	1	22845992	ELEMENT 3.410		INTERNAL
	1	2421	BRAKECLN 8.800		INTERNAL
	1	19330000	FILTER 1.836		INTERNAL
				TOTAL - PARTS	0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
LOF OIL RECYCLING FEE
5.4INSERT SHOP SUPPLIES
TOTAL - MISC 0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):51 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35.....35.....35.....35.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**MY CHEVROLET**

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Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO. [REDACTED]	ADVISOR HECTOR LARA	254	TAG NO. [REDACTED]	INVOICE DATE 09/15/15	INVOICE NO. [REDACTED]	
MY CHEVROLET INC 444 AUTO CENTER CIRCLE SALINAS, CA 93907	MILEAGE 15,298		COLOR WHITE DIAMO	STOCK NO. [REDACTED]		
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0		
	VEHICLE I.D. NO. 1 G N S K C K C O F R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO. [REDACTED]		P.O. NO.	F.O. DATE 09/11/15		
RESIDENCE PHONE 831-444-4000	BUSINESS PHONE 831-758-6464	COMMENTS				
TOTALS					M0: 15298	

***** IMPORTANT *****

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

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

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	38624	INVOICE DATE	INVOICE NO.
	CHRISTIE		07/17/15	
	YEAR / MAKE / MODEL	MILEAGE	COLOR	STOCK NO.
	15/CHEVROLET TRUCK/TAHOE/4DR 4WD	12,368	WHITE DIAMO	
	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES	
	1 G N S K C K C O F R	09/22/15	0	
	R.O. DATE	SELLING DEALER NO.	PRODUCTION DATE	
	07/17/15			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 12369	

JOB# 1 CHARGES-----

LABOR-----

J# 1 11CVZCKLEAKS CK ENGINE OIL LEAKS TECH(S):12879 WARRANTY

OIL IS LEAKING FROM CENTER ENGINE AREA

TECH INSPECTED/IDENTIFIED OIL LEAK FROM LOWER OIL PAN

REMOVED LOWER ENGINE OIL PAN TO RESEAL/REASSEMBLED/RETESTED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

1 88861206 DYE 8.800

1 12378521 SEALANT 8.800

TOTAL - PARTS

WARRANTY

WARRANTY

0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):12879 INTERNAL

SET & DOCUMENT ALL TIRE PRESSURE

PSI

LF.....RF.....RR.....LR.....

35////////35////////35////////35

AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32

CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 34CVZ BODY ELECTRICAL TECH(S):12879 INTERNAL

DVD STOPS PLAYING///NOT RECOGNIZING DISC

TECH TESTED/COULD NOT DUPLICATE///NO APPARENT CAUSE

COULD NOT DUPLICATE THIS VISIT

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 00CVZ04-6 2015/16 FREE MAINT. TECH(S):12879 WARRANTY

PERFORM ENGINE OIL & FILTER CHANGE, ROTATE TIRES (SRW ONLY)

AND 27 POINT INSPECTION. TOP OFF DEF IF APPLICABLE.

39% OIL LIFE

AS PER CUSTOMER REQUEST,

COMPLETED ENGINE OIL & FILTER CHANGE, ROTATED TIRES AND 27

POINT INSPECTION

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

1 19330000 FILTER 1.836

8 88864004 DEXOS 8.800

WARRANTY

WARRANTY

**MY CHEVROLET**

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Salinas, CA 93907

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR CHRISTIE	SAG NO. 38624	INVOICE DATE 07/17/15	INVOICE NO.
	LICENSE NO.	MILEAGE 12,368	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 07/17/15	
COMMENTS				

MO: 12369

TOTAL - PARTS		0.00
MISC-----CODE-----DESCRIPTION-----	CONTROL NO-----	
WOP WARR PARTS ADJ		
TOTAL - MISC		WARRANTY 0.00
JOB# 4 TOTALS-----		
JOB# 5 CHARGES-----		JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00
LABOR-----		
J# 5 34CVZDIAGNOIS DIAG BODY ELECTRICAL		TECH(S):12879 WARRANTY
REAR HATCH WILL NOT OPEN WITH REMOTE//SWITCH		
TECH TESTED/INSPECTED/HATCH ACTUATOR INOP		
REPLACED REAR HATCH ACTUATOR/RETESTED		
PARTS-----QTY---FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
1 23226162	ACTUATOR 16.263	
TOTAL - PARTS		WARRANTY 0.00
JOB# 5 TOTALS-----		
JOB# 5 JOURNAL PREFIX CVCS		JOB# 5 TOTAL 0.00

COMMENTS-----
DROP OFF

TOTALS-----	
***** IMPORTANT *****	
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE	TOTAL LABOR.... 0.00
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU	TOTAL PARTS.... 0.00
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR	TOTAL SUBLET... 0.00
COMPLETE SATISFACTION IS OUR GOAL!!!!	TOTAL G.O.G.... 0.00
PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA	TOTAL MISC CHG. 0.00
ANYTIME IF YOU HAVE ANY QUESTIONS	TOTAL MISC DISC 0.00
THANK YOU	TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHAD	TAG NO. 11305	INVOICE DATE 04/11/15	INVOICE NO.
	LICENSE NO.	MILEAGE 7,474	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/11/15	
COMMENTS				

JOB# 1 CHARGES-----MO: 7474

LABOR-----
J# 1 00CVZD4-6 2015/16 FREE MAINT. TECH(S):23927 WARRANTY
PERFORM ENGINE OIL & FILTER CHANGE, ROTATE TIRES (SRH ONLY)
AND 27 POINT INSPECTION.
AS PER CUSTOMER REQUEST
COMPLETED ENGINE OIL & FILTER CHANGE, ROTATED TIRES AND 27
POINT INSPECTION

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 19330000	FILTER 1.836
8 88864004	OIL 8.800
TOTAL - PARTS	
WARRANTY 0.00	

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
NOP WARR PARTS ADJ
TOTAL - MISC
WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):23927 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
L.F.....R.F.....R.R.....L.R.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.11 (+TAX)

**MY CHEVROLET**

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHAD	SAG NO. 11305	INVOICE DATE 04/11/15	REGISTRATION
			COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	MILEAGE 7,474	DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 04/11/15	
BUSINESS PHONE	COMMENTS			
TOTALS				MO: 7474

***** IMPORTANT *****

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

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

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 12/24/14	INVOICE NO.
			MILEAGE 1,714	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE				R.O. DATE 12/24/14	
BUSINESS PHONE	COMMENTS				

MO: 1714

JOB# 1 CHARGES-----

LABOR-----

J# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):209 INTERNAL

SET & DOCUMENT ALL TIRE PRESSURE

PSI

LF.....RF.....RR.....LR.....

35////////35////////35////////35

AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32

CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----

J# 2 11CVZ01 ENGINE CONCERN TECH(S):209 INTERNAL

C NOTICES A SMALL PUDDLE UNDER ENGINE AFTER VEH SITS

OVERNIGHT/ADVISE

TECH INSPECTED/WATER(CONDENSATION) DRAIN NORMAL FOR

VEHICLE PER TECH//NO OTHER LEAKS PRESENT

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----

J# 3 06CVZ CAMPAIGNS & RECALLS TECH(S):209 WARRANTY

PERFORM CAMPAIGN/RECALL AS PER INSTRUCTIONS

14616 SERVICE 4WD MESSAGE(NOTE: 4WD MESSAGE IS ON)

RECALL CAMPAIGN

PERFORMED CAMPAIGN AS PER BULLETIN

COMPLETED UPDATED TCM PROGRAMMING

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR-----

J# 4 06CVZ*01 CAMPAIGNS & RECALLS TECH(S):209 WARRANTY

PERFORM CAMPAIGN/RECALL AS PER INSTRUCTIONS

14541 OWNER MANUAL SUPPLEMENT/DINGHY TOWING

RECALL CAMPAIGN

PERFORMED CAMPAIGN AS PER BULLETIN

SUPPLIED SUPPLEMENT

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHRISTIE	TAG NO. 38624	INVOICE DATE 12/24/14	INVOICE NO.
	LICENSE NO.	MILEAGE 1,714	COLOR WHITE DIAMO	STOCK NO.
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	VEHICLE ID NO. 1 G N S K C K C O F R	DELIVERY DATE 09/22/15	DELIVERY MILES 0	PRODUCTION DATE
RESOURCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 12/24/14	COMMENTS
TOTALS-----				MO: 1714

***** IMPORTANT *****

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

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

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

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www.mycars.comBAR # ARD 243929
EPA # CAL 000313487**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO.	ADVISOR CHAD	11305	INVOICE DATE 08/21/14	INVOICE NO.
MY CHEVROLET INC 444 AUTO CENTER CIRCLE SALINAS, CA 93907	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	MILEAGE 1	COLOR WHITE DIAMO	STOCK NO.
RESIDENCE PHONE 831-444-4000	VEHICLE I.D. NO. 1 G N S K C K C O F R	DELIVERY DATE 09/22/15	DELIVERY MILES 0	PRODUCTION DATE
BUSINESS PHONE 831-758-6464	COMMENTS	R.O. NO.	R.O. DATE 08/18/14	

JOB# 1 CHARGES-----MO: 9

LABOR-----
JOB# 1 63CVZZ*TAHOE TAHOE PDI TECH(S):22275 INTERNAL
PERFORM NEW CAR PDI
AS PER CHECK LIST
PERFORMED PDI

JOB# 1 TOTALS-----
JOB# 2 CHARGES-----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
JOB# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):22275 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS-----
***** IMPORTANT *****
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE
SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
COMPLETE SATISFACTION IS OUR GOAL!!!!

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

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

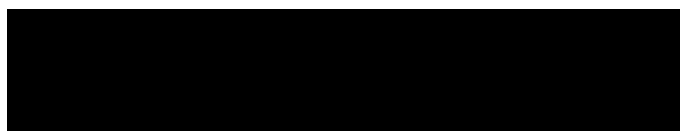
CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

PE18-012

GM

3-27-2019

Q3



**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.com

BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR EDUARDO HERNANDEZ	43	TAG NO. [REDACTED]	INVOICE DATE 12/07/15	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	21,466	COLOUR WHITE DIAMO	STOCK NO. [REDACTED]	
YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0	
VEHICLE I.D. NO. 1 G N S K C K C O F R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	R.O. DATE 12/07/15	
COMMENTS					

M0: 21466

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):46592 INTERNAL
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
35PSI ,, 35PSI ,, 35PSI ,, 35PSI
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 00CVZ04-6 2015/16 FREE MAINT. TECH(S):46592 WARRANTY
PERFORM ENGINE OIL & FILTER CHANGE, ROTATE TIRES (SRW ONLY)
AND 27 POINT INSPECTION. TOP OFF DEF IF APPLICABLE.
AS PER CUSTOMER REQUEST.
OIL LIFE 20%
COMPLETED ENGINE OIL & FILTER CHANGE, ROTATED TIRES AND 27
POINT INSPECTION

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836		WARRANTY
	8	88864004	DEXOS 8.800		WARRANTY
				TOTAL - PARTS	0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	WOP	WARR PARTS ADJ		WARRANTY
			TOTAL - MISC	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 06CVZ CAMPAIGNS & RECALLS TECH(S):46592 WARRANTY
RECALL 15304, 4WD Always Engaged in Cold Ambient Temperature
RECALL CAMPAIGN
REPROGRAMED TRANSFER CASE MODULE AS PER RECALL -OK

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS-----
737-0977



MY CHEVROLET

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 12/07/15	INVOICE #
		MILEAGE 21,466	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 12/07/15	
	COMMENTS			

M0: 21466

TOTALS-----

***** IMPORTANT *****	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

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 05/26/16	INVOICE NO.
	LICENSE NO.	MLEAGE 35,557	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE ID. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/26/16	
COMMENTS				

M0: 35557

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZTPRESS SET TIRE PRESSURE TECH(S):22275 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
....35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 11CVZ04 FLUID LEAK-ENGINE TECH(S):22275 0.00
CUST REPORTS FLUID LEAK NEAR ENGINE AREA (SPOTTED ON GROUND)
ADVISE
CHECKED AND FOUND ENGINE OIL FILTER STARTING TO LEAK
WAS REPLACED WITH SVC ON JOB #3

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 400CVZ*MOCL0F GOODWRENCH SERVICE TECH(S):22275 21.99
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRT BRAKES APPROX 9MM LEFT -REAR BRAKES APPROX 8MM LEFT

PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
1 19330000	FILTER 1.836	6.02	
8 88864004	DEXOS 8.800	3.95	31.60
TOTAL - PARTS			37.62

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
LOF	OIL RECYCLING FEE		1.30
TOTAL - MISC			1.30



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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 05/26/16	INVOICE NO. [REDACTED]
[REDACTED]	[REDACTED]	35,557	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	VEHICLE I.D. NO. 1 G N S K C K C O F R [REDACTED]		DELIVERY DATE 09/22/15	DELIVERY MILES 0
F.T.E. NO.	P.O. NO.	R.O. DATE 05/26/16	PRODUCTION DATE	
COMMENTS				

M0: 35557

JOB# 3 TOTALS-----

LABOR	21.99
PARTS	37.62
MISC	1.30

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 60.91

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$62.00 (+TAX)

COMMENTS-----

DELETED OPERATION(S)-----
00CV204-6 2015/16 FREE MAINT.

TOTALS-----

***** IMPORTANT *****

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COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	21.99
TOTAL PARTS....	37.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.44

TOTAL INVOICE \$ 64.35

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	YAG NO.	INVOICE DATE 09/02/16	INVOICE NO.
			44,154	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/02/16	REPRINT# 1	
COMMENTS					

M0: 44154

JOB# 1 CHARGES-----

LABOR-----
J# 1 00CVZ*MOCLF GOODWRENCH SERVICE TECH(S):29417 23.00
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	19330000	FILTER 1.836	6.02
	8	88864004	DEXOS 8.800	3.95
TOTAL - PARTS				37.62

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
	LOF	OIL RECYCLING FEE	1.30
	L100	LABOR 10% DISCOUNT	-2.30
	P100		-3.76
TOTAL - MISC			-4.76

JOB# 1 TOTALS-----

LABOR	23.00
PARTS	37.62
MISC	-4.76

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 55.86

JOB# 2 CHARGES-----

LABOR-----
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):29417 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
...35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 00CVZZ*VI VEHICLE INSPECTION TECH(S):29417 0.00
C STATES WHEN AC IS ON/C FEELS A HARD SHIFT TO REVERSE
OR CLUNK
TECH COULD NOT VERIFY ANY ABNORMAL OPERATION AT THIS TIME
WILL NEED TO DIAGNOSE FOR FURTHER CONCERNS

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 09/02/16	INVOICE NO.
			MILEAGE 44,154	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE ID. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/02/16	REPRINT# 1	
COMMENTS					M0: 44154

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

JN 4-00CV2995 CABIN AIR FILTER TECH(S):29417 47.50

CABIN FILTER DIRTY/PARTIALLY PLUGGED

REPLACED CABIN FILTER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 23281440 FILTER 9.786 25.20

TOTAL - PARTS 25.20

JOB# 4 TOTALS-----

LABOR 47.50

PARTS 25.20

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 72.70

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$49.95 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$145.00 (+TAX) ON 09/02/16 AT 03:45pm

BY DAVID OR SHARON A CEJ COMMENTS

TOTALS-----

***** IMPORTANT *****

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR.... 70.50

TOTAL PARTS.... 62.82

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 1.30

TOTAL MISC DISC -6.06

TOTAL TAX..... 5.74

TOTAL INVOICE \$ 134.30

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 11/25/16	INVOICE NO.
			51,877	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/25/16	
COMMENTS					M0: 51878

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):242 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
....35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 06CVZ01 +++16007 RECALL+++ TECH(S):242 WARRANTY
PERFORM RECALL +++16007+++ AS PER GM DOCUMENT,
FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY.
THIS IS TO CORRECT ANY SOFTWARE DEFECTS IN SDM MODULE.
REPROGRAM SDM AS PER RECALL INSTRUCTIONS.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 00CVZ*MOCLOF GOODWRENCH SERVICE TECH(S):242 23.00
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836	6.02	6.02
	8	88864004	DEXOS 8.800	3.95	31.60
TOTAL - PARTS					37.62

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
		LOF OIL RECYCLING FEE		1.30
TOTAL - MISC				1.30

JOB# 3 TOTALS-----

LABOR	23.00
PARTS	37.62
MISC	1.30

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 61.92

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 11/25/16	INVOICE NO.
			51,877	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/25/16	
COMMENTS					M0: 51878

JOB# 4 CHARGES

LABOR-----
JOB# 4 07CVZ STEERING TECH(S):242 193.50

POPPING NOISE FROM STEERING COLUMN AREA DURING HARD TURNS
TECH TESTED TO VERIFY NOISE//ISOLATED TO UPPER COLUMN
AREA//RELATED DOC ID#4554085 TO REPLACE COLUMN UPPER BEARING
INNER RACE,SPRING AND SEAT
REPLACE UPPER COLUMN BEARING INNER RACE,SPRING AND SEAT
REASSEMBLED AND RETESTED,OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	26055299	SPRING 6.521	5.25	
	1	15231641	SEAT 6.521	14.24	14.24
	1	26001827	BEARING K 6.521	61.39	61.39
TOTAL - PARTS					80.88

JOB# 4 TOTALS-----
LABOR 193.50
PARTS 80.88

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 274.38

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$185.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$397.00 (+TAX) ON 11/25/16 AT 10:30am
BY DAVID OR SHARON A CEJ COMMENTS STEERING REPAIR
TOTALS-----

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TOTAL LABOR....	216.50
TOTAL PARTS....	118.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.82

TOTAL INVOICE \$ 347.12

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 04/13/17	INVOICE NO.
	LICENSE NO.		MILEAGE 64,461	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 04/13/17		
COMMENTS					M0: 64461

JOB# 1 CHARGES-----

LABOR-----
J# 1 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):29417 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
.....35.....35.....35.....35...
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 00CVZ*MOCLCF GOODWRENCH SERVICE TECH(S):29417 21.99
PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION.
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.
PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRONT BRAKES APROX 10/32 REAR TIRES APROX 11/32
FRONT BRAKES APROX 6MM REAR BRAKES APROX 7MM

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
1	19330000	FILTER 1.836 6.02 6.02
8	88864004	DEXOS020 8.800 3.95 31.60
1	11562588	PLUG 1.453 4.53 4.53
TOTAL - PARTS		42.15

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
LOF OIL RECYCLING FEE	1.30
SD SERVICE DISCOUNT	-25.00
PD PARTS DISCOUNT	-25.00
TOTAL - MISC	-48.70

JOB# 2 TOTALS-----

LABOR	21.99
PARTS	42.15
MISC	-48.70

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 15.44

JOB# 3 CHARGES-----

LABOR-----
J# 3 36CVZ ACCESSORIES TECH(S):29417 45.00
REPLACE AIR FILTER AND INCABING FILTER
REPLACE AIR FILTER & INCABIN FILTER

**MY CHEVROLET**

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.com

BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 04/13/17	INVOICE NO.
	LICENSE NO.		MILEAGE 64,461	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/13/17		
COMMENTS					M0: 64461

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	22845992	ELEMENT 3.410		28.15
	1	23281440	FILTER 9.786		25.45
TOTAL - PARTS					53.60

JOB# 3 TOTALS

LABOR	45.00
PARTS	53.60
JOB# 3 JOURNAL PREFIX CVCS	
JOB# 3 TOTAL	98.60

JOB# 4 CHARGES

LABOR

J# 4 16CVZSERVICE AUTO TRANS SERVICE TECH(S):29417 140.00

TRANSMISSION SERVICE AND FILTER

TRANSMISSION SERVICE AND FILTER REPLACEMENT

AND FLUSH SYSTEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	24235933	FILTER KI 4.197		39.72
	1	PK1941	FLUID EXCHANGE		84.95
	1	3062	FLUID EXC BG	****	****
	16	88862155	DEXRON VI 8.800	****	****
	1	2421	BRAKECLN 8.800		6.50
TOTAL - PARTS					131.17

JOB# 4 TOTALS

LABOR	140.00
PARTS	131.17
JOB# 4 JOURNAL PREFIX CVCS	
JOB# 4 TOTAL	271.17

JOB# 5 CHARGES

LABOR

J# 5 20CV204 COOLING SYS SERVICE TECH(S):29417 78.20

CUSTOMER REQUESTS COOLING SYSTEM SERVICE

COMPLETED COOLANT SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	5468	COOL KIT BG		39.95
	2	12346290	COOLANT 8.800		15.90
TOTAL - PARTS					71.75

JOB# 5 TOTALS

LABOR	78.20
PARTS	71.75
JOB# 5 JOURNAL PREFIX CVCS	
JOB# 5 TOTAL	149.95

JOB# 6 CHARGES

LABOR

J# 6 04CVZZBG INDUCTION SERVICE TECH(S):29417 95.00

CUSTOMER APPROVES TO PERFORM MY CHEVY'S RECOMMENDED FUEL

INDUCTION SYSTEM CLEAN-UP SERVICE.

**MY CHEVROLET**

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL [REDACTED]

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 04/13/17	INVOICE NO.
	LICENSE NO.	64,461	MLEAGE	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/13/17		
COMMENTS					M0: 64461

PERFORMED INDUCTION CLEANING SERVICE
ADDED FUEL ADDITIVE (RECOMMEND FILLING FUEL TANK FOR BEST RESULTS)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	2062	DECARB BG	54.95	
				TOTAL - PARTS	54.95
JOB# 6 TOTALS					
				LABOR	95.00
				PARTS	54.95
JOB# 6 JOURNAL PREFIX CVCS				JOB# 6 TOTAL	149.95

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$740.00 (+TAX)
TOTALS

***** IMPORTANT *****	TOTAL LABOR....	380.19
	TOTAL PARTS....	353.62
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	1.30
	TOTAL MISC DISC	-50.00
	TOTAL TAX.....	32.71
TOTAL INVOICE \$		717.82

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU
CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR
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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA
ANYTIME IF YOU HAVE ANY QUESTIONS
THANK YOU

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	43	TAG NO.	INVOICE DATE 05/30/17	INVOICE NO.
	LICENSER NO.		69,061	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 05/30/17	
	COMMENTS				

M0: 69062

JOB# 1 CHARGES-----

LABOR-----

J# 1 21CVZ03 A/C NOT COOLING TECH(S):13411 139.00

CUST REPORTS A/C DOES NOT BLOW COLD -CHK
PERFORMED A/C SYSTEM TEST -FOUND EMPTY DUE TO A/C LINE
LEAKS, #23438932 \$127.36, UPDATED BRACKET #23264893 \$6.68
FREON, OIL, DYE \$47.00,
(FROM CONDENSOR TO COMPRESSOR)
LABOR \$264.10 (1.9)
SPECIAL ORDERED PARTS

JOB# 1 TOTALS-----

LABOR 139.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 139.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 02CVZDIAG DIAG DRIVEABILITY TECH(S):13411 0.00

CUST REPORTS VEH QUILTS INTERMIT WHILE DRIVING, HAS HAPPENED
2-3 TIMES WITHIN PAST 4 WEEKS -CHK
ROAD TEST VEH BEFORE AND AFTER SERVICE -UNABLE TO VERIFY
CONCERN -CHECKED FOR CODES -NONE -NO UPDATES FROM GM
NO PROBLEMS FOUND AT THIS TIME

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 46CVZZTPRESS SET TIRE PRESSURE TECH(S):13411 0.00

SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION A032
CHECKED & SET TIRE PRESSURES

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4+00CVZ*MOCLCF GOODWRENCH SERVICE TECH(S):13411 21.99

PERFORM GOODWRENCH SERVICE PACKAGE WHICH INCLUDES:
OIL & FILTER CHANGE, RESET OIL LIFE, CHECK TIRE PRESSURES
AND DOCUMENT, CHECK WIPER BLADE CONDITION,
VERIFY OIL LEVEL IS CORRECT AFTER SERVICE, PROGRAM TIRE
SENSORS TO NEW POSITIONS, ROTATE TIRES.
UP TO 5 QUARTS OF CONVENTIONAL OIL. CARS OR TRUCKS WITH MORE
THAN 5 QUARTS OR REQUIRING DEXOS WILL BE HIGHER.

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 05/30/17
[REDACTED]	LICENSE NO. [REDACTED]	69,061	COLOR WHITE DIAMO
[REDACTED]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0
[REDACTED]	VEHICLE ID. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 05/30/17
COMMENTS			

MO: 69062

PERFORMED ENGINE OIL & FILTER CHANGE, ROTATED TIRES,
INSPECTED FLUID LEVELS, TIRES, WIPERS, STEERING & SUSPENSION
FRT BRAKES APPROX 8MM LEFT -REAR BRAKES APPROX 6MM LEFT

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 19330000 FILTER 1.836	6.02
8 88864004 DEXOS020 8.800	31.60
TOTAL - PARTS	37.62

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
LOF OIL RECYCLING FEE	1.30
TOTAL - MISC	1.30

JOB# 4 TOTALS-----	
LABOR	21.99
PARTS	37.62
MISC	1.30

JOB# 4 JOURNAL PREFIX CVCS	JOB# 4 TOTAL
	60.91

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$250.00 (+TAX)

COMMENTS-----
SEE CHAD

TOTALS-----

***** IMPORTANT *****

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SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	160.99
TOTAL PARTS....	37.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.48

TOTAL INVOICE \$ 203.39

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RICHARD SANCHEZ	39525	TAG NO.	INVOICE DATE 06/19/17	INVOICE NO.
			70,670	COLOR WHITE DIAMO	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE ID. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/19/17		
	COMMENTS				

M0: 70672

JOB# 1 CHARGES

LABOR
J# 1 21CVZ01 A/C CONCERN TECH(S):13411 264.10CUST REPORTS A/C DOES NOT BLOW COLD - SOP IS IN
CONDENSER LINE FROM COMPRESSOR TO CONDENSER LEAKING.
REPLACE LINE AND EVACUATE AND RECHARGE SYSTEM. CHECK
FOR A/C PERFORMANCE AFTER REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	23438932	HOSE 9.225	127.36	127.36
	1	23264893	BRACKET 9.242	6.68	6.68
	2	88901445	LUBRICANT 8.800	3.88	7.76
	1	88864127	DYE 8.800	10.64	10.64
	3	12356150	R134 REF 8.800	10.95	32.85
TOTAL - PARTS					185.29

JOB# 1 TOTALS

LABOR 264.10
PARTS 185.29

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 449.39

JOB# 2 CHARGES

LABOR
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):13411 0.00SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$449.95 (+TAX)COMMENTS
SOP IS IN



MY CHEVROLET

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RICHARD SANCHEZ	39525	TAG NO.	INVOICE DATE 06/19/17	INVOICE NO.
			70,670	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 06/19/17	
	COMMENTS				

MO: 70672

TOTALS-----

***** IMPORTANT *****	TOTAL LABOR....	264.10
	TOTAL PARTS....	185.29
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	17.14
	TOTAL INVOICE \$	466.53

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PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 08/30/17	INVOICE NO.
	LICENSE NO.		MILEAGE 77,483	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/17		
COMMENTS					M0: 77487

JOB# 1 CHARGES-----

LABOR-----
J# 1 55CVZ2 EXPRESS CW DEX TRK 8 TECH(S):46592 39.95CUSTOMER REQUESTS EXPRESS OIL SERVICE WITH TIRE ROTATION,
SCHEDULED MAINTENANCE
REPLACE ENGINE OIL AND FILTER, MULTI-POINT INSPECTION, RESET
OIL LIFE, INSPECT FLUID LEVELS, BATTERY TEST WITH PRINTOUT,
ROTATE TIRES & INSPECT BRAKES, INSTALL LUBE REMINDER STICKER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19330000	FILTER 1.836	6.20	6.20
	8	88864004	DEXOS020 8.800	4.87	38.96
TOTAL - PARTS					45.16

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
LOF OIL RECYCLING FEE 1.89
TOTAL - MISC 1.89JOB# 1 TOTALS-----
LABOR 39.95
PARTS 45.16
MISC 1.89

JOB# 1 JOURNAL PREFIX CVQS JOB# 1 TOTAL 87.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 46CVZZTPRESS SET TIRE PRESSURE TECH(S):46592 0.00SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35////////35////////35////////35
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURESJOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 00CVZZ*VI VEHICLE INSPECTION TECH(S):46592 0.00C HEARS A NOISE AT APPROX 70-75 MPH//LOUDER WITH SPEED
GOES AWAY WHEN LETTING OFF ACCELL

PERFORMED VEHICLE INSPECTION
TESTED//COULD NOT VERIFY NOISE DURING TESTING
INSPECTED FOR POSS CAUSE/NONE APPARENT AT THIS TIME
CUST WILL RETURN TO TEST WITH TECH WHEN OCCURRINGJOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTIE	38624	TAG NO.	INVOICE DATE 08/30/17	INVOICE NO.
	LICENSE NO.		MILEAGE 77,483	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/17		
COMMENTS					M0: 77487

JOB# 4 CHARGES-----

LABOR-----		
J# 4 11CVZ	ENGINE MINOR	TECH(S):42802 0.00
C FEELS A MISS/SPUTTERING AT STOPS AT TIMES-HESITATES WHILE DRIVING AT A STEADY SPEED ALSO NO FAULT CODES STORED//COULD NOT VERIFY CONDITION CUST TO RETEST		

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$228.95 (+TAX)

COMMENTS-----

SHUTTLE

TOTALS-----

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ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	39.95
TOTAL PARTS....	45.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.89
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.18

TOTAL INVOICE \$ 91.18

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 10/26/17	INVOICE NO.
[REDACTED]	[REDACTED]	MILEAGE 81,827	COLOR WHITE DIAMO	STOCK NO.
[REDACTED]	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	PRODUCTION DATE
[REDACTED]	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	[REDACTED]	[REDACTED]
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/16/17	[REDACTED]
[REDACTED]	COMMENTS			

M0: 81827

JOB# 1 CHARGES

LABOR-----

J# 1 08CVZ BRAKES TECH(S):26248 778.40

CUST REPORTS NO BRAKES WHEN APPLYING -BRAKE PEDAL GOES TO FLOOR AND WILL NOT STOP VEH -CHK
CHECK FOR CUSTOMER CONCERN FOUND VACUUM PUMP
PIPE-BOOSTER AND MASTER CYLINDER AND VACUUM PUMP LINE
NEEDED TO BE REPLACED PER DOC#4748532
REMOVE AND REPLACED MASTER CYLINDER VACUUM PUMP
PIPE AND BOOSTER BLEED SYSTEM AND RECHECK OK

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
1	20925765	CYLINDER 4.650	139.90	139.90
1	23135228	PIPE 4.930	73.24	73.24
1	23135220	BOOSTER 4.805	158.91	158.91
1	12669488	PUMP 3.280	242.13	242.13
3	19353126	FLUID 8.800	9.74	29.22
TOTAL - PARTS				643.40

JOB# 1 TOTALS

LABOR 778.40
PARTS 643.40

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 1421.80

JOB# 2 CHARGES

LABOR-----

J# 2 46CVZ03 BALANCE WHEELS/TIRES TECH(S):26248 69.95

CUST REPORTS VEH SHAKES ABOVE 80MPH, CHECK AND BALANCE
WHEELS -
FOUND TIRES NEEDED TO BE BALANCED
BALANCED TIRES RECHECK FOR OPERATION RECHECK OK

JOB# 2 TOTALS

LABOR 69.95

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 69.95

JOB# 3 CHARGES

LABOR-----

J# 3 29CVZ BODY INTERIOR TECH(S):26248 39.95

CUST REPORTS DRIVERS SUNVISOR LIGHT WILL NOT COME ON, HAS
BROKEN LID FOR MIRROR?
REMOVED AND REPLACED DRIVER SIDE SUN VISOR PER CUSTOMER
REQUEST RECHECK OK

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
1	23459654	SUNSHADE 16.070	154.36	154.36
2	23360288	BLADE 10.146	24.76	49.52
TOTAL - PARTS				203.88

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EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 10/26/17	INVOICE NO.
		MIAGE 81,827	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/16/17	
	COMMENTS			

M0: 81827

JOB# 3 TOTALS-----

LABOR 39.95
PARTS 203.88

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 243.83

JOB# 4 CHARGES-----

LABOR-----
J# 4 07CVZ STEERING TECH(S):26248 0.00
CUST REPORTS STEERING MAKES CLUNK TYPE OF NOISE FROM STEERING
COLUMN WHILE TURNING MORE SO TO THE RIGHT, FEELS LIKE IT
CATCHES SOMETHING AT SAME TIME OF NOISE -
NO FURTHER ISSUE AFTER BRAKE SYSTEM CONCERN
RECOMMEND DRIVING WITH CUSTOMER

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
J# 5 26CVZDIAGNOIS DIAG AUDIO & STEREO TECH(S):26248 180.70
CUST REPORTS RADIO SCREEN QUITS INTERMIT, CAN STILL HEAR
THE VOLUME WHILE ACTING UP -CHK
TECH VERIFIED CONCERN FOUND TSB FOR CONCERN WILL NEED
TO PROGRAM RADIO
PROGRAM RADIO RECHECK FOR OPERATION RECHECK OK
ID#4481927

JOB# 5 TOTALS-----

LABOR 180.70

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 180.70

JOB# 6 CHARGES-----

LABOR-----
J# 6 46CVZ2TPRESS SET TIRE PRESSURE TECH(S):26248 0.00
SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35.....35.....35.....35.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----
J# 7+36CVZ ACCESSORIES TECH(S):17139 0.00
REPLACE WIPER PER CUSTOMER REQUEST
INSTALLED WIPERS



MY CHEVROLET

444 Auto Center Circle #A

Salinas, CA 93907

831.444.4000 • 831.444.4019 fax

www.mycars.com

BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EDUARDO HERNANDEZ	TAG NO. 43	INVOICE DATE 10/26/17	INVOICE NO.
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 81,827	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
[REDACTED]	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE 09/22/15	DELIVERY MILES 0	
[REDACTED]	VEHICLE I.D. NO. 1 G N S K C K C O F R	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/16/17	
[REDACTED]	COMMENTS			

M0: 81827

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX CVCS JOB# 7 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$350.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1995.00 (+TAX) ON 10/25/17 AT 03:35pm
BY SHARON COMMENTS NEEDED REPAIRS
737-0977

TOTALS-----

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE

SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR

COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR.... 1069.00
TOTAL PARTS.... 847.28
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 78.38

TOTAL INVOICE \$ 1994.66

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 11/06/17	INVOICE NO.
			MILEAGE 82,431	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 09/22/15	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 G N S K C K C O F R			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.	R.O. DATE 10/30/17	
COMMENTS					M0: 82431

JOB# 1 CHARGES-----**LABOR-----**
J# 1 23CVZ FRONT SUSPENSION TECH(S):23927 361.40CUST REPORTS SUSPENSION FEELS UNEVEN -
CHECK FOR CUSTOMER CONCERN FOUND RIGHT FRONT STRUT LEAKING
RECOMEND REPLACING, RECOMEND REPLACING LEFT SIDE ALSO
REMOVED AND REPLACED BOTH STRUTS RECHECK FOR OPERATION
RECHECK OK

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	84176631	*ABSORBER 7.345	609.46	609.46
	1	84176631	*ABSORBER 7.345	609.46	609.46
TOTAL - PARTS					1218.92

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	SD	SERVICE DISCOUNT		-36.14
	PD	PARTS DISCOUNT		-121.89
TOTAL - MISC				-158.03

JOB# 1 TOTALS-----
LABOR 361.40
PARTS 1218.92
MISC -158.03

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 1422.29

JOB# 2 CHARGES-----**LABOR-----**
J# 2 46CVZ WHEELS/TIRES TECH(S):23927 0.00CUSTOMER STATES WHEN TURNING STEERING WHEEL IT
MAKES NOISE FROM STEERING WHEEL AREA CHECK
AND ADVISE
CHECK FOR CUSTOMER CONCERN VERIFIED NOISE FOUND NOISE
COMING FROM STEERING COLUMN AREA, FOUND STEERING
RACE WAS DONE ON A PREVIOUS REPLACED WILL NEED TO REPLACE
STEERING COLUMN RACE WAS REPLACED AT 51,878 MILES ON
RO# [REDACTED] NEXT STEP IS TO REPLACE COLUMN
NO REPAIR AT THIS TIME**JOB# 2 TOTALS-----**

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----**LABOR-----**
J# 3 46CVZZTPRESS SET TIRE PRESSURE TECH(S):23927 0.00SET & DOCUMENT ALL TIRE PRESSURE
PSI
LF.....RF.....RR.....LR.....
35.....35.....35.....35.....
AS PER CALIFORNIA AIR RESOURCES BOARD REGULATION AB32
CHECKED & SET TIRE PRESSURES

**MY CHEVROLET**

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BAR # ARD 243929

EPA # CAL 000313487

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR HECTOR LARA	254	TAG NO.	INVOICE DATE 11/06/17	INVOICE NO.
	LICENSE NO.		MILEAGE 82,431	COLOR WHITE DIAMO	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/22/15	DELIVERY MILES 0	
	VEHICLE I.D. NO. 1 G N S K C K C O F R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.D. DATE 10/30/17		
COMMENTS					M0: 82431

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$139.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$1650.00 (+TAX) ON 11/01/17 AT 11:45am

BY SHARON CEJA

COMMENTS NEEDED REPAIRS

COMMENTS-----

737-0977

TOTALS-----

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE

SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU

CANNOT GRADE US "COMPLETELY SATISFIED" LET US KNOW, YOUR

COMPLETE SATISFACTION IS OUR GOAL!!!!

PLEASE CALL EDDIE, CHRISTIE, HECTOR OR ANA

ANYTIME IF YOU HAVE ANY QUESTIONS

THANK YOU

TOTAL LABOR....	361.40
TOTAL PARTS....	1218.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-158.03
TOTAL TAX.....	112.76

TOTAL INVOICE \$ 1535.05

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

NOV 9, 2017 APPOINTMENTS

Store 04 SERVC01 934/5047 3010

CUSTOMER NO [REDACTED]
NAME [REDACTED]
BUS. PHONE NO [REDACTED]
RES. PHONE NO [REDACTED]
DEPT (S,B,P) S SERVICE
ADVISOR NO 43 EDUARDO HERNANDEZ
MILEAGE 83000
APPT./FROM. DATE 11/15/2017/ 11/15/2017
APPT./FROM. TIME 08:00am / 05:30pm
ESTIMATE(P/L/T) / /
PICKUP /

SERIAL NO 1GNSKCKC0FR [REDACTED]
MAKE CT CHEVROLET TRUC
YEAR 15
MODEL TAHOE
LICENSE NO [REDACTED]
STOCK NO [REDACTED]
LAST MILEAGE 82431
LAST RO DATE 10/30/2017

TEAM CODE:

COMMENT	JOB	OPERATION	DESCRIPTION	CWI	PR	EST.TIME	TECH	\$QUOTE
	1	02CVZDIAG	DIAG DRIVEABILITY	C	50	1.0		0.00

(APPT.)

COMPLAINT CUST REPORTS HIGH PITCH HUMM NOISE FROM FRT END AREA ON
ACCELERATION -CHK

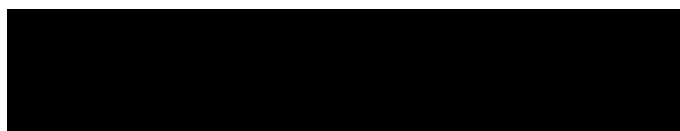
2nd TIME COMPLAINED

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [2:51:22 PM]:

Welcome to chat.

Alyssa S. [2:51:39 PM]:

Thank you for contacting GMC Customer Assistance. My name is Alyssa. I am sorry to hear that you are experiencing a vehicle concern. How may I assist you with your concerns today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

██████ [2:52:39 PM]:

Hi Alyssa, my husband bought a new 2015 GMC Sierra 1500 2 years ago and just got a serious problem on brake last weekend

██████ [2:53:05 PM]:

The break stopped working right after he got off interstate 10

██████ [2:53:29 PM]:

He hauled it to the local dealership and found out the break pump was bad

██████ [2:53:39 PM]:

it only has about 40K miles on it

██████ [2:54:10 PM]:

They gave him a quote for over \$500 to fix it, which is outrageous for a new vehicle to have that problem in 2 years

██████ [2:54:25 PM]:

I would like to find out which option do we have to deal with it?

Alyssa S. [2:55:49 PM]:

Hello. I am very sorry to hear that the brake pump went bad and can certainly understand your frustration with this. In order to better assist you, may I please have the VIN?

██████ [2:56:20 PM]:

3GTP1UECXFG ██████

[REDACTED] [2:56:36 PM]:

We took it to local GMC dealership Vince Whibbs in Pensacola, FL

Alyssa S. [2:57:27 PM]:

Thank you. Could you please confirm your contact information entered in the pre-chat is correct?

[REDACTED] [2:58:19 PM]:

My phone number is [REDACTED] or my husband's number: [REDACTED]

[REDACTED] [2:58:29 PM]:

My email address is: [REDACTED]

Alyssa S. [2:59:23 PM]:

Thank you, [REDACTED]. Could you please verify the mailing address we have on file?

[REDACTED] [2:59:40 PM]:

[REDACTED]

Alyssa S. [3:00:35 PM]:

Thank you. Is the vehicle currently at the dealership now?

[REDACTED] [3:00:47 PM]:

Yes ma'am

Alyssa S. [3:01:51 PM]:

Thank you. In order to better assist you, may I ask you some additional questions?

[REDACTED] [3:02:05 PM]:

Yes

Alyssa S. [3:02:29 PM]:

Thank you. When is the best time of day to reach you by phone?

[REDACTED] [3:02:57 PM]:

You can call me or my husband's phone any time, please leave a message if it goes to voicemail

[REDACTED] [3:03:26 PM]:

or you can email me

Alyssa S. [3:03:50 PM]:

Thank you. Are repairs scheduled?

██████ [3:04:18 PM]:

Yes, it's at the dealership's repair shop

Alyssa S. [3:04:42 PM]:

Okay. Is the vehicle being repaired now?

██████ [3:04:50 PM]:

Yes

Alyssa S. [3:05:24 PM]:

Thank you. Is this a first time concern with the brakes?

██████ [3:05:33 PM]:

Yes, it'

██████ [3:05:37 PM]:

is

Alyssa S. [3:06:00 PM]:

Thank you. Has the vehicle been inoperable because of this concern?

██████ [3:07:11 PM]:

It's operable, but we are worried about the safety of it because if it happens again on freeway, he could lose his life

██████ [3:07:18 PM]:

I really don't know what to do

Alyssa S. [3:08:24 PM]:

I can understand your concern with this situation, ██████. Have you spent any money out of pocket as a result of this concern?

██████ [3:09:57 PM]:

He just pump some more break fluid to see if it helps, and we took it straight to dealership after that

Alyssa S. [3:13:03 PM]:

Thank you. I have created a case regarding your concern. Your case number is [REDACTED]. What I am going to do is escalate your case to a Senior Advisor. The Senior Advisor will review your case and contact you within two business days.

[REDACTED] [3:13:31 PM]:

Thank you so much. I'm waiting to hear from someone.

Alyssa S. [3:13:44 PM]:

You're very welcome. Is there anything else I can help you with?

[REDACTED] [3:13:58 PM]:

That's all I have, thanks again

Alyssa S. [3:14:17 PM]:

You're welcome. Thanks for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600. Have a good day, Linh!

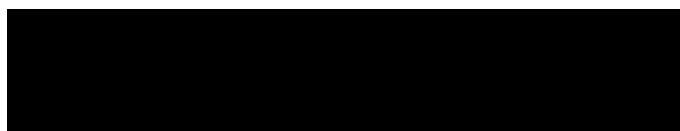
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [1:51:55 PM]:

Welcome to chat.

Tyler [1:52:11 PM]:

Thank you for contacting GMC Customer Assistance, [REDACTED] My name is Tyler! I would be happy to assist you with your factory warranty questions.

[REDACTED] [1:53:45 PM]:

How are yo doing Tyler? I have a 2015 Sierra Crew with around 43,500 miles on it. I took it to a dealer for an issue that turns out it was the vacuum pump for the brake system that was failing and needed replacement. Is this something that is covered under the 100k mile powertrain warranty?

Tyler [1:55:42 PM]:

I'm sorry to hear the vehicles vacuum pump needs to be replaced. I would be happy to look into this for you.

Tyler [1:55:48 PM]:

To better assist you may I have your VIN?

[REDACTED] [1:56:15 PM]:

3GTP1UEC3FG [REDACTED]

Tyler [1:57:39 PM]:

While I'm looking into this for you can you verify your phone number, email and home mailing address?

[REDACTED] [1:59:04 PM]:

[REDACTED]

[REDACTED] [1:59:16 PM]:

[REDACTED]

[REDACTED] [1:59:28 PM]:

[REDACTED]

Tyler [1:59:45 PM]:

Is there another name listed on the vehicle?

[REDACTED] [1:59:55 PM]:

Yes its my wife, [REDACTED]

Tyler [2:00:07 PM]:

What GMC Dealership diagnosed the vehicle?

[REDACTED] [2:00:17 PM]:

Baytown GMC

Tyler [2:00:54 PM]:

Have you authorized the repairs?

[REDACTED] [2:01:17 PM]:

The repairs have been completed. This was done last week

Tyler [2:01:58 PM]:

Thanks for this information; the case number for today's concern is [REDACTED]. Please allow me three to five minutes to look into this further.

Tyler [2:05:06 PM]:

I apologize for the wait; this part is not covered under the Powertrain Warranty. This part would be covered under the Bumper to Bumper Warranty for any defects. This warranty ended at 36,000 miles.

[REDACTED] [2:07:25 PM]:

Alright, so something that is tied to the safety of the vehicle and works directly with the powertrain is not covered under a warranty?

Tyler [2:08:17 PM]:

This part is covered under the factory Bumper to Bumper Warranty, but this warranty ended at 36,000 miles.

[REDACTED] [2:08:36 PM]:

Even though Im only a mere 7k miles give or take over the warranty expiration, I have no recourse or get no help from GM over such a vital component?

Tyler [2:09:59 PM]:

I didn't see above that you were looking for recourse with this recent repair. How much did you pay for this repair?

Tyler [2:14:17 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[REDACTED] [2:14:32 PM]:

I think I have confused you and I didn't explain myself clearly. Lets back up a second, I had this repair done, I assumed it was under the powertrain warranty (my mistake). I do have an extended warranty, but I wanted to make sure they weren't trying to charge yall as well as the extended warranty plan as well, so I just wanted to know if it was covered or not.

[REDACTED] [2:15:34 PM]:

They are trying to charge me money I dont feel like I owe. Thats why I was wanting to know if all this was covered by GM warranty first. I honestly dont know why I even made the statement about the being over the warranty.

[REDACTED] [2:15:47 PM]:

I guess I just let my feelings get in the way

[REDACTED] [2:15:53 PM]:

My apologies Tyler

Tyler [2:17:22 PM]:

That is perfectly fine, [REDACTED] We are happy that you have contacted us about this concern with the vehicle. The money you are being charged, is that for the extended warranties deductible?

[REDACTED] [2:20:16 PM]:

No, they say it is for belts that had to be replaced when the part was removed. these belts are apparently a "stretch" belt that MUST be cut off in order to be removed, as they cant be reused due to their design. I cant understand why I should have to pay for something that some warranties wont pay for because they are "wear items". In this case however, the belts [REDACTED]

[REDACTED] [2:21:37 PM]:

So, I'm just livid as to why I should have to pay for this when the belt must be removed in order for the repairs to be made because that is the way it was designed to begin with..it make [REDACTED]

Tyler [2:22:39 PM]:

If the vehicle was still under the factory Bumper to Bumper Warranty the belt may have been covered. You may want to speak with your extended warranty provided to see what they do and don't cover. Sadly I don't have information on extended warranties available to me.

[REDACTED] [2:24:02 PM]:

So, I am responsible for a couple of belts that GM designed because it probably saves them a few bucks, and they know wont be covered under warranty plans?

[REDACTED] [2:24:42 PM]:

Regardless if this was filed under a GM extended warranty or another company's extended warranty?

Tyler [2:25:26 PM]:

We are not provided with GM or non GM extended warranties. Our Bumper to Bumper Warranty does list that it covers belts.

[REDACTED] [2:26:47 PM]:

So I'm 7k miles over that warranty and Im stuck with \$200+ in belt charges?

Tyler [2:30:49 PM]:

I have reached out to the dealership for more information about the concern. Since the belts are not able to be put back on after the repair we are not able to assist with the repair cost.

Tyler [2:31:07 PM]:

The Dealership would like to speak with you about making a payment on your bill that you have.

[REDACTED] [2:31:49 PM]:

You cant help on something some GM person designed and I'm forced to pay?

Tyler [2:32:39 PM]:

You will be reasonable for the repair cost since the vehicle is beyond your factory Bumper to Bumper Warranty.

[REDACTED] [2:32:59 PM]:

[REDACTED]

Tyler [2:33:23 PM]:

We would recommend that you speak with the dealership to make a payment on the repair.

Caller [REDACTED] left the call.

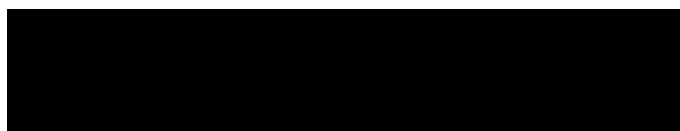
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:46:19 AM]:

Welcome to chat.

Alyssa S. [10:46:27 AM]:

Thank you for contacting GM Customer Assistance, [REDACTED] My name is Alyssa. I am sorry to hear that you are experiencing a vehicle concern. How may I assist you with your concerns today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[REDACTED] [10:47:40 AM]:

I have a 2016 Silverado Ltz and I am having intermittent power brake failure. My dealership can't get my truck in for a week.

[REDACTED] [10:47:46 AM]:

Power

Alyssa S. [10:48:29 AM]:

I am sorry to hear you are having concerns with the power brakes.

[REDACTED] [10:48:55 AM]:

Thankfully it's only been while at idle, but I am concerned and I won't let my wife drive my truck at this point.

Alyssa S. [10:49:18 AM]:

I can understand your concern with this. Would you like me to locate another dealership in your area for you?

[REDACTED] [10:50:04 AM]:

Is that an option?

Alyssa S. [10:50:53 AM]:

If you feel like you don't want to wait for a week to take your vehicle to the dealership you prefer, you can try contacting other dealerships in your area to see if they can get your vehicle in sooner.

Alyssa S. [10:51:00 AM]:

*you

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

I live in [REDACTED]. I purchased my truck from Burien Chevrolet.

[REDACTED] [10:51:20 AM]:

Ok

Alyssa S. [10:51:38 AM]:

Thank you, [REDACTED]. Could you please confirm your contact information entered in the pre-chat is correct?

[REDACTED] [10:51:47 AM]:

It is correct

Alyssa S. [10:52:08 AM]:

Thank you. May I have your mailing address, the VIN, and approximate mileage for documentation purposes?

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

[REDACTED]

[REDACTED] [10:52:28 AM]:

sorry ignore that

[REDACTED] [10:52:46 AM]:

[REDACTED]

[REDACTED] [10:52:57 AM]:

24,000 miles

Alyssa S. [10:53:48 AM]:

Thank you, [REDACTED] I'm looking up dealerships in your area now.

[REDACTED] [10:54:12 AM]:

[REDACTED] - onstar account number. I don't have my vin handy

[REDACTED] [10:54:47 AM]:

I couldn't find it on my app

Alyssa S. [10:55:39 AM]:

Thank you. I have located a Good Chevrolet in Renton, WA. They can be reached at (425) 235-2000. You can also schedule an appointment using the link below.

Alyssa S. [10:55:41 AM]:

[REDACTED]

Alyssa S. [10:55:59 AM]:

Do you only own one 2016 Silverado?

[REDACTED] [10:56:18 AM]:

I've also had intermittent issues with "service front camera" and "service power steering" but my dealership has said it is to be broken for them to fix it

[REDACTED] [10:56:46 AM]:

Yes I only own the silverado

Alyssa S. [10:57:55 AM]:

I am sorry to hear you have been having concerns with the front camera and power steering. The concern does need to be presenting itself for the dealership to determine what is causing the concern. Much like a doctor needs symptoms to diagnose a condition in a patient, our service technicians need symptoms to diagnose a concern in a vehicle.

Alyssa S. [10:58:43 AM]:

If the concern isn't presenting itself when the dealership is trying to diagnose the vehicle, than the dealership can't determine what the concern is.

[REDACTED] [10:58:49 AM]:

I understand. Doesn't it post a code to the computer though?

Alyssa S. [10:59:53 AM]:

A code should be able to be pulled up. Where those messages present at the time the dealership tried to determine the cause of the concern?

[REDACTED] [11:00:30 AM]:

No. When I turn the vehicle off and back on they do not RE appear

[REDACTED] [11:00:40 AM]:

They are intermittent while driving

Alyssa S. [11:03:31 AM]:

Thank you for clarifying that information. In order for a code to be pulled, the messages would need to be present at the time the dealership is trying to diagnose the vehicle. If the concern happens again, we would suggest to drive the vehicle straight to the dealership. Don't key off the vehicle. You don't want to turn off the concern before the technicians have a chance to look at your vehicle. Just in case you can't drive the vehicle straight to the dealership the next time the concern happens, be ready to capture clues potentially associated with the concern.

[REDACTED] [11:04:04 AM]:

Like what?

[REDACTED] [11:04:18 AM]:

Clues

Alyssa S. [11:06:28 AM]:

Write down anything that seems unusual when the messages come on.

Alyssa S. [11:06:46 AM]:

Any other warning lights/messages, noises, etc.

[REDACTED] [11:06:54 AM]:

Ok

Alyssa S. [11:07:48 AM]:

I have created a case for you today. Your case number is [REDACTED]. Would you like me to locate another dealership in your area for you? In case the other dealership I provided can't get you in as soon as you would like.

[REDACTED] [11:08:40 AM]:

I can do that myself. I will give them a call this morning and see when they can get me in. Thanks for your help today.

Alyssa S. [11:09:03 AM]:

You're welcome. Is there anything else I can help you with today, [REDACTED]

[REDACTED] [11:09:10 AM]:

Nope

Alyssa S. [11:09:20 AM]:

Thanks for contacting GM Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600. Have a good day, [REDACTED]

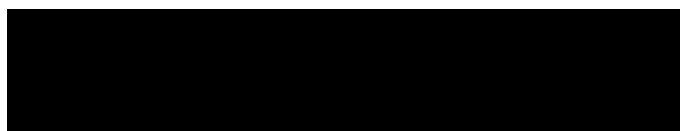
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:52:04 AM]:

Welcome to chat.

Brandon [9:52:15 AM]:

Thank you for contacting Chevrolet Customer Assistance Center, my name is Brandon. I see you have questions about your warranty! What warranty questions may I assist you with today?

[REDACTED] [9:54:04 AM]:

The brakes went out on my Tahoe and the dealership is saying they do not have a loaner vehicle available. Since this is a GM issue, if a car is rented from a rental company, will GM cover it?

Brandon [9:54:05 AM]:

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

Brandon [9:54:28 AM]:

I would be happy to look into that for you. May you please provide me your VIN, phone number, email, mailing address and current mileage?

[REDACTED] [9:56:45 AM]:

VIN 1GN5CBKC5GR [REDACTED]

[REDACTED] [9:56:58 AM]:

[REDACTED]

[REDACTED] [9:57:05 AM]:

[REDACTED]

[REDACTED] [9:57:21 AM]:

[REDACTED]

[REDACTED] [9:57:37 AM]:

Mileage: 26,670

Brandon [9:58:09 AM]:

Thank you for providing me with that information.

Brandon [10:00:36 AM]:

We (the dealership or Chevrolet) would be able to reimburse for General Motors vehicles rented from Enterprise or the dealership owned rental services.

Brandon [10:01:59 AM]:

I have created a case in regards to your concerns. Your case number is [REDACTED].

[REDACTED] [10:02:36 AM]:

OK, great. What steps do I need to take next or what is the process to get this going?

Brandon [10:03:09 AM]:

What is the name of the dealership that is assisting you?

[REDACTED] [10:04:02 AM]:

Don Hewlett Chevrolet in Georgetown, TX. My Tahoe is being towed to the dealership right now.

Brandon [10:05:20 AM]:

First, the vehicle must be visually inspected and diagnosed by the dealership. Then you would be able to be reimburse by the dealership management.

Brandon [10:05:52 AM]:

If the dealership is unable to do so you may contact us and we could look into that option.

[REDACTED] [10:07:23 AM]:

Ok, so then I need to speak with the dealership about the reimbursement first, then reach out to Chevrolet if they refuse once diagnosed? Do you have a contact # for Chevrolet?

Brandon [10:07:47 AM]:

You may reach us at 800-222-1020.

[REDACTED] [10:08:02 AM]:

Thank you.

Brandon [10:08:10 AM]:

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

Brandon [10:08:16 AM]:

You're welcome!

Caller [REDACTED] left the call.

Call Disconnected.