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

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [4:47:34 PM]:

Welcome to chat.

Willie [4:48:25 PM]:

Thank you for contacting GM Customer Assistance. My name is Willie. Please allow me two to three minutes to research your question.

[redacted] [4:48:37 PM]:

It's not a question. It is a complaint.

[redacted] [4:48:46 PM]:

Hi Willie. This isn't attacking you.

Willie [4:52:09 PM]:

I understand that you're concerned for the safety of your family. Your safety is priority and we appreciate that you're a loyal Chevrolet Customer.

Willie [4:52:13 PM]:

Let me see what I can do for you today.

Willie [4:52:39 PM]:

Can you describe me the condition or issue that you noticed with your vehicle?

[redacted] [4:54:19 PM]:

I recieved a "Alert: Service Break Assist" notice on Thursday. I started having issues soon after that. On Friday, driving home from 90 miles away, my breaks weren't working. I was on a highway, it was worse at slow speeds. I had to slam my foot down and it still would take a bit to stop. I had to use my ebrake a few times. I ended up not taking a risk and rented a vehicle out of pocket and now have to do it for another week while repairs are being made.

[redacted] [4:54:49 PM]:

So now it is going to be close to $2000 on a vehicle that I am not supposed to have issues like this with for a long time from now.

Willie [4:57:13 PM]:

That’s really dangerous when you can't stop the vehicle.

Willie [4:57:15 PM]:

I know unexpected costs can be frustrating.

Willie [4:57:21 PM]:

What is the name of the dealership that you work with?

Willie [4:57:54 PM]:

How many times has the vehicle been repaired for this concern?

[redacted] [4:58:08 PM]:

Autonation Chevrolet Arrowhead.

[redacted] [4:58:10 PM]:

This is the first time.

Willie [4:58:59 PM]:

I understand.

Willie [4:59:48 PM]:

How can I make things better for you?

[redacted] [5:01:04 PM]:

I don't know. There are many notices on the NHTSA safety website regarding this particular make model and year. All recent. 27 to be exact. And nothing is being done? Does a death need to occur before Chevrolet fixes it? They are all around the same mileage, and time period.

Willie [5:02:40 PM]:

We appreciate the efforts you made in trying to research your vehicle’s issues.

Willie [5:02:58 PM]:

I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverages associated to your VIN that relate to the issue you're experiencing.

[redacted] [5:03:16 PM]:

Of course. I know that.

Willie [5:03:54 PM]:

I'd like to look into this further for you.

[redacted] [5:03:57 PM]:

so basically it is out of Chevy's hands. A product your company made.

Willie [5:04:21 PM]:

Let me check this one for you.

Willie [5:04:54 PM]:

I would like to take this opportunity to update your profile. Can you please provide me your home address and phone number?

[redacted] [5:05:28 PM]:

[redacted]. Glendale AZ [redacted]

Willie [5:07:49 PM]:

Thank you for waiting.

Willie [5:08:14 PM]:

I'm sorry for the long hold and I appreciate your patience.

Willie [5:08:28 PM]:

I documented this chat and please keep this Service Request Number [redacted] as your reference for this conversation.

[redacted] [5:08:32 PM]:

ok

Willie [5:08:42 PM]:

I understand that you want the vehicle to be fixed.

Willie [5:08:50 PM]:

We appreciate your effort in doing your own research about this issue.

Willie [5:09:01 PM]:

This issue is covered under the 3 years or 36000 miles Bumper to Bumper Warranty. However, that said warranty was expired and there's no previous related repair.

Willie [5:09:43 PM]:

As much as I would love to help you, my apologies, the repair will be at your own expense.

[redacted] [5:11:18 PM]:

I'm aware. Obviously. Wasted close to $100,000 on this company for two vehicles that are pretty much gonna cause nothing but problems. Thanks for nothing, Chevrolet.

[redacted] [5:11:50 PM]:

I really hope it doesn't have to come to someone getting a major injury from this for ya'll to get ya'lls heads out of your asses.

[redacted] [5:11:56 PM]:

Have a great holiday.

Willie [5:12:13 PM]:

I am truly sorry we were unable to resolve your concerns to your satisfaction.

Willie [5:12:30 PM]:

I want to thank you for taking the time to chat with me today and I appreciate your patience.

Willie [5:12:52 PM]:

Thank you for chatting with the Chevrolet Customer Assistance! My name is Willie. Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 8:00 a.m. to 9:00 p.m ET.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted] PREPAID MAINTENANCE REGISTRATION PAGE

GMC PROTECTION PLAN

AGREEMENT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]					
CUSTOMER'S STREET ADDRESS [redacted]			CITY Bigfork		
STATE MT	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]		[redacted]	
YEAR 2016	MAKE GMC	MODEL SIERRA K1500 SLT		VEHICLE IDENTIFICATION NUMBER 3GTU2NEC2GG[redacted]	
ODOMETER READING 45000	AGREEMENT PURCHASE DATE 1/23/2018	VEHICLE IN-SERVICE DATE 12/22/2015	SALESPERSON NAME		
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive		
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER	

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

PROGRAM INFORMATION

AGREEMENT TERM: 36 MONTHS 30000 MILES AGREEMENT COST: $ $638

YOUR AGREEMENT EXPIRES ON 2/21/2021
OR WHEN YOUR VEHICLE'S ODOMETER READS 75000
OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE SERVICES CHECKLIST HAVE BEEN REDEEMED
(WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE	SERVICES SCHEDULE
PPMPlus	Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 1/23/2018

The definition of "**We**, **Us** and **Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the performance to **You** under this **Agreement** 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, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

Florida residents, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance **Agreement** and appear in **Bold Faced Type**:
Agreement – Means this Pre-Paid Vehicle Maintenance **Agreement** which **You** have purchased from **Us**.
You, Your – Means the customer identified on the **Registration Page**.
We, Us, Our – Means the party obligated to fulfill the services of this **Agreement,** as shown on the **Registration Page.**
Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.
Registration Page – Means Page 1 of this **Agreement** that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement** Term and the covered **Vehicle**.
Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this **Agreement**.
Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this **Agreement** and as shown on the **Registration Page**.
Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this **Agreement**. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This **Agreement** is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this **Agreement** are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this **Agreement**. The term of this **Agreement** runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this **Agreement** begins on the **Agreement** Purchase Date and Odometer Mileage at **Agreement** Purchase Date. Expiration is measured in time from the **Agreement** Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at **Agreement** Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** 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 **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.

b. 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
   - $50.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

CANCELLATION OF YOUR AGREEMENT

a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.

b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.

c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.

d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost 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 any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other that the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement,** 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 customer 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 Agreement 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.

(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 **Agreement**.

   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 Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** 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 **Agreement**.

(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., P.O. Box 927, Bedford, TX 76095 ("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 **Agreement**, 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 **Agreement**. 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 did not 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 null and void.

(7) Notwithstanding any provision in this **Agreement** 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 **Agreement**, 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.

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #[redacted]
Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.
CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:
If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** 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 the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** 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 the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or 10% of the **Agreement** cost charged will be charged.
If **We** cancel this **Agreement** 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 **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** 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 **Agreement** begins. If **We** cancel this **Agreement**, 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 **Agreement**.
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 Arbitraton Provision of this **Agreement** 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 **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Cabin Air Filter			

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

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General Motors - Policy Evaluation Tool

Date: 01/12/2018

Customer Information

First Name [redacted]
[redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKCKC3GR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/04/2019
Job Card Date: 01/12/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,989
Current Mileage: 40,000
Miles out of Warranty: 3,011

Repair

Total Repair Cost At Warranty Rates: $1,500.00
Job Card / Repair Order : Tier2
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $1,500.00
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.

[redacted]

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 01/17/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPCREC4EG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/10/2018
Job Card Date: 01/12/2018
Days out of Warranty: 2

Mileage

Component's Warranty End Mileage (Miles): 36,027
Current Mileage: 32,261
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,260.00
Job Card / Repair Order : Tier2
Repair Group: HVAC

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments: Bought the truck brand new and only 2 days out of warranty

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

GM Participation Amount: $252.00 - $504.00
Cust/Dlr Participation Amount: $756.00 - $1,008.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

[redacted]

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.

[redacted]

PE18-012

GM

3-27-2019

Q3

Service Bulletin

File in Section: -
Bulletin No.: PIT5361
Date: February, 2015

PRELIMINARY INFORMATION

Subject: **Diagnostic Tip - Additional Brake Pedal Effort**

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

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

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Recommendation/Instructions

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

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

Parts Information

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/ o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

excel sheet

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

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

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
anytime

Vehicle

Chevrolet Silverado 1500 2015
3GCUKSEC5FG[redacted]
Mileage Now: 46867 mi
Warranty Start: 11/30/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Ariana Algiene --> 1-866-790-5700 Ext # 5913743

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

PE18-012

GM

3-27-2019

Q3

[redacted]

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

Caller English

System [1:49:32 PM]:

Welcome to chat.

Emma [1:49:45 PM]:

Hi, [redacted] Thank you for contacting Chevrolet Customer Assistance, my name is Emma, how may I help you today?

Emma [1:51:10 PM]:

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

[redacted] [1:51:33 PM]:

Hi, Emma. Thanks for the help. I am getting a service "brake assist" message. What does it mean?

Emma [1:52:21 PM]:

I do apologize for the inconvenience you are having. I'd be more than glad to gather information about this warning message. What is the year and model of your vehicle, [redacted]?

[redacted] [1:52:56 PM]:

2014 silverado 1500

Emma [1:54:04 PM]:

Thanks! Aside from this warning message on, are you experiencing anything unusual in your vehicle, especially on brakes?

[redacted] [1:54:19 PM]:

No

Emma [1:54:48 PM]:

Did this display while you were driving?

[redacted] [1:55:50 PM]:

I was stopped.

Emma [1:56:28 PM]:

I see. I highly appreciate all these additional information.

Emma [1:57:04 PM]:

Anyway, as per what I have gathered, this "Service brake assist" message may be displayed when there is a problem with the brake boost assist system. When this message is displayed, the brake boost assist motor might be heard operating and you might notice pulsation in the brake pedal.

Emma [1:58:22 PM]:

You mentioned that you did not experience anything when this displayed, how about any pulsation in the brake pedal?

[redacted]rds [1:58:56 PM]:

The pedal was tight or stiff no pulsation.

Emma [1:59:39 PM]:

I see. By the way, can I have your vehicle's current mileage and at least the last 8 of the VIN?

[redacted]:01:15 PM]:

I don't know the VIN. The mileage is around 67, 600.

Emma [2:01:51 PM]:

No worries, let me try pulling up your account using the information in the pre-chat form that you entered.

[redacted] [2:02:03 PM]:

Thanks

Emma [2:02:15 PM]:

This vehicle is solely registered under your name, right?

[redacted] [2:02:22 PM]:

Yes

Emma [2:03:50 PM]:

I believe I found your account and VIN. I am now checking in on your vehicle information to see if there is a bulletin or update about brakes.

Emma [2:04:17 PM]:

When did you take ownership of this vehicle, [redacted]

Emma [2:05:30 PM]:

Are you still there?

[redacted] [2:06:06 PM]:

December 2014

Emma [2:06:16 PM]:

Thanks! At this time, I did not find any bulletin concerning brakes, yet I found 3 open recalls for your vehicle. You aware of these recalls?

Emma [2:06:55 PM]:

One for the Steering, one for Frontal airbag and pretensioner, then there's also one for the seat belt Lap anchor tensioner cable.

[redacted] [2:08:02 PM]:

Okay thank you

Emma [2:08:10 PM]:

Now, having all these recalls, they can be performed at your preferred dealer at no cost for you. Regarding the brakes being tight or stiff and with the warning message that displayed, I highly advise that you get that checked while you are at your dealership.

Emma [2:08:22 PM]:

Do you have a preferred dealer in mind? I can actually locate one that's nearest you.

[redacted] [2:08:41 PM]:

I will and thank you.

Emma [2:08:53 PM]:

I have generated a Service request number for you, [redacted], this is where I am documenting what we have discussed today.

[redacted] [2:09:22 PM]:

Thank you

Emma [2:09:25 PM]:

Is there anything else I may be able to help you with today?

[redacted] [2:09:50 PM]:

No and thank you!

Emma [2:09:59 PM]:

You are most welcome, [redacted] ! Thank you for contacting Chevrolet Customer Assistance, Have a nice day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
7/23/15	[redacted]
R/O Close Date	**Status**
7/24/15	Pre-Invoice
Mileage In	**Mileage Out**
1206	1240
Service Advisor / Tag #	
KYLE PLUMMER/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - SUBLET: SUBLETTED REPAIRS LEATHER INSTALL Work performed by 3779 : 13039	Internal

Invoice copy 2

30004 $950.00

FILE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
9/12/15	[redacted]
R/O Close Date	**Status**
9/12/15	Pre-Invoice
Mileage In	**Mileage Out**
5596	5597
Service Advisor / Tag #	
KEN PHILLIPS/[redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG[redacted]
Home Phone	**Delivery Date** / **Invoice Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682 GMPP Exp: 24098 or 7/12/17 Ded: 0 Plan: MAINT PLAN

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULEDSERVICE PLAN.0600683 0600743		
PEFORM TIREC ROTATION		
Work performed by VICTOR SERVIN (520)		Serv Contr
Installed 19259487 :N-OIL (08800-BOPCKT)	Qty: 9	Serv Contr
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Serv Contr
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Serv Contr
PERFORMED L/O/F		
TIRE ROTATION ...		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
REAR SEATBELT FIX		
PERFORMED MULTI/POINT INSPECTION		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
SET TIRE PRESURE TO FACTORY DECAL		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(CL2008 DEALER

[redacted]

DIXON, CA [redacted]

[redacted]

Work Phone	R/O Open Date	R/O Number
	9/12/15	[redacted]
	Time Received	
	8:31	9/12 10:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	5596	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		KEN PHILLIP
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1F[redacted]		JET BLACK		7/12/15	7/12/15

29682

GMPP 24098 or 7/12/17 Ded 0

#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULED S
SERVICE PLAN. S
0600683 0600743 S
PEFORM TIREC ROTATION S

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION W
REAR SEATBELT FIX W

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES W
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. W

Original Estimate: .00

Ck. 10460

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No. _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X
CUSTOMER SIGNATURE

(C) 2010 DEALERTRACK SYSTEMS Inc. - Dealership Application Group (800)845-1028

A

COMPLAINT: Performed L O F

CAUSE: Checked tire pressure

Performed multi/Point inspection

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

RO OR W.O. NO.	EMPL NO.	MECH PAY %	FLAT RATE TIME	VI TIME	REWORK/CREDIT TIME
[redacted]	520		.5		

OFF 2 ON

OFF 9 **FLAG SHEET** ON

OFF 8 **FLAG SHEET** ON

OFF 7 **FLAG SHEET** ON

OFF 6 **FLAG SHEET** ON

OFF 5 **FLAG SHEET** ON

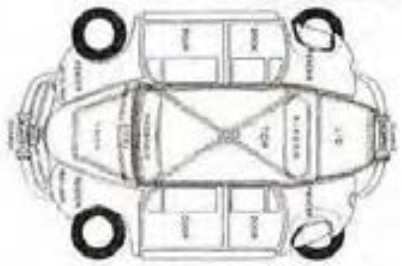
OFF 4 **FLAG SHEET** ON

OFF 3 **FLAG SHEET** ON

OFF 2 **FLAG SHEET** ON

OFF 1 **FLAG SHEET** ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
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SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
10/21/15	[redacted]
R/O Close Date	
10/21/15	Pre-Invoice
Mileage In	**Mileage Out**
10214	10215
Service Advisor / Tag #	
KEN PHILLIPS/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	**Delivery Date** / **Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682 GMPP Exp: 24098 or 7/12/17 Ded: 0 Plan: MAINT PLAN

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULEDSERVICE PLAN.0600683 0600743		
PEFORM TIRE ROTATION		
Work performed by MITCH W. (492)		Serv Contr
Installed 19259487 :N-OIL (08800-BOPCKT)	Qty: 9	Serv Contr
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Serv Contr
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Serv Contr
492		
CHANGED OIL AND FILTER		
ROTATED TIRES		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
492		
PERFORMED MULTI POINT		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
492		
SET TIRES TO 35PSI		
#4 - RESET: RESET OIL LIFE MONITOR		
492		
SET OIL LIFE		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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WAIT

[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	[redacted]
[redacted]	10/21/15	
Work Phone	Time Received	Time Promised
	14:05	10/21 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	10214	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		KEN PHILLIP

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted] 29682	JET BLACK		7/12/15	7/12/15

#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULED SERVICE PLAN. S
0600683 0600743 192 S
PEFORM TIRE ROTATION S
S

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION W
190

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES W
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. W
190

#4 - RESET: RESET OIL LIFE MONITOR W
190

Original Estimate: .00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X [redacted]

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

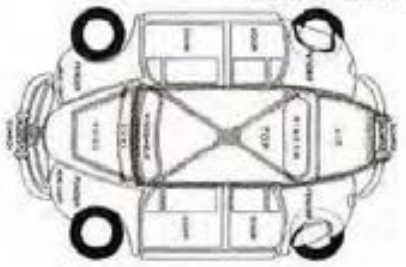
LD11CFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rrdsource.com; 1-800-344-0996; fax 1-800-531-8055

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. TAY $	FLAT RATE TIME	W TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	492		.8	S		OFF 4 / ON

FLAG SHEET	OFF 9 / ON
FLAG SHEET	OFF 8 / ON
FLAG SHEET	OFF 7 / ON
FLAG SHEET	OFF 6 / ON
FLAG SHEET	OFF 5 / ON
FLAG SHEET	OFF 4 / ON
FLAG SHEET	OFF 3 / ON
FLAG SHEET	OFF 2 / ON
FLAG SHEET	OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
11/21/15	[redacted]
R/O Close Date	Status
11/21/15	Pre-Invoice
Mileage In	Mileage Out
14241	14242
Service Advisor / Tag #	
KEN PHILLIPS/[redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone:
Home Phone: [redacted]

Vehicle Identification Number: 3GTP1UEC1F[redacted]

Delivery Date	In-Service Date
7/12/15	7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682 GMPP Exp: 24098 or 7/12/17 Ded: 0 Plan: MAINT PLAN

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULEDSERVICE PLAN.0600683 0600743		
PEFORM TIRE ROTATION		
Work performed by ANDRES PANTOJA (502)		Serv Contr
Installed 19259487 :N-OIL (08800-BOPCKT)	Qty: 9	Serv Contr
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Serv Contr
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Serv Contr
OIL AND FILTER CHANGED		
TIRE ROTATION PERFORMED		
502		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
Work performed by ANDRES PANTOJA (502)		Warranty
MULTI POINT INSPECTION PERFOMED		
502		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
Work performed by ANDRES PANTOJA (502)		Warranty
TIRES SET AT FACTORY SPECS		
502		
#4 - RESET: RESET OIL LIFE MONITOR		
Work performed by ANDRES PANTOJA (502)		Warranty
OIL LIFE MONITOR RESET IT		
502		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2009 DEALERTRACK SYSTEMS, Inc.

[redacted]

DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	11/21/15	[redacted]
Work Phone	Time Received	
	10:51	11/21 14:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	14241	14241

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		KEN PHILLIP

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1[redacted] 29682	JET BLACK		7/12/15	7/12/15

#1 - GMLOF: REPLACE ENGINE OIL AND FILTER AS PER GM SCHEDULED S
SERVICE PLAN. S
0600683 0600743 S
PEFORM TIRE ROTATION S

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION W

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES W
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. W

#4 - RESET: RESET OIL LIFE MONITOR W

Original Estimate: .00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

[redacted]

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1026

COMPLAINT:

CAUSE: Oil & Filter changed

A vehicle came with rear Bumper

CORRECTION: Bent down upon arrival, Left front fender

has dent upon arrival, Right side rear-

COMPLAINT: B&J has scratch closed to tire upon arrival

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF 6 /32		RF 6 /32	
LR 6 /32		RR 6 /32	

TIRE PRESSURE

LF 35 psi		RF 35 psi	
LR 35 psi		RR 35 psi	

BRAKE CONDITION

LF 8 /MM %		RF 8 /MM %	
LR 8 /MM %		RR 8 /MM %	

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

FOREMAN'S SIG. X

LB11GFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reynoldsecom; 1-800-344-0906; fax 1-800-531-9055

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME		
[redacted]	42		.7	<	.7	OFF	5
						ON	

FLAG SHEET OFF 9 / ON

FLAG SHEET OFF 8 / ON

FLAG SHEET OFF 7 / ON

FLAG SHEET OFF 6 / ON

FLAG SHEET OFF 5 / ON

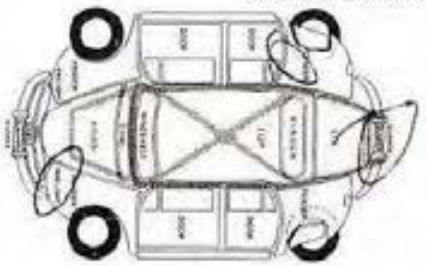
FLAG SHEET OFF 4 / ON

FLAG SHEET OFF 3 / ON

FLAG SHEET OFF 2 / ON

FLAG SHEET OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
1/16/16	[redacted]
R/O Close Date	
1/16/16	PRE INVOICE
Mileage In	**Mileage Out**
18706	18706
Service Advisor / Tag #	
ELISE ROGERS/ [redacted]	

BAR# ARDX0275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	**Delivery Date** / **ate**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	[redacted]	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682 GMPP Exp: 24098 or 7/12/17 Ded: 0 Plan: MAINT PLAN

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 3K: CUSTOMER REQUEST PERFORM 3,000 MILE INTERVAL SERVICE,CHANGE OIL FILTER,		
Work performed by JONATHAN NIELSEN (519)		Serv Contr
Installed 19259487 :N-OIL (08800-BOPCKT)	Qty: 9	Serv Contr
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Serv Contr
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Serv Contr
519		
PERFORMED 3K OIL SERVICE		
#2 - RESET: RESET OIL LIFE MONITOR		
519		
OIL LIFE HAS BEEN RESET		
#3 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
519		
PERFORMED MULTI-POINT INSPECTION		
#4 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
519		
ALL TIRES HAVE BEEN SET TO FACTORY PSI		
#5 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WHEELS		
Work performed by JONATHAN NIELSEN (519)		Serv Contr
519		
ROTATED TIRES		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2009 DEALER TRACK SYSTEMS, Inc. - Dealership Application Group (800)845-1508

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
2/22/16	[redacted]
R/O Close Date	
2/22/16	Pre-Invoice
Mileage In	**Mileage Out**
23298	23298
Service Advisor / Tag #	
ELISE ROGERS/[redacted]	

BAR# ARD00275228
[redacted]

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	**Delivery Date** / **Inspection Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	[redacted]	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 3K: CUSTOMER REQUEST PERFORM 3,000 MILE INTERVAL SERVICE,CHANGE OIL FILTER, DEXOS OIL		
Work performed by FELIPE HIPOL (541)		27.18
Installed 19259487 :N-OIL (08800-BOPCKT)	9@6.23	56.07
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@1.75	1.75
PERFORMED 3K SERVICE		
Sub Total: 89.95		
#2 - RESET: RESET OIL LIFE MONITOR		
RESET OIL LIFE MONITOR		
Sub Total: .00		
#3 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
PERFORMED MULTI POINT INSPECTION		
Sub Total: .00		
#4 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
TIRES HAVE BEEN SET TO FACTORY SPECS		
Sub Total: .00		
#5 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WHEELS		
Work performed by FELIPE HIPOL (541)		20.00
ROTATED ALL 4 TIRES		
Sub Total: 20.00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	47.18
PARTS	62.77
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.94
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	114.89

Cash 2/22/16 EM

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2006 DEALERTRACK SYSTEMS, Inc. - Dealertrack AutoStar Group (800)945-1028

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/26/16	[redacted]
R/O Close Date	
3/26/16	Pre-Invoice
Mileage In	Mileage Out
27625	27625
Service Advisor / Tag #	
Vinnie Haugh/[redacted]	

BAR# ARD00275228
[redacted]

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	Delivery Date / [illegible]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 3K: CUSTOMER REQUEST PERFORM 3,000 MILE INTERVAL SERVICE,CHANGE OIL FILTER,	
Installed 19259487 :N-OIL (08800-BOPCKT)	Internal
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	Internal
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Internal
PERFORMED LOF.	
#2 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.	
SET TIRES TO MANUFACTURE SPECS	
Sub Total: .00	
#3 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION	
PERFORMED MPI	
Sub Total: .00	
Please Note: CUSTOMER RECIEVED PER CUSTOMER SERVICE	

6502

9

FILE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

© 2008 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)445-1029

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
4/18/16	[redacted]
R/O Close Date	
4/18/16	Pre-Invoice
Mileage In	**Mileage Out**
30544	30544
Service Advisor / Tag #	
PAMELA LIBERTY/ [redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		3GTP1UEC1[redacted]
DIXON, CA [redacted]	**Home Phone**	**Delivery Date**
	[redacted]	7/12/15 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - DEXOS: PERFORM 3K SERVICE, REPLACE OIL AND FILTER USINGGM DEXOS OIL		
Work performed by JONATHAN NIELSEN (519)		5.00
Installed 19259487 :N-OIL (08800-BOPCKT)	9@5.00	45.00
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@1.75	1.75
519		
PERFORMED 3K OIL SERVICE		
Sub Total: 56.70		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
519		
PERFORMED MULTI-POINT INSPECTION		
Sub Total: .00		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
519		
ALL TIRES HAVE BEEN SET TO FACTORY PSI		
Sub Total: .00		
19.95 SPECIAL COUPON		-19.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	5.00
PARTS	51.70
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.07
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-19.95
TOTAL DUE	40.82

cash 4/18/16 DH

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

© 2006

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
5/03/16	[redacted]
R/O Close Date	
6/17/16	Pre-Invoice
Mileage In	Mileage Out
32699	32701
Service Advisor / Tag #	
MICHAEL MCDONAL/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	Delivery Date / [illegible]te
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR	
Lab Op Cmnt : SERVICE STABILITRAK	
MIL ON. CHECK DTC S, DIAGNOSE & ADVISE. HAS BEEN R	
ECURRING INCONSISTENTLY FOR OVER 1 MONTH. PRIMARIL	
Y OCCURS UPON 1ST START UP IN AM	
Caused by	
CHECKED STORED DTC S - NONE FOUND. NO ACTIVE LIGHT	
S OR CODES.	
Work performed by ROBERT L (433)	Warranty
Work performed by 3056 : 4B9X3S	Warranty
UNABLE TO REPLICATE ISSUE AT THIS TIME. SUGGEST RE	
TURNING FOR DIAGNOSTIC IF WARNING INDICATOR RETURN	
S AND STAYS ON.	
#2 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR	
Lab Op Cmnt : CUSTOMER STATES VEHI	
CLE MAKES A SQUEEK NOISE WHEN ACCELERATING. APPEAR	
S TO EMINATE FROM LF OF VEHICLE. OCCURS UNDER MILD	
ACCELERATION FROM STOP OR SLOW CRUISING.	
Caused by	
TEST DROVE 2 MILES AROUND AREA, ATTEMPTING TO REPL	
ICATE THE DESCRIBED CONCERN	
Work performed by ROBERT L (433)	Warranty
UNABLE TO DUPLICATE THE NOISE. EVERYTHING APPEARS	
FUNCTION TO GM SPEC.	
#3 - MPI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION	
Caused by	
ENGINE AIR FILTER DIRTY, CABIN AIR FILTER DIRTY, A	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	Sublet
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	[redacted]
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(c) 2006 CK AUTOMOTIVE SYSTEMS, Inc. Dealership Application Group (800) 845-1228

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
5/03/16	[redacted]
R/O Close Date	
6/17/16	Pre-Invoice
Mileage In	Mileage Out
32699	32701
Service Advisor / Tag #	
MICHAEL MCDONAL/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG[redacted]
Home Phone	Delivery Date / ate
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ALL TIRES AT OR BEYOND WEAR LIMIT. LF TIRE HAS ABN	
ORMAL WEAR PATTERN, SUGGEST FRONT END ALIGNMENT	
Work performed by STEVEN TULEY (539)	Warranty
RECOMMEND ENGINE AIR FILTER, CABIN AIR FILTER, 4 T	
IRES AND FRONT ALIGNMENT.	
TIRES 3/32 , 4/32 SET@35PSI	
BRAKES 8MM F&R	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Assistance Group (800) 640-7283

[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	5/03/16	[redacted]
Work Phone	Time Received	Time Promised
	17:45	5/03 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	32699	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		MICHAEL MCD
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1FG[redacted]29682		JET BLACK		7/12/15	7/12/15

#1 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR W
Lab Op Cmnt : SERVICE STABILITRAK W
MIL ON. CHECK DTC S, DIAGNOSE & ADVISE. HAS BEEN R W
ECURRING INCONSISTENTLY FOR OVER 1 MONTH. PRIMARIL W
Y OCCURS UPON 1ST START UP IN AM W

#2 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR W
Lab Op Cmnt : CUSTOMER STATES VEHI W
CLE MAKES A SQUEEK NOISE WHEN ACCELERATING. APPEAR W
S TO EMINATE FROM LF OF VEHICLE. OCCURS UNDER MILD W
ACCELERATION FROM STOP OR SLOW CRUISING. W

#3 - MPI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION W

Original Estimate: .00

[redacted]

Sublet Po# [redacted]
$304.00 Rental Bill for Enterprise

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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WARNING Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle: 1) work in well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle components. (posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.6 et seq.) For further information about Proposition 65: http://www.ecmc.org/prop65.html

X
CUSTOMER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X
CUSTOMER SIGNATURE

(C) 2010 DEALERTRACK SYSTEMS, Inc. Dealership Application Group (800)845-1328

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO, 630 ORANGE DRIVE, SUITE E, VACAVILLE, CA 956873101 (707) 452-0300

RENTAL AGREEMENT [redacted] **REF#** [redacted]

RENTER [redacted]

DATE & TIME OUT
05/03/2016 06:00 PM
DATE & TIME IN
05/11/2016 02:33 PM

BILLING CYCLE
24-HOUR

VEH #2 2016 CHEV MALL LTZ
VIN# [redacted]
LIC# [redacted]
MILES DRIVEN 373

VEH #1 2015 BUIC LACR 1SL
VIN# 1G4GB5G36F[redacted]
LIC# [redacted]
MILES DRIVEN 2

BILL TO ACCOUNT
BUICK/GMC OF VACAVILLE
ATTN: CARLOS
350 ORANGE DRIVE
VACAVILLE, CA 95687

CLAIM INFO [redacted]
TYPE CAR: SIERRA 1500
SHOP: BUICK/GMC OF VACAVILLE
PHONE: (707) 425-9564
ATTN: CARLOS

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/03 - 05/05	2	DAY	$33.94 *	$67.87
TIME & DISTANCE	05/05 - 05/11	6	DAY	$34.30 *	$205.79
FUEL SERVICE OPTION	05/03 - 05/11				$24.20
			Subtotal:		**$297.86**
Taxes & Surcharges					
VEHICLE LICENSE RECOVERY FEE	05/03 - 05/05	2	DAY	$1.39	$2.78
MOTOR VEHICLE FUEL SALES TAX	05/03 - 05/11			2.625%	$0.65
SALES TAX	05/03 - 05/11			7.875%	$21.55
VEHICLE LICENSE RECOVERY FEE	05/05 - 05/11	6	DAY	$1.00	$6.00
			Total Charges:		**$328.84**
Bill-To / Deposits					
BUICK/GMC OF VACAVILLE					
TIME & DISTANCE	05/03 - 05/11	2	DAY		
SALES TAX	05/03 - 05/11	1	PERCENT	7.875%	
VEHICLE LICENSE RECOVERY FEE	05/03 - 05/11	2	DAY		
			Subtotal:		**($304.00)**
DEPOSITS					($24.84)
Total Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$24.84	Visa	xxxxxxxxxxxx3243

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

[redacted]

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/07/16	[redacted]
R/O Close Date	**Status**
6/08/16	Pre-Invoice
Mileage In	**Mileage Out**
35933	35935
Service Advisor / Tag #	
Vinnie Haugh/[redacted]	

BAR# ARD00275228
ERA# CAL000200060

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG[redacted]
[redacted]	Delivery Date / In-Service Date
	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 3K: CUSTOMER REQUEST PERFORM 3,000 MILE INTERVAL SERVICE,CHANGE OIL FILTER,		
Work performed by JONATHAN NIELSEN (519)		6.98
Installed 19259487 :N-OIL (08800-BOPCKT)	9@6.23	56.07
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@1.75	1.75
519		
PERFORMED 3K OIL SERVICE		
Sub Total: 69.75		
#2 - DR: DRIVEABILITY CUSTOMER CONCERN		
CUSTOMER STATES VEHICLE IS MAKING SQUEAKING/RATTLI		
NOISE FROM REAR END POSSIBLE FLEX PIPE		
CHECK AND ADVISE ON CONCERN		
Work performed by JONATHAN NIELSEN (519)		Warranty
Installed 15092802 :N-INSULATOR (03704-CT)	Qty: 1	Warranty
519		
CUSTOMER STATES VEHICLE IS MAKING A RATTLING NOISE		
ROAD TESTED VEHICLE.		
RACKED VEHICLE AND PERFORMED VISUAL INSPECTION.		
UPON INSPECTION I FOUND THAT AN EXHAUST HANGER WAS		
WORN OUT.		
REPLACED EXHAUST HANGER		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO		
RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
519		
ALL TIRES HAVE BEEN SET TO FACTORY PSI		
Sub Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	6.98
PARTS	62.77
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.94
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	74.69

Cash 6/8/16 GA

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

CDK GLOBAL, LLC. Electronic Signature Group (800) 947-1128

E Lucy

[redacted] DIXON, CA [redacted]		Home Phone [redacted] Work Phone	R/O Open Date 6/07/16 Time Received 9:43	[redacted] Waiting	
			Key Tag # [redacted]	Current Mileage 35933	Mileage Out
Year 2015	Make GMC	Model SIERRA 1500	Body 2WD CREW CAB	Engine Code	Service Advisor Vinnie Haug
Vehicle Identification Number 3GTP1UEC1F[redacted] 29682		Color JET BLACK	License Number	Delivery Date 7/12/15	In-Service Date 7/12/15

#1 - 3K: CUSTOMER REQUEST PERFORM 3,000 MILE INTERVAL SERVI C
CE,CHANGE OIL FILTER, C
Dan 5/9

#2 - DR: DRIVEABILITY CUSTOMER CONCERN W
CUSTOMER STATES VEHICLE IS MAKING SQUEAKING/RATTLI W
NOISE FROM REAR END POSSIBLE FLEX PIPE W
CHECK AND ADVISE ON CONCERN W
Done 5/9

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C
Dave 5/9

Original Estimate: 49.95

[redacted]

WARRANTS

TURNED IN

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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

X
CUSTOMER SIGNATURE

Original Estimate:$ 49.95 Authorized by: ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No. Date Time

Additional Cost:$ 20.00 Revised Estimate:$ 69.95 ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: Oil Change + Wiper Fluid
Authorized by: ML on 2
Phone No. Date 6/7/16 Time

Additional Cost:$ Revised Estimate:$ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details:
Authorized by:
Phone No. Date Time

I acknowledge notice and oral aporoval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

49.95

[redacted]
X
CUSTOMER SIGNATURE

(C) 2010 DEALERTRACK SYSTEMS INC - Greenshot Association Group (800)643-1335

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
6/21/16	[redacted]
R/O Close Date	**Status**
6/21/16	Pre-Invoice
Mileage In	**Mileage Out**
37443	37448
Service Advisor / Tag #	
Vinnie Haugh/ [redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG [redacted]
[redacted]	**Delivery Date** / **In-Service Date**
	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - DR: DRIVEABILITY CUSTOMER CONCERN CUSTOMER STATES VEHICLE IS HAVING A RATTLING SQUEAKING SOUND FROM REAR CHECK AND ADVISE ON CONCERN Work performed by JONATHAN NIELSEN (519) 519 -CUSTOMER STATES VEHICLE IS HAVING A RATTLING SQUEAKING SOUND FROM REAR END. -WENT ON ROAD TEST WITH CUSTOMER TO HEAR SQUEAKING NOISE. CUSTOMER POINTS OUT A FAINT NOISE. -COULD NOT DETERMINE LOCATION, GREASED UP BOTH FRONT AND REAR SUSPENSION COMPONENTS RIGHT REAR SHOCK HAS SOME RUBBING DAMAGE.	Warranty Policy Warranty expired 6704

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	6/21/16	[redacted]
	Time Received	
	13:57	Waiting
Key Tag #	Current Mileage	Mileage Out
[redacted]	37443	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Vinnie Haug
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1F[redacted]29682		JET BLACK		7/12/15	7/12/15

#1 - DR: DRIVEABILITY CUSTOMER CONCERN C
CUSTOMER STATES VEHICLE IS HAVING A RATTLING C
SQUEAKING SOUND FROM REAR C
CHECK AND ADVISE ON CONCERN C
Done 5/9

Original Estimate: 155.00

?

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No. _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No. _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No. _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

155.00

X [redacted]

(C) 2010 DEALERTRACK SYSTEMS, Inc. Dealership Application Group: 800/845-1628

~~COMPLAINT:~~ Customer states vehicle is having a rattling

~~CAUSE:~~ squeaking sound from Rear.

A

~~CORRECTION:~~

~~COMPLAINT:~~ Went on road test with customer to hear

~~CAUSE:~~ squeaking noise. Customer points out a faint noise.

B

CORRECTION: Could not determine location, greased up both

COMPLAINT: front and rear suspension components

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	514		1.0	Noise Diag		OFF 7 / ON

FLAG SHEET — OFF 9 / ON

FLAG SHEET — OFF 8 / ON

FLAG SHEET — OFF 7 / ON

FLAG SHEET — OFF 6 / ON

FLAG SHEET — OFF 5 / ON

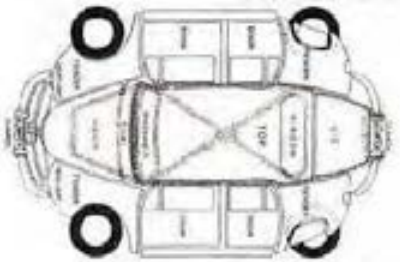
FLAG SHEET — OFF 4 / ON

FLAG SHEET — OFF 3 / ON

FLAG SHEET — OFF 2 / ON

FLAG SHEET — OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

LBITOPP-31 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reysource.com, 1-800-344-2296, fax 1-800-531-9055

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
6/28/16	
R/O Close Date	Status
6/28/16	Pre-Invoice
Mileage In	Mileage Out
38175	38175
Service Advisor / Tag #	
Ashraf Foster	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
[redacted]	Delivery Date: 7/12/15 — In-Service Date: 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 3: SUSPENSION AND RELATED SERVICE/REPAIR	
CUSTOMER REQUEST TO PREPAY FOR RIGHT REAR SHOCK. S	
HOCK HAS BEEN DAMAGED AS PER RECENT DIAG ON RO[redacted]	
[redacted]	
Caused by	
FOUND DAMAGED RIGHT REAR SHOCK ON RO# [redacted]	
Work performed by GENERAL TECH (99)	
Unrealized 22891328 :SL-*-N-ABSORBER (07345-CT2289 1@112.31 Ordered	
CUSTOMER TO PREPAY FOR PART, WHEN CUSTOMER RETURNS	
$155.00 FOR LABOR TO INSTALL.	
Sub Total: 112.31	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	121.15
DISCOUNTS	.00
TOTAL DUE	121.15

Visa 6/28/16 NV

NO[redacted]AFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
7/09/16	[redacted]
R/O Close Date	
7/09/16	Pre-Invoice
Mileage In	Mileage Out
39524	39524
Service Advisor / Tag #	
Ashraf Foster/ [redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	Delivery Date / ate
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - DEXOS: PERFORM 3K SERVICE, REPLACE OIL AND FILTER USINGGM DEXOS OIL		
Work performed by ANDRES PANTOJA (502)		20.00
Installed 19259487 :N-OIL (08800-BOPCKT)	9@6.23	56.07
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@1.75	1.75
PERFORMED OIL AND FILTER CHANGE		
Sub Total: 82.77		
#2 - ALIGN: PERFORM FRONT END ALIGNMENT TO FACTORY SPECS, PRICING FOR MODIFICATIONS ARE ADDITIONAL		
Work performed by ANDRES PANTOJA (502)		99.95
PERFORMED ALIGNMENT, SEE ATTACHED SHEET FOR READIN GS		
Sub Total: 99.95		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
TIRE PRESSURE SET AT FACTORY SPECS		
502		
Sub Total: .00		
#4 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
MULTI POINT INSPECTION PERFOMED		
502		
Sub Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	119.95
PARTS	62.77
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.94
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	187.66

Chef Part 189.00
-192.66
.34 Returned

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]

DIXON, CA [redacted]

CSS/70 & 71

Home Phone	R/O Open Date	R/O Number
[redacted]	7/09/16	[redacted]
Work Phone	Time Received	Time Promised
	8:46	7/09 12:00
Tag #	Current Mileage	Mileage Out
[redacted]	39524	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Ashraf Fost
Vehicle Identifica[redacted]		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1FG[redacted] 29682		JET BLACK		7/12/15	7/12/15

#1 - DEXOS: PERFORM 3K SERVICE, REPLACE OIL AND FILTER USING GM DEXOS OIL C C

502

#2 - ALIGN: PERFORM FRONT END ALIGNMENT TO FACTORY SPECS, PRICING FOR MODIFICATIONS ARE ADDITIONAL C C

502

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C C

502

#4 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION C

502

air filter dirty

Original Estimate: 189.90

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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X _____
CUSTOMER SIGNATURE

Original Estimate:$ 139.90 Authorized by: JUAN ☐ By FAX ☐ By E-MAIL ☐ In Person ☒ By Phone
Phone No: 6760526 Date: 7/9/16 Time: 9:46

Additional Cost:$ _____ Revised Estimate:$ _____
Revision Details: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Authorized by: _____
Phone No: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____
Revision Details: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Authorized by: _____
Phone No: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

189.90

X _____
CUSTOMER SIGNATURE

(C)2015 DEALERTRACK SYSTEMS, INC. - Dealertrack Application Cloud (800)845-1929

A

COMPLAINT:

CAUSE: Oil & Filter changed

Alignment performed.

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF 8 /32		RF 8 /32	
LR 8 /32		RR 8 /32	

TIRE PRESSURE

LF 35 psi		RF 35 psi	
LR 35 psi		RR 35 psi	

BRAKE CONDITION

LF 7 /MM ___ %		RF 7 /MM ___ %	
LR 7 /MM ___ %		RR 7 /MM ___ %	

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	91		.3	C	.6	OFF 9:30 / ON 9:50
[redacted]			1.0	C	1.0	OFF 10:20 / ON 9:20

FLAG SHEET — OFF / ON

FLAG SHEET — OFF 7 / ON

FLAG SHEET — OFF 6 / ON

FLAG SHEET — OFF 5 / ON

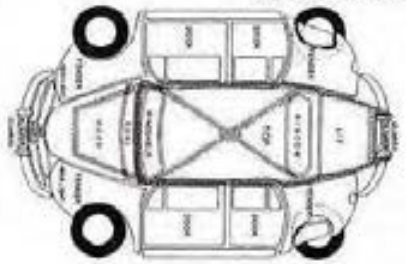
FLAG SHEET — OFF 4 / ON

FLAG SHEET — OFF 3 / ON

FLAG SHEET — OFF 2 / ON

FLAG SHEET — OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	
8/13/16	[redacted]
R/O Close Date	**Status**
8/13/16	Pre-Invoice
Mileage In	**Mileage Out**
44537	44537
Service Advisor / Tag #	
Todd Uyehara/ [redacted]	
Vehicle Identificatio	
3GTP1UEC1F[redacted]	
Delivery Date	**In-Service Date**
7/12/15	7/12/15
Color	**License Number**
JET BLACK	

PAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone: [redacted]

Year	Make	Model	
2015	GMC	SIERRA 1500	2WD CREW CAB 143.

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#2 - 3: SUSPENSION AND RELATED SERVICE/REPAIR	
CUSTOMER COMING BACK TO REPLACE SPECIAL ORDERED SHOCKS.	
Work performed by STEVEN TULEY (539)	125.00
REPLACED RIGHT REAR SHOCK. RECOMMEND LEFT REA SHOC K	
Sub Total: 125.00	
#3 - Customer Reports:	
CUSOMER STATES HAS OIL LEAKING.	
Work performed by STEVEN TULEY (539)	
Installed 19259487 :N-OIL (08800-BOPCKT) 2@6.23	12.46
OIL FILTER WAS LOOSE PRIOR TO SERVICE. TIGHTENED O IL FILTER AND TOPPED OFF ENGINE OIL WITH 2 QUARTS	
Sub Total: 12.46	
#4 - MISC: MISC	
676-0526	
Sub Total: .00	
Please Note: RECOMMEND ***LEFT REAR SHOCK $237.31***	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	125.00
PARTS	12.46
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.98
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	138.44

Cash MF

8/13

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(c) 2009 DEALERTRACK [illegible] Dealertrack Application Group (800) 643-1508

[redacted]

DIXON, CA [redacted]

Home Phone	R/O Open Date	[redacted]
[redacted]	8/13/16	
Work Phone	Time Received	
	9:16	Waiting
Key Tag #	Current Mileage	Mileage Out
[redacted]	44537	44537

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Todd Uyehar

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1FG[redacted] 29682	JET BLACK		7/12/15	7/12/15

#2 - 3: SUSPENSION AND RELATED SERVICE/REPAIR C
CUSTOMER COMING BACK TO REPLACE SPECIAL ORDERED 539 Done C
SHOCKS. C

#3 - Customer Reports: C
CUSOMER STATES HAS OIL LEAKING. 539 C

#4 - MISC: MISC C
676-0526 C

Original Estimate: 155.00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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X
CUSTOMER SIGNATURE

Original Estimate $_____ Authorized by:_____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.:_____ Date:_____ Time:_____

Additional Cost $_____ Revised Estimate $_____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details:_____
Authorized by:_____
Phone No.:_____ Date:_____ Time:_____

Additional Cost $_____ Revised Estimate $_____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details:_____
Authorized by:_____
Phone No.:_____ Date:_____ Time:_____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

155.00

X [redacted]

(C) 2016 DEALERTRACK SYSTEMS, Inc. - Dealership Association Group (800) 845-7429

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

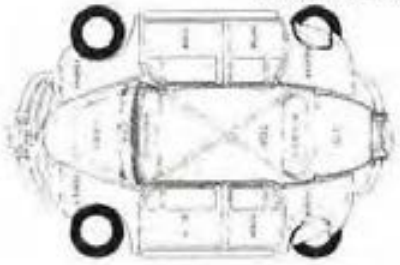
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

				OFF	10
FLAG SHEET					
				ON	
534	.8	Right Rear Shock		OFF	9
				ON	
				OFF	8
FLAG SHEET					
				ON	
				OFF	7
FLAG SHEET					
				ON	
				OFF	6
FLAG SHEET					
				ON	
				OFF	5
FLAG SHEET					
				ON	
				OFF	4
FLAG SHEET					
				ON	
				OFF	3
FLAG SHEET					
				ON	
				OFF	2
FLAG SHEET					
				ON	
				OFF	1
FLAG SHEET					
				ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
10/13/16	[redacted]
R/O Close Date	
10/15/16	Pre-Invoice
Mileage In	**Mileage Out**
52000	52000
Service Advisor / Tag #	
Todd Uyehara/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1E[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 3: SUSPENSION AND RELATED SERVICE/REPAIR	
CUSTOMER COMING BACK TO ORDER LEFT REAR SHOCK	
Work performed by ALEX ROSAS (554)	125.00
Installed 23156090 :SL-*-N-ABSORBER (07345-CT23156 1@112.31	112.31
REPLACED LR SHOCK	
Sub Total: 237.31	
#2 * 16007: PERFORM CAMPAIGN 16007 PER REQUIRED FIELD ACTION,FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	
ADDED OPERATION	
Work performed by JONATHAN NIELSEN (519)	Warranty
519	
PERFORMED OPEN RECALL 16007	
WCC S302E	
#3 * TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.	
ADDED OPERATION	
SET TIRE PRESSURES TO FACTORY SPEC	
Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	125.00
PARTS	112.31
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.84
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	246.15
Other 31500/6220201	121.15

Cash 124.99
MF 10/15

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)845-1104

[redacted]

DIXON, CA [redacted]

Work Phone	R/O Open Date	
	10/13/16	[redacted]
	Time Received	
	9:54	10/13 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	~~52000~~ 52156	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Todd Uyehar

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted]29682	JET BLACK		7/12/15	7/12/15

GMPP 24098 or 7/12/17 Ded 0

#1 - 3: SUSPENSION AND RELATED SERVICE/REPAIR Doug 551 C
CUSTOMER COMING BACK TO ORDER LEFT REAR SHOCK C

If Recall 16007 WCC:5302E

Original Estimate: ~~155.00~~

#3 Tire Pressure
Doug 551

J.C. 237.31 + TAX

PART PAYD 121.15 10/13/16

PAY $125 LABOR WHEN JB COMES BACK

Paid $121.15 cash MF 10/13

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTO[redacted]ON ON BACK OF THIS INVOICE

155.00

X
CUS[redacted]

©2015 DEALERTRACK SYSTEMS, Inc. Dealertrack Application Group (800.845.1625)

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LB1TCFDR 01 (01/12) The Reynolds and Reynolds Company ORDER www.rrpsource.com 1-800-344-0996, fax 1-800-321-8853

LABOR RECORD

[redacted]	554		.6			OFF	9
						ON	
[redacted]	SA		.3	Recall	16007	OFF	8
						ON	

FLAG SHEET OFF 8 / ON

FLAG SHEET OFF 7 / ON

FLAG SHEET OFF 6 / ON

FLAG SHEET OFF 5 / ON

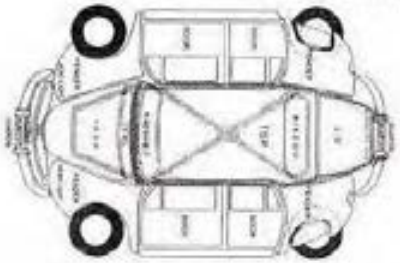
FLAG SHEET OFF 4 / ON

FLAG SHEET OFF 3 / ON

FLAG SHEET OFF 2 / ON

FLAG SHEET OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

550 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	[redacted]
11/19/16	
R/O Close Date	[redacted]
11/19/16	Pre-Invoice
Mileage In	Mileage Out
55655	55655
Service Advisor / Tag #	
Todd Uyehara/ [redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - DEXOS: CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGEUSING GM DEXOS OIL		
Caused by		
VEHICLE MAINTENANCE		
Work performed by ANDRES PANTOJA (502)		26.68
Installed 19259487 :N-OIL (08800-BOPCKT)	9@6.23	56.07
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@2.25	2.25
OIL AND FILTER CHANGED		
502		
Sub Total: 89.95		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
MULTI POINT INSPECTION PERFOMED		
502		
Sub Total: .00		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
TIRE PRESSURE SET TO SPECS		
502		
Sub Total: .00		
#4 - RESET: RESET OIL LIFE MONITOR		
OIL LIFE RESET		
502		
Sub Total: .00		
#5 - MISC: MISC		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Paid Cash $94.93
A-3 11-14-16

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

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Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
11/19/16	
R/O Close Date	Status
11/19/16	Pre-Invoice
Mileage In	Mileage Out
55655	55655
Service Advisor / Tag #	
Todd Uyehara/ [redacted]	
Work Phone	Vehicle Identificat[redacted]
	3GTP1UEC1F[redacted]
[redacted]	Delivery Date / In-Service Date
	7/12/15 / 7/12/15

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Year	Make	Model	[redacted]	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS [redacted]	AMOUNT

Sub Total: .00

#6 - MISC: MISC
CUSTOMER STATES BRAKES FEEL SOFT AND SQUEAKS. PERF
ORM VISUAL INSPECTIONS.
Work performed by ANDRES PANTOJA (502)
BRAKE INSPECTION PERFOMED
FRONT BRAKE PADS AT 8MM AND REAR BRAKE PADS AT7MM
COULDNT SEE ANYTHING VISUALLY. RECOMMEND DIAGNOSE.
Sub Total: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	26.68
PARTS	63.27
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.98
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	94.93

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Navigator Group (800)845-1128

[redacted]

DIXON, CA [redacted]

Home Phone	R/O Open Date	
[redacted]	11/19/16	
	Time Received	Time Promised
	10:54	Waiting
#	Current Mileage	Mileage Out
[redacted]	55655	55655

Year	Make	Model		Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Todd Uyehar
Vehicle Identific		Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F [redacted] 29682		JET BLACK		7/12/15	7/12/15

#1 - DEXOS: CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE USING GM DEXOS OIL 502 C C
air filter dirty

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION 502 C
Right side view mirror loose upon arrival

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. 502 C C

#4 - RESET: RESET OIL LIFE MONITOR 502 C

#5 - MISC: MISC [redacted] C C

#6 - MISC: MISC
CUSTOMER STATES BRAKES FEEL SOFT AND SQUEAKS. PERF ORM VISUAL INSPECTIONS. 502 C C C

Original Estimate: 89.95

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

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

X
CUSTOMER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

89.95

X [redacted]

(C) 2016 DEALERTRACK SYSTEMS, Inc. - Dealership Association Group (800) 845-1028

COMPLAINT:

CAUSE: Oil & Filter changed

A

CORRECTION: Brake inspection performed
Front Brake pads at 8mm

COMPLAINT: Rear Brake pads at 7mm

CAUSE: Good pads

B

Brake Fluid level in Between ~~Low~~ Min & max

CORRECTION: marks

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 5 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF	8 /32	RF	8 /32
LR	8 /32	RR	8 /32

TIRE PRESSURE

LF	35 psi	RF	35 psi
LR	35 psi	RR	35 psi

BRAKE CONDITION

LF	8	/MM	%	RF	8	/MM	%
LR	7	/MM	%	RR	7	/MM	%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

FOREMAN'S SIG. X

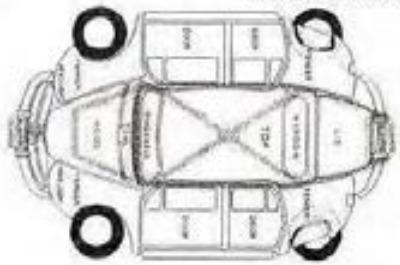
LB1TCFDP01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reysource.com: 1-800-344-0696: fax 1-800-551-9051

LABOR RECORD

				12:00	10
[redacted]	92	.6	C	.5	11:30

FLAG SHEET	ON / OFF	9
FLAG SHEET	ON / OFF	8
FLAG SHEET	ON / OFF	7
FLAG SHEET	ON / OFF	6
FLAG SHEET	ON / OFF	5
FLAG SHEET	ON / OFF	4
FLAG SHEET	ON / OFF	3
FLAG SHEET	ON / OFF	2
FLAG SHEET	ON / OFF	1

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
1/07/17	
R/O Close Date	Status
1/07/17	Reprint
Mileage In	Mileage Out
61162	61162
Service Advisor / Tag #	
ERROL ABIVA, [redacted]	
Vehicle Identification Number	
3GTP1UEC1F[redacted]	
Delivery Date	In-Service Date
7/12/15	7/12/15

DAR# ARD00275228

[redacted]

DIXON, CA [redacted]

Work Phone

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email [redacted]		
#2 - MR DEXOS: CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE		
Caused by		
VEHICLE MAINTENANCE		
Work performed by ALEX ROSAS(554)		40.36
Installed 19259487 :N-OIL (08800-BOPCKT)	9@4.71	42.39
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@2.25	2.25
Sub Total: Labor: 40.36 Parts: 49.59 Total: 89.95		
PERFORMED OIL AND FITLER SERVICE		
#3 - MR RESET: RESET OIL LIFE MONITOR		
Sub Total: Labor: .00 Parts: .00 Total: .00		
RESET OIL LIFE MONITOR		
#4 - MR MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
Sub Total: Labor: .00 Parts: .00 Total: .00		
PERFORMED MULTI POINT INSPECTION		
#5 - MR TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES		
TIRES SET TO FACTORY SPEC		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAINER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	40.36
PARTS	49.59
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.78
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	93.73
~~Cash~~	93.73

Paid

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AZ 1-7-17

(C) 2009 DEALERTRACK SYSTEMS, Inc. Proprietary Application Group (800)543-1537

[redacted]

DIXON, CA [redacted]

				R/O Open Date	
				1/07/17	[redacted]
			FROM FINISH	Time Received	Time Promised
				11:24	1/07 13:27
			Key Tag #	Current Mileage	Mileage Out
				61162	
Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		ERROL ABIVA
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1FG [redacted] 29682		JET BLACK		7/12/15	7/12/15

Email: [redacted]

#2 - DEXOS: CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE USING GM DEXOS OIL C C

Done 554

#3 - RESET: RESET OIL LIFE MONITOR C

Done 554

#4 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION C

Done 554

#5 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C C

Done 554

Original Estimate: 59.95

ORIGINAL QUOTED WRONG ESTIMATE FOR VEHICLES REQUIRING LESS OIL.

QUOTED CORRECTION TO CUSTOMER OF 89.95

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

WARNING Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle: 1) work in well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle components. (posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

X _____
TOWER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ 30.00 Revised Estimate:$ 89.95 ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: ~~40~~ QUOTED FOR LESSER AMT OIL
Authorized by: 59.95
Phone No.: J.O. Date: 1-7-17 Time: 1.36pm

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

X [redacted]
CUSTOMER SIGNATURE

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COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

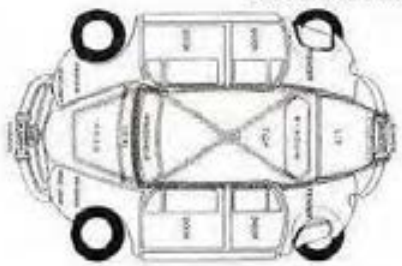
LB/TCFBP-61 (6-11-07) The Reynolds and Reynolds Company TO ORDER: www.rrsource.com; 1-800-344-9998; fax 1-800-521-9055

LABOR RECORD

[redacted]	271	3	Lot			

FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
1/14/17	[redacted]
R/O Close Date	
1/14/17	Pre-Invoice
Mileage In	Mileage Out
62148	62148
Service Advisor / Tag #	
ERROL ABIVA/ [redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	Delivery Date / [illegible]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Email: [redacted]			
#1 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WHEELS			
Work performed by ALEX ROSAS	(554)		20.00
PERFORMED ROTATION			
Sub Total: 20.00			
#2 - AF: CUSTOMER REQUEST TO REPLACE ENGINE AIR FILTER			
Work performed by ALEX ROSAS	(554)		
Installed 22845992 :SL-N-ELEMENT (03410-CT)		1@47.06	47.06
INSTALLED NEW AIR FILTER			
Sub Total: 47.06			
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.			
SET TIRE PRESSURES TO FACTORY SPEC			
Sub Total: .00			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	20.00
PARTS	47.06
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.59
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	70.65

Cash 1/14/17 VOP

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group: 800-943-1029

WHITE

[redacted]

DIXON, CA [redacted]

Work Tasks	R/O Open Date	R/O Number
	1/14/17	[redacted]
	Time Received	Time Promised
	9:44	Waiting
Key Tag #	Current Mileage	Mileage Out
[redacted]	62148	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		ERROL ABIVA
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1F[redacted] 29682		JET BLACK		7/12/15	7/12/15

Email: [redacted]

#1 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WH EELS C C

Dave 554

#2 - AF: CUSTOMER REQUEST TO REPLACE ENGINE AIR FILTER C

Dave 554

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C C

Dave 554

Original Estimate: 69.95

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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X
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

Phone No.: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____

Revision Details: _____

Authorized by: 69.95

Phone No.: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____

Revision Details: _____

Authorized by: _____

Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

X [redacted]

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COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL **TECH** _____

ASM _____

FOREMAN'S SIG. X _____

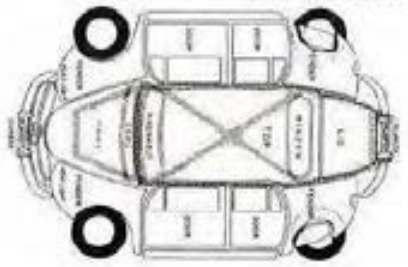
LB1TCFDP-01 (01/12) The Reynolds and Reynolds Company ORDER: www.rsysource.com, 1-800-344-0996 fax 1-800-531-9055

LABOR RECORD

[redacted]

FLAG SHEET	ON	
	OFF	9
FLAG SHEET	ON	
	OFF	8
FLAG SHEET	ON	
	OFF	7
FLAG SHEET	ON	
	OFF	6
FLAG SHEET	ON	
	OFF	5
FLAG SHEET	ON	
	OFF	4
FLAG SHEET	ON	
	OFF	3
FLAG SHEET	ON	
	OFF	2
FLAG SHEET	ON	
	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
2/03/17	[redacted]
R/O Close Date	
3/13/17	Pre-Invoice
Mileage In	**Mileage Out**
64039	64039
Service Advisor / Tag #	
Todd Uyehara	

BAR# ARD00275228
EPA# CAL000392080

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1[redacted]
Home Phone	**Delivery Date** / [redacted]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESC[illegible]	AMOUNT

Email: [redacted]

#5 - DR: DRIVEABILITY CUSTOMER CONCERN
CUSTOMER STATES HEARS SUSPENSION NOISE AND BRAKE NOISE.
Work performed by GENERAL TECH (99)
ORDERED PART AND CUSTOMER WILL PICK UP THE PARTS A ND HAVE SOMEONE ELSE INSTALL
Sub Total: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00
Other 31500/6222206	631.20

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	2/03/17	[redacted]
Name	Time Received	Time Promised
	12:49	2/03 18:00
	Key Tag #	Current Mileage	Mileage Out
		64039	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		Todd Uyehar
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
3GTP1UEC1F [redacted] 29682		JET BLACK		7/12/15	7/12/15

Email: [redacted]

#1 - DEXOS: CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE USING GM DEXOS OIL C C

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION C

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C C

#4 - RESET: RESET OIL LIFE MONITOR C

#5 - DR: DRIVEABILITY CUSTOMER CONCERN C
CUSTOMER STATES HEARS SUSPENSION NOISE AND BRAKE C
NOISE. C
SQUEAK

Original Estimate: 244.95

631.20 PAID SPECIAL ORDER DEPOSIT

Paid 631.20 3/6/17 EN
cash

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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X _____
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____
Revision Details: _____
Authorized by: 244.95
Phone No: _____ Date: _____ Time: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

Additional Cost $ _____ Revised Estimate $ _____
Revision Details: _____
Authorized by: _____
Phone No: _____ Date: _____ Time: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X [redacted]

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Assistance Group (800) 645-1028

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/28/17	[redacted]
R/O Close Date	
4/28/17	Pre-Invoice
Mileage In	Mileage Out
73992	73992
Service Advisor / Tag #	
MICHAEL MOORE/ [redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone:
Home Phone: [redacted]

Vehicle Identification Number: 3GTP1UEC1F[redacted]
Delivery Date: 7/12/15 — [redacted]e 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [redacted]		
#1 - DX9: DEXOS 9QTS LUBE,OIL,FILTER		
Work performed by RECARDO REGALADO (565)		41.86
Installed 19259487 :N-OIL (08800-BOPCKT)	9@6.23	56.07
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@2.25	2.25
REPLACED FILTER AND OIL		
Sub Total: 105.13		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
PERFORMED MPI		
Sub Total: .00		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
TIRES SET TO SPEC		
Sub Total: .00		
#4 - RESET: RESET OIL LIFE MONITOR		
RESSET OIL TO 100%		
Sub Total: .00		
#5 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WHEELS		
Work performed by RECARDO REGALADO (565)		20.00
ROTATED TIRES		
Sub Total: 20.00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	61.86
PARTS	63.27
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.82
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	129.95

paid VISA $129.95
4/28/17 EN

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

©1999 DEALER

[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	4/28/17	[redacted]
Work Phone	Time Received	
	13:58	4/28 18:00
[redacted]	Current Mileage	Mileage Out
	73992	

Year	Make	Model		Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		MICHAEL MOO
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted] 29682		JET BLACK		7/12/15	7/12/15

Email: [redacted]

#1 - DX9: DEXOS 9QTS LUBE,OIL,FILTER C

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION C

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

#4 - RESET: RESET OIL LIFE MONITOR C

#5 - ROTATE: CUSTOMER AUTHORIZES THE ROTATION OF 4 TIRES AND WH C
EELS C

Original Estimate: 119.95

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

X
CUSTOMER SIGNATURE

Original Estimate $ _____ Authorized by _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No. _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: 119.95
Phone No. _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No. _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

X [redacted]

(C) 2010 DEALERTRACK SYSTEMS Inc. - Dealership Association Group (800)845-1928

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

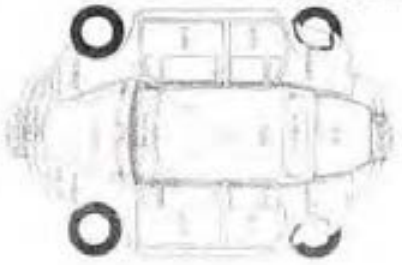
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
6/06/17	
R/O Close Date	
6/06/17	Pre-Invoice
Mileage In	Mileage Out
78713	78713
Service Advisor / Tag #	
MICHAEL MOORE/ [redacted]	

BAR# ARD00275228
[redacted]

	Work Phone	Vehicle Identification Number
DIXON, CA [redacted]		3GTP1UEC1FG [redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - DX9: DEXOS 9QTS LUBE,OIL,FILTER		
Work performed by ALEX ROSAS (554)		52.91
Installed 19259487 :N-OIL (08800-BOPCKT)	8@6.23	49.84
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@2.25	2.25
PERFORMED OIL AND FITLER SERVICE		
Sub Total: 109.95		
#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION		
CHECK BRAKES PER CUSTOMER		
PERFORMED MULTI POINT INSPECTION		
FOUND ALL 4 TIRES HAVE INNER WEAR RECOMMEND NEW TI		
RES BRIDGESTONE DUELER P255/70R17 QTY.4		
BRAKE MEASURMENT WAS OK 7MM IN FRONT 8MM IN REAR		
Sub Total: .00		
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO		
RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.		
TIRES SET TO FACTORY SPEC		
Sub Total: .00		
#4 - RESET: RESET OIL LIFE MONITOR		
RESET OIL LIFE MONITOR		
Sub Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	52.91
PARTS	57.04
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.35
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	114.30

Paid Cash - $114.30
6 6 17 (M)
120.00
-114.30
$5.70

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

©2015 Automotive Management Inc. (Dealership Automation Group) 800/845-1028

7400 Walter

[redacted]
DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	6/06/17	[redacted]
Work Phone	Time Received	
	9:26	6/06 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	78713	

Year	Make	Model		Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		MICHAEL MOO
Vehicle Identification Number	**Color**	**License Number**		**Delivery Date**	**In-Service Date**
3GTP1UEC1F[redacted] 29682	JET BLACK			7/12/15	7/12/15

GMPP 24098 or 7/12/17 Ded 0

#1 - DX9: DEXOS 9QTS LUBE,OIL,FILTER C
Dan 554

#2 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION C
CHECK BRAKES PER CUSTOMER C
Dan 554

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C
Dan 554

#4 - RESET: RESET OIL LIFE MONITOR C
Dan 554

#5 When Coming to stop it Felt like Suspension or shifting

Original Estimate: 109.95

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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Orginal Estimate $ _____ Authorized by _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No. _____ Date _____ Time _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details _____
Authorized by: 109.95
Phone No. _____ Date _____ Time _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details _____
Authorized by: _____
Phone No. _____ Date _____ Time _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X [redacted]
CUSTOMER SIGNATURE

© 2015 DEALERTRACK SYSTEMS, Inc.

A

COMPLAINT: Inner wear Tread

CAUSE: Bridgestone Dueler P255/70R17 QR [redacted] 564 .3 64 '17 JUN 6 10:24AM '17 JUN 6 9:59AM

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/8 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32		RF _____ /32	
LR _____ /32		RR _____ /32	

TIRE PRESSURE

LF _____ psi		RF _____ psi	
LR _____ psi		RR _____ psi	

BRAKE CONDITION

LF	7 /MM	%		RF	7 /MM	%	
LR	8 /MM	%		RR	8 /MM	%	

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

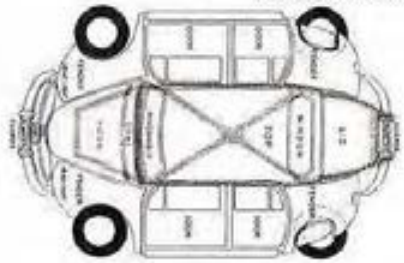
FOREMAN'S SIG. X _____

LD1TCFDP-GI (01/12) The Reynolds and Reynolds Company ORDER: www.rbysource.com 1-800-344-0990 fax 1-800-533-9255

LABOR RECORD

FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/08/17	[redacted]
R/O Close Date	
6/10/17	Pre-Invoice
Mileage In	Mileage Out
78982	78982
Service Advisor / Tag #	
MICHAEL MOORE/ [redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	Delivery Date
[redacted]	7/12/15 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Emai[redacted]	
#1 - DR: DRIVEABILITY CUSTOMER CONCERN CUSTOMER STATES HAS A POPPING NOISE RANDOMLY. WAS TOLD WAS STEERING SHAFT. CUSTOMER BOUGHT PART, BUT FOLSUM GMC REPLACED. STILL HEARS NOISE. OUT SIDE S HOP SAID POSSIBLEY TRANS. ROAD TEST WITH CUSTOMER AND DIAGNOISE. IF TRANS, HAS POWERTRAIN. Caused by TEST DRIVE TRUCK THE ORIGNAL NOISE I HEARD WITH CU ST MONTHS AGO IS GONE BUT DID HEAR POPING NOISE SO UND LIKE COMEING FROM HVAC GOT ALEX OTHER TEC TO R IDE TO PINPOINT NOISE FOUND NOISE COMEING FROM CEN TER COUNSOL OPEN LOWER COUNSOL FOUND MEDACINE JAR ROLLING BACK AND FORTH Work performed by Allen Pitts (564) REMOVE MEDACINE JAR POPING NOISE GONE Sub Total: 155.00	155.00
#2 - BRAKES: BRAKE RELATED SERVICE/REPAIR CUSTOMER STATES BRAKES STIFFENS UP AND WONT STOP. OUTSIDE SHOP SAID POSSIBLE SLIDER PINS AND BRAKE P ADS NEED TO BE LUBED. AND VACUUM PUMP NOT PUTTING OUT ENOUGH VACUUM. HAS BULLETIN, WILL BRING IN PAP ER WORK. ROAD TEST WITH TECH TO VERIFY Caused by CALL TAC TALK TO WAYNE [redacted] GAVE ME A PIT5 361C CHECK OUT FOUND A LITTLE OIL AROUND BOOSTER O RING	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Paid Cash $103.55
az 10 10 17

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Guide 800.845.1961

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	
6/08/17	[redacted]
R/O Close Date	
6/10/17	Pre-Invoice
Mileage In	Mileage Out
78982	78982
Service Advisor / Tag #	
MICHAEL MOORE/	[redacted]

BAR# ARD00275228
ERA# CAL000200050

[redacted]
DIXON, CA [redacted]

Work Phone:
Home Phone: [redacted]

Vehicle Identification Number: 3GTP1UEC1[redacted]
Delivery Date: 7/12/15
In-Service Date: 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Work performed by Allen Pitts (564)		155.00
Unrealized 12669488 :SL-N-PUMP (03280-CT)	1@260.28	Ordered
Unrealized 23135220 :SL-N-BOOSTER (04805-CT)	1@176.40	Ordered
Unrealized 20925765 :SL-N-CYLINDER (04650-CT)	1@155.29	Ordered
Unrealized 23135228 :SL-N-PIPE (04930-CT)	1@84.96	Ordered
P&A PARTS		
Sub Total: 831.93		

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO
RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.
Sub Total: .00

Please Note: CUSTOMER SHOWED UP UNEXPECTANTLY TO PICK UP VEHICL
E AND BRING BACK WHEN PARS ARRIVE. DIAGNOSIS WAS N
OT COMPLETED NOISE ISSUE.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	310.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	728.55
DISCOUNTS	.00
TOTAL DUE	1038.55

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Navigator Group (800) 943-1028

[redacted]

DIXON, CA

[redacted]

Waiter

Home Phone	R/O Open Date	R/O Number
[redacted]	6/08/17	[redacted]
	Time Received	
	8:47	

Key Tag #	Current Mileage	Mileage Out
[redacted]	78982	

Year	Make	Model	Trim	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		MICHAEL MOO

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted]	JET BLACK		7/12/15	7/12/15

Email: [redacted]

#1 - DR: DRIVEABILITY CUSTOMER CONCERN C
CUSTOMER STATES HAS A POPPING NOISE RANDOMLY. WAS C
TOLD WAS STEERING SHAFT. CUSTOMER BOUGHT PART, BUT C
FOLSUM GMC REPLACED. STILL HEARS NOISE. OUT SIDE S C
HOP SAID POSSIBLEY TRANS. ROAD TEST WITH CUSTOMER C
AND DIAGNOISE. IF TRANS, HAS POWERTRAIN. C
564

#2 - BRAKES: BRAKE RELATED SERVICE/REPAIR C
CUSTOMER STATES BRAKES STIFFENS UP AND WONT STOP. C
OUTSIDE SHOP SAID POSSIBLE SLIDER PINS AND BRAKE P C
ADS NEED TO BE LUBED. AND VACUUM PUMP NOT PUTTING C
OUT ENOUGH VACUUM. HAS BULLETIN, WILL BRING IN PAP C
ER WORK. ROAD TEST WITH TECH TO VERIFY C
564

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

Original Estimate: 310.00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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X
CUSTOMER SIGNATURE

Original Estimate $ 310 - Authorized by Jason
Phone No: ____ Date ____ Time ____
☐ By FAX ☐ By E-MAIL ☑ In Person ☐ By Phone

Additional Cost $ 1104.05 Revised Estimate $ 1414.05
Revision Details: Pulley Pump Booster + Master Cyl.
Authorized by: 310.00 Jason
Phone No: Cell Date 5/8 Time 5:10
☐ By FAX ☐ By E-MAIL ☐ In Person ☑ By Phone

Additional Cost $ ____ Revised Estimate $ ____
Revision Details: ____
Authorized by: ____
Phone No: ____ Date ____ Time ____
☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE

[redacted]

© 2015 DEALERTRACK SYSTEMS, Inc. Dealership Installation Desk (866) 845-1028

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LB11(DDP-81 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rrsource.com 1-800-344-9996 fax 1-800-631-9655

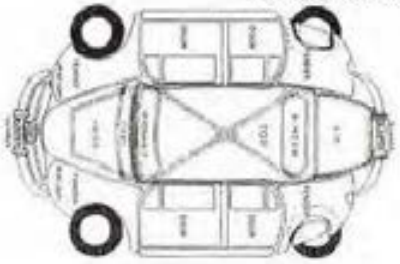
LABOR RECORD

[redacted] 564 LW 1 1.0 JUN 8 ⊕10:51

[redacted] 401 LW 2 1.0 JUN 8 ⊕10:51

FLAG SHEET	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PRIOR TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/05/17	[redacted]
R/O Close Date	**Status**
8/05/17	Pre-Invoice
Mileage In	**Mileage Out**
85270	85270
Service Advisor / Tag #	
BRANDON NEVEADO/ [redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1F[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model	Body	Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [redacted]		
#2 - 7K3: PERFORM 7.5K MILE INTERVAL SCHEDULED MAINTENANCESER VICE PER ATTACHED MENU CHECKLIST - PREFERREDSERVIC E - CUSTOMER ACKNOWLEDGES RECEIPT OF LISTOF OPERATIONS TO BE PERFORMED		
Tech: RECARDO REGALADO (565)		58.76
Installed 19293000 :DEXOS1OIL (08800-BOPCK)	6@4.60	27.60
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@4.95	4.95
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	1@2.25	2.25
Installed 9822 :WINDSHIELD FLUID	1@2.42	2.42
Installed 115RSC :MOAKIT	1@22.88	22.88
Installed 2913 :ETHANOL DEFENSE	1@29.73	29.73
Installed 109 :COMPRESSION RESTORE	1@23.63	23.63
WATER PUMP BELT WORN		
AIR FILTER DIRTY		
Sub Total: 172.22		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	58.76
PARTS	113.46
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.65
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	180.87

Paid VISA - 180.87
8/5/17 (M)

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]

DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
	8/05/17	[redacted]
Work Phone	Time Received	Time Promised
	9:08	8/05 10:30
[redacted]	Current Mileage	Mileage Out
	85270	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		BRANDON NEV
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted] 29682		JET BLACK		7/12/15	7/12/15

Email: [redacted]

#2 - 7K3: PERFORM 7.5K MILE INTERVAL SCHEDULED MAINTENANCE SERVICE PER ATTACHED MENU CHECKLIST - PREFERRED SERVICE - CUSTOMER ACKNOWLEDGES RECEIPT OF LIST OF OPERATIONS TO BE PERFORMED Pon5615

C
C
C
C

Original Estimate: 172.22

Water Pump Belt Worn
Air Filter
255/70/R17

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

WARNING Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle: 1) work in well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle components. (carried in accordance with Proposition 65 in Cal. Health & Safety Code 2240[redacted]60. http://www.ooha.org/prop65.html

X [redacted]

Original Estimate:$ _____ Authorized by: _____ By FAX / By E-MAIL / In Person / By Phone

Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____

Revision Details: _____

Authorized by: 172.22

Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____

Revision Details: _____

Authorized by: _____

Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X [redacted]

(C) 2016 DEALERTRACK SYSTEMS Inc. Dealership Application Group (800) 845-1029

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/22/17	[redacted]
R/O Close Date	
9/12/17	Reprint
Mileage In	Mileage Out
86918	86918
Service Advisor / Tag #	
MICHAEL MOORE/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG380718
Home Phone	Delivery Date / [redacted]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR ENGINE: ENGINE		
CUSTOMER STATES REPLACE SOP WATER PUMP.		
Caused by		
NOT FOR SURE WHAT TO DO CUST WAS COMPLAINING ABOUT POPPING NOISE KNOW HE IS CALLING A RUBBEING NOISE WHEN YOU ACCELARATE OR SLOW DOWN FOUND A BULLITIO N OF STEERING SHAFT MAKEING NOISE		
Tech: Allen Pitts(564)		1056.00
Tech: Allen Pitts(564)		-200.00
Installed 12346290 :N-COOLANT (08800-BOPCKT)	1@24.28	24.28
Sub Total: Labor: 856.00 Parts: 24.28 Total: 880.28		
LUBE STEERING SHAFT WITH LITHAM GREESE SEE WHAT HA PPENS		
#2 - MR MISC: MISC		
REPLACE A/C BELT		
Tech: Allen Pitts(564)		368.00
Installed 12626076 :SL-N-BELT (01066-CT)	1@37.79	37.79
Sub Total: Labor: 368.00 Parts: 37.79 Total: 405.79		
#3 - MR BRAKES: BRAKE RELATED SERVICE/REPAIR		
Installed 23135915 :SL-N-PAD KIT (05017-CT)	1@126.54	126.54
Installed 23144340 :SL-N-ROTOR (05809-CT)	2@153.18	306.36
Sub Total: Labor: .00 Parts: 432.90 Total: 432.90		
CUSTOMER STATES BRAKES ARE WORKING FINE BUT SQUEEK		
-CHECK AND ADVISE		
REPLACE FRONT ROTORS AND BRAKE PADS		
#4 - MR MISC: MISC		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/28/17	[redacted]
R/O Close Date	
6/30/17	Pre-Invoice
Mileage In	Mileage Out
81781	81781
Service Advisor / Tag #	
MICHAEL MOORE/ [redacted]	

DAR# ARD00275226

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1[redacted]
Home Phone	Delivery Date / [illegible]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
#1 - BRAKES: BRAKE RELATED SERVICE/REPAIR			
CUSTOMER STATES BRAKES STIFFENS UP AND WONT STOP.			
SOP IN			
Caused by			
CALLED GM FOUND MOTOR OIL IN VACUM BOOSTER SAID TO REPLACE VACUUM PUMP/MATER CYL/AND BRAKE BOOSTER A LSO SAY IF YOU PUMP BRAKES RAPADLY WILL LOOSE VACU UM AND BRAKES WONT WORK PROBERLY			
Work performed by Allen Pitts	(564)		914.50
Installed 19299818 :N-FLUID (08800-BOPCKT)		2@13.34	26.68
REPLACE BRAKE BOOSTER/MASTER CYL/VACUUM PUMP/BLEED BRAKE SYSTEM			
Sub Total: 941.18			
#2 - TRANS: AUTOMATIC TRANSMISSION AND RELATED SERVICE/REPAIR			
CUSTOMER STATES HEARS A POP NOISE FROM CAR. LAST T IME IN FOUND MEDICINE JAR ROLLING BACK AND FORTH I N CONSOL. CUSTOMER WILL CLEAN CAR OUT AND ROAD TES T WITH TECH. IF HAS NOISE, WILL HAVE TO DIAGNOSE A GAIN.			
Caused by			
UNABLE TO DUPLICATE PROBLEM-TEST DROVE VEHICLE-CHE CKED FOR CODES NONE PRESENT			
Work performed by Allen Pitts	(564)		155.00
Sub Total: 155.00			
#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.			
Sub Total: .00			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8600 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/28/17	[redacted]
R/O Close Date	
6/30/17	Pre-Invoice
Mileage In	**Mileage Out**
81781	81781
Service Advisor / Tag #	
MICHAEL MOORE/[redacted]	

BAR# ARD00275228

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC[redacted]
Home Phone	**Delivery Date** / **ate**
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	
29682					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - MISC: MISC	
CUSTOMER OK TO LEAVE CAR TILL SATURDAY IF NEED BE.	
TO GET RID OF NOISE	
Sub Total: .00	
#5 - PHONE: CONTACT PHONE NUMBER [redacted]	
Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	1069.50
PARTS	26.68
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.03
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1098.21

Paid VISA - $1098.21
6.30.17 (M)
@ 5:48

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]

DIXON, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	6/28/17	[redacted]
Work Phone	Time Received	Time Promised
	7:23	6/28 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	81781	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		MICHAEL MOO

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1[redacted] 29682	JET BLACK		7/12/15	7/12/15

GMPP 24098 or 7/12/17 Ded 0

#1 - BRAKES: BRAKE RELATED SERVICE/REPAIR C
CUSTOMER STATES BRAKES STIFFENS UP AND WONT STOP. C
SOP IN C

364

#2 - TRANS: AUTOMATIC TRANSMISSION AND RELATED SERVICE/REPAIR C
CUSTOMER STATES HEARS A POP NOISE FROM CAR. LAST T C
IME IN FOUND MEDICINE JAR ROLLING BACK AND FORTH I C
N CONSOL. CUSTOMER WILL CLEAN CAR OUT AND ROAD TES C
T WITH TECH. IF HAS NOISE, WILL HAVE TO DIAGNOSE A C
GAIN. C

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

#4 - MISC: MISC C
CUSTOMER OK TO LEAVE CAR TILL SATURDAY IF NEED BE. C
TO GET RID OF NOISE C

#5 - PHONE: CONTACT PHONE NUMBER C
[redacted] C

Original Estimate: 155.00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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WARNING Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle: 1) work in well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle components. (posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65, http://www.ochha.org/Prop65.html

X
CUSTOMER SIGNATURE

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: 155.00
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X
CUSTOMER SIGNATURE

(c) 2015 DEALERTRACK SYSTEMS Inc. | Dealership Application Group (800)845-1029

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

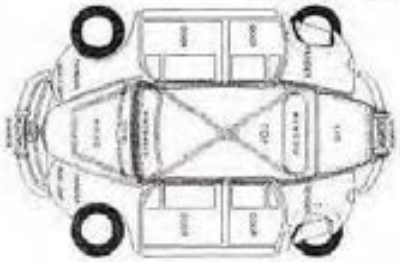
FOREMAN'S SIG. X _____

LB1 ECHDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reyrose.com | 800-344-0396, fax 1-800-531-4053

LABOR RECORD

	OFF	
FLAG SHEET		10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

PE18-012

GM

3-27-2019

Q3

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
1/05/18	[redacted]
R/O Close Date	
1/05/18	Pre-Invoice
Mileage In	Mileage Out
98826	98846
Service Advisor / Tag #	
ROBERT BRACE/ [redacted]	

BAR# ARD00275228
EPA# CAL000392080

[redacted]
DIXON, CA [redacted]

Work Phone:
Home Phone: [redacted]
Vehicle Identification Number: 3GTP1UEC1[redacted]
Delivery Date: 7/12/15 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT

#1 - DIAG: DIAG
CUSTOMER STRATES BRAKES SQUEAK EVERY TIME YOU BRAK
E ,ROAD TEST AND REPORT
Tech: JONATHAN NIELSEN (519)
Sub Total: .00

#2 - MISC: MISC
CUSTOMER STATES POPPING NOISE INTERMINTANT AT ACCE
LLERTION AND DECELLERATION ,ONLY HAPPENS SOMETIMES
PER CUSTOMER EVERY DAY ,ROAD TEST AND REPORT
Caused by
1ST ROAD TEST WITH BOB G UNABLE TO HEAR BUT CUST S
TATED HEARD NOISE VERY FAINT BUT THERE. CAME BACK
AND HAD TECH ROAD TEST AND TECH DID HEAR A FAINT N
OISE BUT NOT SURE FROM WHERE POSS TRANSMISSION ARE
A OR THERE ABOUTS ALSO STATED VERY FAINT NOISE
Tech: JONATHAN NIELSEN (519)
CUSTOMER TO BRING BACK BIT IS GOING TO CONTACT GM
CUSTOMER ASSISTANCE FIRST
Sub Total: .00

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO
RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.
Tech: GENERAL TECH (99)
DID NOT CHECK TIRE PRESSURE AT THIS VISIT
Sub Total: .00

Please Note: DID NOT ATTEMPT ANY REPAIRS AT THIS TIME AS WE WIL
L NEED TRUCK FOR A COUPLE OF DAYS AND CUSTOMER WIL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes, nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2009 DEALERTRACK SYSTEMS Inc. - Confidential Application Owned 8/8/2015 (12)

Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	R/O Number
1/05/18	[redacted]
R/O Close Date	
1/05/18	Pre-Invoice
Mileage In	Mileage Out
98826	98846
Service Advisor / Tag #	
ROBERT BRACE/ [redacted]	

[redacted]
DIXON, CA [redacted]

Work Phone	Vehicle Identification Number
	3GTP1UEC1FG[redacted]
Home Phone	Delivery Date / [illegible]
[redacted]	7/12/15 / 7/12/15

Year	Make	Model		Color	License Number
2015	GMC	SIERRA 1500	2WD CREW CAB 143.	JET BLACK	

29682

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
L NEED TO ARRANGE FOR ALTERNATE TRANSPORTATION WILL BE ABLE TO DIAGNOSIS AT NO CHARGE TO CUSTOMER BUT WILL NEED TRUCK. THERE WAS NO CHARGE FOR THIS VISIT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of road and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 2018 DEALERTRACK SYSTEMS, Inc. - Dealertrack Application Range [illegible]

[redacted] DIXON, CA [redacted]			Home Phone [redacted] Work Phone	R/O Open Date 1/05/18 Time Received 9:39	R/O Number [redacted] Date Promised 1/05 18:00
			Key Tag # [redacted]	Current Mileage 98826	Mileage Out 98845
Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	SIERRA 1500	2WD CREW CAB		ROBERT BRAC
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
3GTP1UEC1F[redacted] 29682		JET BLACK		7/12/15	7/12/15

GMPP 24098 or 7/12/17 Ded 0

#1 - DIAG: DIAG C
CUSTOMER STRATES BRAKES SQUEAK EVERY TIME YOU BRAK C
E ,ROAD TEST AND REPORT C
JST A SQUEAK, CRUNCH TYPE NOISE IN POSS SUSPENSION
TYPE NOISE, UNSURE WHAT CAUSE IS - RUBBER CRUNCH

#2 - MISC: MISC C
CUSTOMER STATES POPPING NOISE INTERMINTANT AT ACCE C
LLERTION AND DECELLERATION ,ONLY HAPPENS SOMETIMES C
PER CUSTOMER EVERY DAY ,ROAD TEST AND REPORT C
1ST ROAD TEST CUST HEARD NOISE, I WAS UNABLE TO HEAR
CUST STATES VERY FAINT NOISE [redacted]

#3 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

USES SENSES JUST SURE IF FRONT OR REAR

Original Estimate: .00

SENDING TECH OUT TO POSS HEAR NOISE - HEARD VERY FAINT NOISE UNABLE TO PINPOINT POSS TRANSMISSION AREA BUT UNSURE

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

Original Estimate:$ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____
Revision Details: _____
Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

Additional Cost:$ _____ Revised Estimate:$ _____
Revision Details: _____
Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No.: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X _____
CUSTOMER SIGNATURE

(C) 2010 [redacted] SYSTEMS, Inc. - Dealership Assistance Group (800)845-1526

Vehicle Report

2015 GMC SIERRA 1500 CREW CAB
VIN: 3GTP1UEC1F[redacted]
Odometer: 98826 mi

WORKBENCH
Service Menu & Inspection Toolkit
Buick GMC of Vacaville

Subscription Statuses

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	4/18/2016	Factory
✔ Accepted	MPVI	4/18/2016	Dealer
May Require Attention Soon	Passenger rear	6/28/2017	MPVI
May Require Attention Soon	Driver front	6/28/2017	MPVI
May Require Attention Soon	Passenger front	6/28/2017	MPVI
May Require Attention Soon	Driver rear	6/28/2017	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 81781 miles
Driving Conditions:

Previous Menu: 4/18/2016
Previous MPVI: 6/6/2017

Required Field Actions

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

Service Contracts

No information found for this vehicle

Service Information

No information found for this vehicle

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/13/2016	[redacted]	ZFAT	9102276	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	52156 miles	Warranty
6/7/2016		ZREG	4051980	Exhaust Muffler with Resonator, Exhaust, and Tail Pipe Replacement	35935 miles	Warranty
5/3/2016		ZREG	0559929	Air/Wind Noise - Customer Concern Not Duplicated (CCND)	32701 miles	Warranty
5/3/2016		ZREG	4069919	Engine Concern - Customer Concern Not Duplicated (CCND)	32701 miles	Warranty

Printed on 1/5/2018 12:44 PM
Please Note: This document may be considered current for 24 hours from the time it was printed

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BUICK GMC OF VACAVILLE

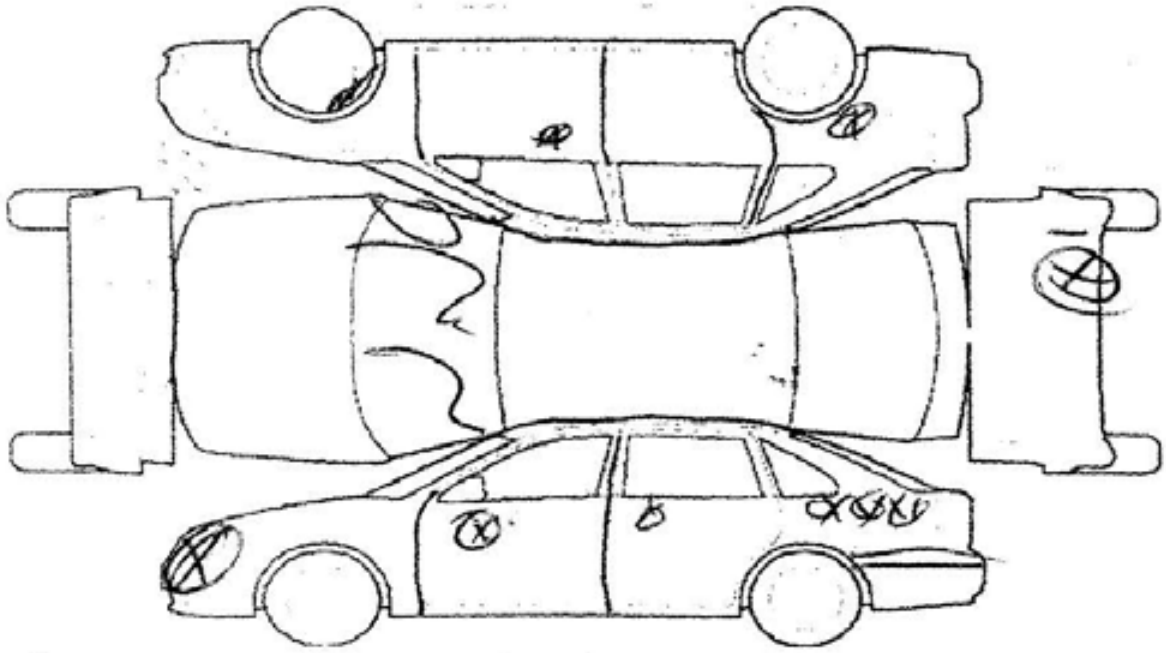
PRE-SERVICE INSPECTION

VIN #: [redacted]

CUSTOMER NAME: _____

LIC#: _____ MILEAGE: 98826 TAG#: [redacted]

NOTES: _____



TIRE TREAD DEPTH: L/F ____/32 R/F ____/32 R/R ____/32 L/R ____/32

TIRE SIZE: ____/____/____ MODEL: _____

- ☐ BATTERY TERMINALS OK ☐CORRODED
- ☐ GLASS OK ☐CRACKED
- ☐ ANY LIGHTS ON DASH? _____
- ☐ CAR DIRTY/ WET, HARD TO INSPECT ☐ LITTLE SCRATCHES ALL OVER VEH.

I HEREBY ACKNOWLEDGE THE PRE-EXISTING BLEMISHES AS SHOWN ABOVE.

X_____

PE18-012

GM

3-27-2019

Q3

5701 Lonetree Blvd., Suite 202
Rocklin, CA 95765

www.lemonbuyback.com
www.nofeetoyou.com

Law Offices of Jon Jacobs

Your Local Lemon Law Attorney Protecting Buyers' Rights
Local (916) 663-6400 Fax (916) 663-6500
Toll Free (866) NO FEE TO YOU

April 27, 2018

[redacted]
Dixon, CA [redacted]

Re: [redacted]
Service Request:
Vehicle: 2015 GMC Sierra 1500
VIN: 3GTP1UEC1F[redacted]

Dea[redacted]

This letter is to confirm that since October 16, 2017, we are no longer representing you in the Lemon Law matter pertaining to the vehicle, VIN number, and service request number listed above.

Sincerely,

LAW OFFICES OF JON JACOBS

[redacted]
Kayla Gebttman

PE18-012

GM

3-27-2019

Q3

Activity Attachments

Dealer Notification

Case Number: [redacted] **Activity Owner:** EMCNANNA12

ACTIVITY INFORMATION

Status:	In Progress	**Created By:**	CZLQ6W
Contact:	Juan Cruz	**Created:**	04/30/2018
		End Date:	

CA CEC request for documentation

VIN # [redacted]

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle. In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are: • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). Please fax them to (866) 850-2186. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below. The RO's I'm showing are 131684, 129775, 127990, 121284, 116504 and 115088.

Gmail [redacted]

Repair Order Request

1 message

GMCACECUpdate@gm.com <GMCACECUpdate@gm.com> Thu, Mar 22, 2018 at 10:39 AM
Reply-To: GMCACECUpdate@gm.com
T[redacted]

Customer Name[redacted]
VIN: 3GTP1UEC[redacted]

Hey Mr. McNanna,

I'm working on a case assessment for repurchase with the above reference VIN. I need the repair orders and to know if it were purchased at Folsom please sir?

Quinn
California District Specialist
866-790-5600x5914228
SR#[redacted]

APPEARS VEHICLE WAS PURCHASED FROM FOLSOM BUICK GMC 7-22-15

ED

[redacted] 3/22/2018

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 00032662

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
018UZZTIREINFL	TIRE INFLATION	MI		05BUZ-D01	AUTO TRANS DIAGNOSIS	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# AD221342

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. 3GTP1UEC1[redacted] | YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

JS FOLSOM AUTOMOTIVE INC
12640 AUTOMALL CIRCLE
FOLSOM, CA 95630

NO EMAIL

RESIDENCE PHONE [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE [redacted] | BILLING DEALER [redacted]

COLOR BRONZE ALLOY/JET | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				2	392	DAVE [redacted]

TIME RECEIVED 09:09am | DATE/TIME [redacted] 06/08/15 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check that indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL _____ MILES OUT _____

X _____

1 W 50BUZ *PDI* 1.3
PERFORM PRE-DELIVERY INSPECTION

2 W 60BUZ 1.0 *ACCESORIES*
LED BED LIGHTING

3 I 70BUZ-NCD *NEW VEHICLE DETAIL*
PERFORM NEW VEHICLE DETAIL

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST.	ADD COST	PERSON CONTACTED

DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

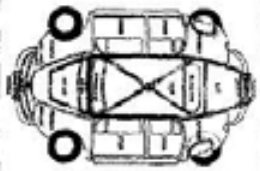
2nd REV EST.	ADD. COST	PERSON CONTACTED

DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

[redacted]

PAGE 1 OF 1

SERVICE FILE COPY

COMPLAINT: RDI/LIGHTING KIT/ANCHOR KIT

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID ____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ /32 RF ____ /32

LR ____ /32 RR ____ /32

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

ASM ____

FOREMAN'S SIG. X ____

LBITOR01-01 (21/13) The Reynolds and Reynolds Company TO ORDER www.mystore.com/r, 1-800-344-6996, fax 1-800-321-8655

LABOR RECORD

FLAG SHEET

OFF 10

ON

FLAG SHEET

OFF 9

STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. [redacted] | TIME | OFF 8

OPER. NO.

EMP. NO. | 1.3 | ON

OFF 7

STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. [redacted] | TIME | OFF

OPER. NO. | .8 | 13.0

EMP. NO. | ON

ON

FLAG SHEET

OFF 5

ON

FLAG SHEET

OFF 4

ON

FLAG SHEET

OFF 3

ON

FLAG SHEET

OFF 2

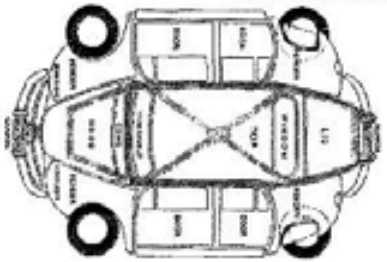
ON

FLAG SHEET

OFF 1

ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folsom Buick GMC 916 355 1230 05/02/2018 16:15 #167 P.004/033

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12640 Auto Mall Circle
Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

CUSTOMER NO. [redacted]

JS FOLSOM AUTOMOTIVE INC
12640 AUTOMALL CIRCLE
FOLSOM, CA 95630

NO EMAIL

RESIDENCE PHONE [redacted]

ADVISOR: DAVE WELLER 392
TAG: [redacted]
LICENSE NO.
MILEAGE: 2
YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C
VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F [redacted]
P. T. E. NO.: SRKH101000394
INVOICE DATE: 06/09/15
COLOR: BRONZE ALLO
DELIVERY DATE:
SELLING DEALER NO.
PRODUCTION DATE
R. O. DATE: 06/08/15
COMMENTS
MO: 2

JOB# 1 CHARGES

LABOR

J# 1 50BUZ	PDI	HOURS: 1.30 TECH(S):387		161.49
	PERFORM PRE-DELIVERY INSPECTION INSPECTION COMPLETE			
CLAIM # [redacted]				

JOB# 1 TOTALS

	LABOR	161.49
JOB# 1 JOURNAL PREFIX GCWP	JOB# 1 TOTAL	161.49

JOB# 2 CHARGES

LABOR

J# 2 60BUZ	ACCESORIES	HOURS: 0.60 TECH(S):387		74.53
	LED BED LIGHTING COMPLETED			

JOB# 2 TOTALS

	LABOR	74.53
JOB# 2 JOURNAL PREFIX GCWP	JOB# 2 TOTAL	74.53
	R/O TAX	0.00
	R/O TOTALS	236.02

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	74.53
	161.49
CLAIM TOTALS	236.02

APPROVED BY SIGNATURE

The Reynolds and Reynolds Company (Canada)
SF016975 Q (07/14)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

CUSTOMER NO. [redacted]	ADVISOR DAVE WELLER 392	T [redacted]	INVOICE DATE 06/09/15	[redacted]
JS FOLSOM AUTOMOTIVE INC 12640 AUTOMALL CIRCLE FOLSOM, CA 95630	LICENSE NO.	MILE 2	COLOR BRONZE ALLO	
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE	
NO EMAIL	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO	PRODUCTION DATE
RESIDENCE PHONE [redacted]	F.T.E. NO. SRKH101000394	P [redacted]	R.O. DATE 06/08/15	
	COMMENTS			MO: 2

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GTP1UEC1FG[redacted]	REPAIRING BAC	240[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	06/08/2015
ODOMETER	2	SERVICE ADVISOR GMIN	437988299
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

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

JOB COMPLETION DATE: 06/09/2015
TECHNICIAN GMIN: 872779402

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	.6

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	74.53	0.00	74.53
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	74.53	0.00	74.53

NNOT READ WARRDETAIL GC*A80718-1

The Reynolds and Reynolds Company STANTWVL
SF610970.Q (07/14)

11 ao Wait

FOLSOM
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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ-MAJOR 05BUZ-D01	MAJOR SERVICE AUTO TRANS DIAGNOSIS	MI MI		01BUZZTIREINFL	TIRE INFLATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/08/15	[redacted]	2	392	387 387 392	W W I	50BUZ 60BUZ 70BUZ-NCD	PDI ACCESORIES NEW VEHICLE DETAIL

SALESPERSON NO.

S E R V I C E

STATE REG [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE

VEHICLE I.D. NO. [redacted]
YEAR/MAKE/MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE [redacted]
LICENSE NO.
CUS [redacted]
SERVICE CONTRACT
DELIVERY DATE 07/12/15
SELLING DEALER NO.
08/06/16
DIXON, CA [redacted]
COLOR BRONZE ALLOY/JET
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TURBO | MAKE BUZZ | AIR COND. | P.S. | TRANS | MILEAGE 43,645 | ADVISOR NO. 390 | ADVISOR ERIK DEWEY

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE [redacted]
BUSINESS PHONE
TIME RECEIVED 10:59am | DATE/TIME PROMISED 08/06/16 01:00pm | PRIORITY
APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 66.00 MILES OUT _____

X [redacted]

1 C 01BUZ-1SINSP ***27 POINT FREE INSP***
27 POINT INSPECTION
355

2 C 01BUZ-000LOF ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER
333

3 C 01BUZ-ROTATE ***TIRE ROTATION***
CUSTOMER REQUEST TIRE ROTATION
333

4 C 01BUZZTIREINFL ***TIRE INFLATION***
TIRE INFLATION INSPECTION
355

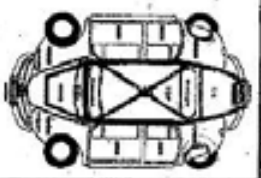
ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST. | ADD.COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST. | ADD. COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.
CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT
LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED [redacted]

[redacted]

SERVICE FILE COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION: Perf Lift + Rot 353

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF 8/32 RF _____/32

LR _____/32 RR _____/32

TIRE PRESSURE

LF 35 psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF 7/ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LBTTCFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rysource.com; 1-800-344-0660; fax 1-800-321-6955

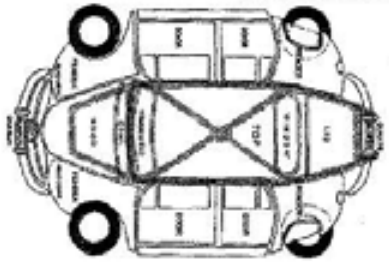
LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. [redacted]	TIME	OFF
				OPER. NO.		
				EMP. NO.		ON

	OFF	ON
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folsom Buick GMC 916 355 1230 05/02/2018 16:18 #167 P.008/033

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR ERIK DEWEY 390	TAG NO. [redacted]	INVOICE DATE 08/06/16
[redacted]	LICENSE NO.	MILEAGE [redacted] 43,645	COLOR BRONZE ALLO
DIXON, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE 07/12/15
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	P.O. NO.	P [redacted]	R.O. DATE 08/06/16
[redacted]	BUSINESS PHONE	COMMENTS	MO [redacted]

JOB# 1 CHARGES

LABOR

J# 1 01BUZ-15INSP 27 POINT FREE INSP TECH(S):355 0.00
27 POINT INSPECTION
INSPECTION COMPLETED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01BUZ-OODLOF LUBE, OIL AND FILTER TECH(S):355 15.45
CUSTOMER REQUEST LUBE, OIL AND FILTER
REPLACED OIL FILTER AND OIL.LUBRICATED CHASSIS AS NECCESSARY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK63	OIL FILTER	6.58	6.58
	1		19330000	FILTER 1.836	****	****
					TOTAL - PARTS	6.58

G.O.G. & SUPPLIES

9.0 88864004 0/20 DEXOS OIL @ 4.590 /UNIT 41.31
TOTAL - GOG 41.31

JOB# 2 TOTALS

LABOR	15.45
PARTS	6.58
G.O.G.	41.31

JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL 63.34

JOB# 3 CHARGES

LABOR

J# 3 01BUZ-ROTATE TIRE ROTATION TECH(S):355 19.95
CUSTOMER REQUEST TIRE ROTATION
ROTATION COMPLETE

MISC	CODE	DESCRIPTION	CONTROL NO	
	COUPP	COUPON PARTS		-10.50
	COUPS	COUPON SERVICE		-10.50
			TOTAL - MISC	-21.00

JOB# 3 TOTALS

LABOR	19.95
MISC	-21.00

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL -1.05

JOB# 4 CHARGES

LABOR

J# 4 01BUZZTIREINFL TIRE INFLATION TECH(S):355 0.00
TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

 [CONTINUED ON NEXT PAGE] 11:50am

The Reynolds and Reynolds Company ERA-NTIVE
SF-616975 Q (07/14)

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	ERIK DEWEY 390	[redacted]	08/06/16
[redacted] DIXON, C[redacted]	LICENSE NO. / MILEAGE: 43,645		COLOR: BRONZE ALLO
	YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE: 07/12/15
	VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F G[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O.	R.O. DATE: 08/06/16	
[redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCQS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $66.00 (+TAX)

TOTALS

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

TOTAL LABOR....	35.40
TOTAL PARTS....	6.58
TOTAL SUBLET...	0.00
TOTAL G.O.G....	41.31
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-21.00
TOTAL TAX.....	3.83
TOTAL INVOICE $	**66.12**

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF818975 O (07/14)

9 am Wait

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
03BUZ-TRANS	TRANS SERVICE	MI		01BUZ-MAJOR	MAJOR SERVICE	MI	
01BUZZTIREINFL	TIRE INFLATION	MI		05BUZ-DOI	AUTO TRANS DIAGNOSIS	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/06/16	[redacted]	43645	390	355	C	01BUZ-1SINSP	27 POINT FREE INSP
				355	C	01BUZ-000LOF	LUBE, OIL AND FILTER
				355	C	01BUZ-ROTATE	TIRE ROTATION
				355	C	01BUZZTIREINFL	TIRE INFLATION
06/08/15		2	392	387	W	50BUZ	PDI
				387	W	60BUZ	ACCESORIES

SALESPERSON NO.

S E R V I C E

STATE REG [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. 3GTP1UEC1F[redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE [redacted]
LICENSE NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 07/12/15
SELLING DEALER [redacted] 09/24/16
[redacted] DIXON, CA[redacted]
COLOR BRONZE ALLOY/JET
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TRANS MILEAGE 49,501
ADVISOR NO. 390
ADVISOR ERIK DEWEY
TURBO | MMC BUZZ | AIR COND | P.S. | TRANS

RESIDENCE PHONE [redacted]
BUSINESS PHONE
PROMISED 09:09am | 09/24/16 | 01:00pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JCU

ORIGINAL CUSTOMER ESTIMATE: TOTAL 255.00

MILES OUT _____

X [redacted]

1 C 03BUZ-TRANS ***TRANS SERVICE***
CUSTOMER REQUEST TO PERFORM TRANS FLUID EXCHANGE

2 C 01BUZ-000LOF ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER

3 C 01BUZ-ROTATE ***TIRE ROTATION***
CUSTOMER REQUEST TIRE ROTATION

4 C 01BUZ-1SINSP ***27 POINT FREE INSP***
27 POINT INSPECTION

ORIGINAL ESTIMATE $
HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended:

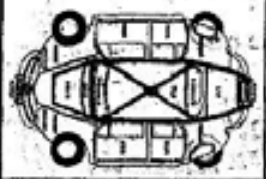
1st REV. EST. | ADD.COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST. | ADD. COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT

I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE]

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(916) 355-1414
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[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
03BUZ-TRANS	TRANS SERVICE	MI		01BUZ-MAJOR	MAJOR SERVICE	MI	
01BUZZTIREINFL	TIRE INFLATION	MI		05BUZ-D01	AUTO TRANS DIAGNOSIS	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/06/16	[redacted]	43645	390	355	C	01BUZ-1SINSP	27 POINT FREE INSP
				355	C	01BUZ-OOOLOF	LUBE, OIL AND FILTER
				355	C	01BUZ-ROTATE	TIRE ROTATION
				355	C	01BUZZTIREINFL	TIRE INFLATION
06/08/15		2	392	387	W	50BUZ	PDI
				387	W	60BUZ	ACCESORIES

SALESPERSON NO.

S E R V I C E

STATE REG# AC252876

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE ID NO. 3GTP1UEC1F[redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE
STOCK NO.
LICENSE NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 07/12/15 [redacted]
SELLING DEALER NO. 09/24/16
DIXON, CA [redacted]
BRONZE ALLOY/JET
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. [redacted]

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				49,501	390	ERIK D[redacted]

BUSINESS PHONE
DATE PROMISED 09:09am 09/24/16 01:00pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

5 C 01BUZZTIREINFL *TIRE INFLATION*
TIRE INFLATION INSPECTION

ORIGINAL ESTIMATE $
HAZARDOUS WASTE REMOVAL EST.

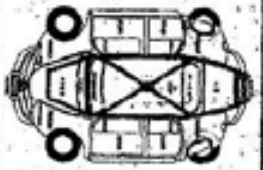
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date above. If I choose not to authorize the services recommended.

1st REV. EST.	ADD'L COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST.	ADD COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

SERVICE FILE COPY

COMPLAINT:

CAUSE:

A CORRECTION: Trans service 355 Ref Lot + Ref

COMPLAINT:

CAUSE:

B CORRECTION:

COMPLAINT:

CAUSE:

C CORRECTION:

COMPLAINT:

CAUSE:

D CORRECTION:

COMPLAINT:

CAUSE:

E CORRECTION:

ENGINE: CID ____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF 8 /32		RF ____ /32	
LR 9 /32		RR ____ /32	

TIRE PRESSURE

LF 35 psi		RF ____ psi	
LR ____ psi		RR ____ psi	

BRAKE CONDITION

LF 8	/MM	____	%	RF ____	/MM	____	%
LR 7	/MM	____	%	RR ____	/MM	____	%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

ASM ____

FOREMAN'S SIG. X ____

LB1TCFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reyscarce.com; 1-800-344-0996; fax 1-800-531-0050

LABOR RECORD

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	3	TIME
		OPER. NO.		
		EMP NO. 355		

OFF 10 ON

FLAG SHEET OFF ON

FLAG SHEET OFF 7 ON

FLAG SHEET OFF 6 ON

FLAG SHEET OFF 5 ON

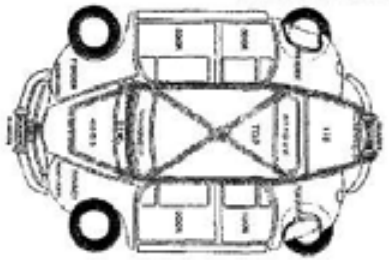
FLAG SHEET OFF 4 ON

FLAG SHEET OFF 3 ON

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folsom Buick GMC 916 355 1230 05/02/2018 16:21 #167 P.013/033

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR ERIK DEWEY 390	TAG NO. [redacted]	INVOICE DATE 09/24/16	INVOICE NO. [redacted]	
[redacted]		LICENSE NO.	MILEAGE 49,501	COLOR BRONZE ALLO	
DIXON, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C			DELIVERY DATE 07/12/15	DELIVERY MILES
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 09/24/16	REPRINT# 1
[redacted]	BUSINESS PHONE	COMMENTS			MO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 03BUZ-TRANS TRANS SERVICE TECH(S):355			80.00
CUSTOMER REQUEST TO PERFORM TRANS FLUID EXCHANGE			
PERFORMED TRANS FLUID EXCHANGE			

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	6600	TRANS/CLN	36.95	36.95
			TOTAL - PARTS	36.95

G.O.G. & SUPPLIES

16.0	88862155 ATF	@	4.400	/UNIT	70.40
				TOTAL - GOG	70.40

JOB# 1 TOTALS

LABOR	80.00
PARTS	36.95
G.O.G.	70.40
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	187.35

JOB# 2 CHARGES

LABOR

J# 2 01BUZ-000LOF LUBE, OIL AND FILTER TECH(S):355			15.45
CUSTOMER REQUEST LUBE, OIL AND FILTER			
REPLACED OIL FILTER AND OIL.LUBRICATED CHASSIS AS NECCESSARY			

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK63	OIL FILTER	6.58	6.58
1	19330000	FILTER 1.836	****	****
			TOTAL - PARTS	6.58

G.O.G. & SUPPLIES

6.0	88865638 5/30W DEXOS OIL	@	3.890	/UNIT	23.34
				TOTAL - GOG	23.34

JOB# 2 TOTALS

LABOR	15.45
PARTS	6.58
G.O.G.	23.34
JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL	45.37

JOB# 3 CHARGES

LABOR

J# 3 01BUZ-ROTATE TIRE ROTATION TECH(S):360	19.95
CUSTOMER REQUEST TIRE ROTATION	
ROTATION COMPLETE	

MISC

CODE	DESCRIPTION	CONTROL NO	
COUPP	COUPON PARTS		-10.00
COUPS	COUPON SERVICE		-10.00
		TOTAL - MISC	-20.00

The Reynolds and Reynolds Company ERA-IGNITE
SF016975 Q (07/14)

FOLSOM
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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: ERIK DEWEY 390	TAG NO. [redacted]	INVOICE DATE: 09/24/16	[redacted]
[redacted] DIXON, CA [redacted]	LICENSE NO.	MILEAGE: 49,501	COLOR: BRONZE ALLO	
	YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE: 07/12/15	
	VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE: 09/24/16	REPRINT# 1
[redacted]	BUSINESS PHONE	COMMENTS		MO [redacted]

JOB# 3 TOTALS

LABOR	19.95
MISC	20.00
JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL	-0.05

JOB# 4 CHARGES

LABOR

J# 4 01BUZ-1SINSP 27 POINT FREE INSP TECH(S):360 0.00
27 POINT INSPECTION
INSPECTION COMPLETED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCQS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 01BUZZTIREINFL TIRE INFLATION TECH(S):360 0.00
TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX GCQS JOB# 5 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $255.00 (+TAX)

TOTALS

TOTAL LABOR....	115.40
TOTAL PARTS....	43.53
TOTAL SUBLET...	0.00
TOTAL G.O.G....	93.74
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-20.00
TOTAL TAX.....	10.98
TOTAL INVOICE $	**243.65**

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

ENTERED
SEP 24
BY: Cash

SERVICE FILE COPY

[END OF INVOICE] 11:06am

The Reynolds and Reynolds Company SFAIATWVC
SF616975.Q (07/14)

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ-MAJOR	MAJOR SERVICE	MI		01BUZZTIREINFL	TIRE INFLATION	MI	
05BUZ-D01	AUTO TRANS DIAGNOSIS	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/24/16	[redacted]	49501	390	355	C	03BUZ-TRANS	TRANS SERVICE
				355	C	01BUZ-000LOF	LUBE, OIL AND FILTER
				360	C	01BUZ-ROTATE	TIRE ROTATION
				360	C	01BUZ-1SINSP	MULTI-POINT INSPCTN
				360	C	01BUZZTIREINFL	TIRE INFLATION
08/06/16		43645	390	355	C	01BUZ-1SINSP	MULTI-POINT INSPCTN

SALESPERSON NO.

S E R V I C E

STATE REG [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

VEHICLE I.D. NO. 3GTP1UEC1FG[redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE [redacted] LICENSE NO.
CUSTOMER [redacted] SERVICE CONTRACT DELIVERY DATE 07/12/15 SELLING DEALER NO. 03/14/17
[redacted] DIXON, CA
COLOR BRONZE ALLOY/JET CONTRACT NO. EXPIRATION DATE EXPIRATION MILES [redacted]

TURBO	MMG	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ				68,306	395	ERIC SCHULTZ

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted] BUSINESS PHONE
PROMISED 08:48am 03/14/17 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with this smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY hereof

JOB

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST. | ADD. COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST. | ADD. COST | PERSON CONTACTED
DATE | TIME | CONTACTED AT | HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

[redacted] TOTAL 600.00 MILES OUT _____
X [redacted]

1 C 01BUZ-000LOF ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER

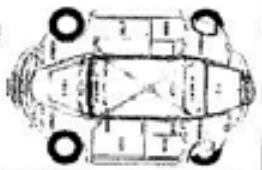
2 C 01BUZ-ROTATE ***TIRE ROTATION*** .4
CUSTOMER REQUEST TIRE ROTATION

3 C 01BUZ-1SINSP ***MULTI-POINT INSPCTN***
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED SHEET FOR LIST OF INSPECTIONS

4 C 22BUZ ***STEERING***
CUST REQUEST TO REPLACE STEERING COLUM AND I-SHAFT (CUST [redacted] SUPPLIED PARTS 4.0

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.
CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT
LABOR TOTAL
PARTS TOTAL
TAX (IF PAID)
DEDUCT
TOTAL TIME:
AUTH # DATE:
PERSON CONTACTED

[redacted]

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ-MAJOR 05BUZ-D01	MAJOR SERVICE AUTO TRANS DIAGNOSIS	MI MI		01BUZZTIREINFL	TIRE INFLATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/24/16	[redacted]	49501	390	355	C	03BUZ-TRANS	TRANS SERVICE
				355	C	01BUZ-OOOLOF	LUBE, OIL AND FILTER
				360	C	01BUZ-ROTATE	TIRE ROTATION
				360	C	01BUZ-1SINSP	MULTI-POINT INSPCTN
				360	C	01BUZZTIREINFL	TIRE INFLATION
08/06/16		43645	390	355	C	01BUZ-1SINSP	MULTI-POINT INSPCTN

SALESPERSON NO. **S E R V I C E** STATE REG# AC252876

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE

VEHICLE I.D. NO. 3GTP1UEC1FG[redacted] YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. [redacted]
CUSTOMER [redacted] | SERVICE CONTRACT | DELIVERY DATE 07/12/15 | SELLING DEALER NO. | 03/14/17
DIXON, CA [redacted]
COLOR BRONZE ALLOY/JET | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]
TURBO | WMC BUZZ | AIR COND | P.S. | TRANS | MILEAGE 68,306 | ADVISOR NO. 395 | ADVISOR ERIC SCHULTZ

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted] BUSINESS PHONE
TIME RECEIVED 08:48am | DATE/TIME PROMISED 03/14/17 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

5 **C** 01BUZZTIREINFL ***TIRE INFLATION***
TIRE INFLATION INSPECTION

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST

TEAR/DOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST.	ADD COST	PERSON CONTACTED

DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

2nd REV. EST.	ADD. COST	PERSON CONTACTED

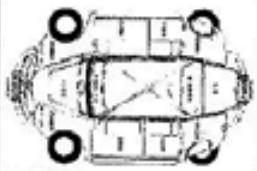
DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT

I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

SERVICE FILE COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL☐ 6 CYL☐ V/6☐ V/8☐ DIESEL☐ HYBRID☐

TRANSMISSION:

3 SPEED☐ 4 SPD☐ 5 SPD☐ AUTO☐ TYPE _____

ACCESSORIES:

P/S☐ P/B☐ A/C☐ AIR☐ OTHER _____

TIRE CONDITION

LF _____/32 RF _____/32

LR _____/32 RR _____/32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____/MM ____ % RF ____/MM ____ %

LR ____/MM ____ % RR ____/MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

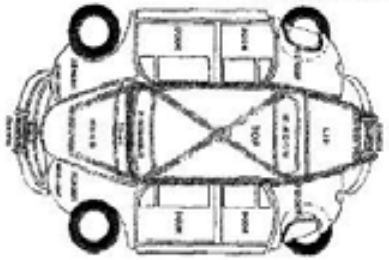
FOREMAN'S SIG. X _____

LB1TDFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rysm.mu.com; 1-800 344-0066, fax 1-800-631-9055

LABOR RECORD

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF☐ RR☐

F☐ R☐

LF☐ LR☐

From:Folsom Buick GMC 916 355 1230 05/02/2016 16:25 #167 P.018/033

COMPLAINT: Ref LCF

CAUSE: Rotation

A

CORRECTION:

COMPLAINT: Replaced Steering Column & Tshaft

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

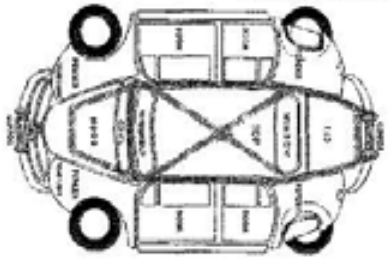
LBTTCFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rydemand.com; 1-800-344-0066; fax 1-800-531-0065

LABOR RECORD

FLAG SHEET	OFF 10 ON	
FLAG SHEET	OFF 9 ON	
FLAG SHEET	OFF 8 ON	
FLAG SHEET	OFF 7 ON	
FLAG SHEET	OFF 6 ON	
FLAG SHEET	OFF 5 ON	
FLAG SHEET	OFF 4 ON	
FLAG SHEET	OFF 3 ON	
FLAG SHEET	OFF 2 ON	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 121284 7	TIME	OFF
	4.8	OPER. NO. EMP. NO. 359		ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folsom Buick GMC 916 355 1230 05/02/2018 16:26 #167 P.019/033

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR ERIC SCHULTZ 395	TAG NO. [redacted]	INVOICE DATE 03/14/17	[redacted]
[redacted] DIXON, CA	LICENSE NO.	MILEAGE 68,306	COLOR BRONZE ALLO	
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE 07/12/15	DELIVERY MILES
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/14/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO [redacted]

JOB# 1 CHARGES

LABOR
J# 1 01BUZ-OOOLOF LUBE, OIL AND FILTER TECH(S):339 15.45
CUSTOMER REQUEST LUBE, OIL AND FILTER
REPLACED OIL FILTER AND OIL,LUBRICATED CHASSIS AS NECCESSARY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK63	OIL FILTER	6.58	6.58
	1	19330000	FILTER 1.836	****	****
				TOTAL - PARTS	6.58

G.O.G. & SUPPLIES
8.0 88864004 0/20 DEXOS OIL @ 4.590 /UNIT 36.72
TOTAL - GOG 36.72

JOB# 1 TOTALS

LABOR	15.45
PARTS	6.58
G.O.G.	36.72

JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL 58.75

JOB# 2 CHARGES

LABOR
J# 2 01BUZ-ROTATE TIRE ROTATION TECH(S):339 19.95
CUSTOMER REQUEST TIRE ROTATION
ROTATION COMPLETE

MISC	CODE	DESCRIPTION	CONTROL NO	
	COUPP	COUPON PARTS		-10.00
	COUPS	COUPON SERVICE		-10.00
			TOTAL - MISC	-20.00

JOB# 2 TOTALS

LABOR	19.95
MISC	-20.00

JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL -0.05

JOB# 3 CHARGES

LABOR
J# 3 01BUZ-1SINSP MULTI-POINT INSPCTN TECH(S):339 0.00
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED
SHEET FOR LIST OF INSPECTIONS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 22BUZ STEERING TECH(S):339 540.00
CUST REQUEST TO REPLACE STEERING COLUM AND I-SHAFT (CUST EU
SUPPLIED PARTS

The Reynolds and Reynolds Company ERAINTINVE
SF616975 O (07/14)

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(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	ERIC SCHULTZ 395	[redacted]	03/14/17 [redacted]
[redacted] DIXON, CA [redacted]	LICENSE NO. / MILEAGE: 68,306		COLOR: BRONZE ALLO
	YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE: 07/12/15 / DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE: 03/14/17
[redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

REPLACE STEERING COLUUM AND I-SHAFT AS PER CUST SUPPLIED
PARTS

JOB# 4 TOTALS

LABOR	540.00
JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL	540.00

JOB# 5 CHARGES

LABOR
J# 5 01BUZZTIREINFL TIRE INFLATION TECH(S):339 0.00
TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX GCQS JOB# 5 TOTAL	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $600.00 (+TAX)

TOTALS

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

TOTAL LABOR....	575.40
TOTAL PARTS....	6.58
TOTAL SUBLET...	0.00
TOTAL G.O.G....	36.72
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-20.00
TOTAL TAX.....	3.36
TOTAL INVOICE $	**602.06**

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

ENTERED
MAR 14
BY: Cash

The Reynolds and Reynolds Company ERAINTINVE
SF616975 O (07/14)

[redacted]

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(916) 355-1414
www.folsombpg.com

[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

Waiter O

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ-MAJOR	MAJOR SERVICE	MI		01BUZZTIREINFL	TIRE INFLATION	MI	
05BUZ-D01	AUTO TRANS DIAGNOSIS	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/14/17	[redacted]	68306	395	339	C	01BUZ-000LOF	LUBE, OIL AND FILTER
				339	C	01BUZ-ROTATE	TIRE ROTATION
				339	C	01BUZ-1SINSP	MULTI-POINT INSPCTN
				339	C	22BUZ	STEERING
				339	C	01BUZZTIREINFL	TIRE INFLATION
09/24/16		49501	390	355	C	03BUZ-TRANS	TRANS SERVICE

SALESPERSON NO.

S E R V I C E

STATE REG# AC252876

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE

VEHICLE I.D. NO. 3GTP1UEC1FG[redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE
STOCK NO. [redacted]
LICENSE NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 07/12/15
SELLING DEALER NO.
P.O. DATE 10/25/17
DIXON, CA [redacted]
COLOR BRONZE ALLOY/JET
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				91,375	397	JASON RUPCHOCK

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted] BUSINESS PHONE
PROMISED 11:01am 10/25/17 06:00pm PRIORITY

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

APPOINTMENT
☐ Yes
☒ No

JOB

MILES OUT _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL 49.95

[redacted]

1 C 01BUZ-000LOF ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER

2 C 01BUZZTIREINFL ***TIRE INFLATION***
TIRE INFLATION INSPECTION

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

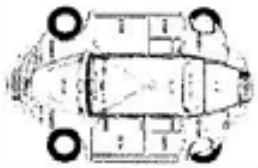
1st REV EST.	ADD COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV EST.	ADD COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT

I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

No Wash

0101J127990

SERVICE FILE COPY

[redacted]

A

COMPLAINT: RF LF

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF 8	/32	RF	/32
LR 8	/32	RR	/32

TIRE PRESSURE

LF 33	psi	RF	psi
LR	psi	RR	psi

BRAKE CONDITION

LF 7	/MM	%		RF	/MM	%	
LR 5	/MM	%		RR	/MM	%	

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

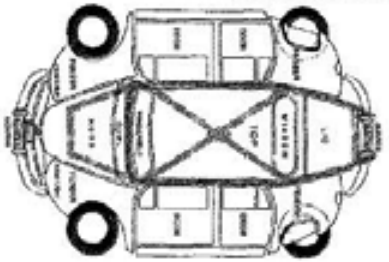
LB1TCFDF-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rbysource.com; 1-800-346-3896; fax 1-800-531-9055

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF / ON
2.1	.4	OPER. NO. EMP. NO. 355		

FLAG SHEET	OFF / ON	10
FLAG SHEET	OFF / ON	9
FLAG SHEET	OFF / ON	8
FLAG SHEET	OFF / ON	7
FLAG SHEET	OFF / ON	6
FLAG SHEET	OFF / ON	5
FLAG SHEET	OFF / ON	4
FLAG SHEET	OFF / ON	3
FLAG SHEET	OFF / ON	2
FLAG SHEET	OFF / ON	1

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folson Buick GMC 916 355 1230 05/02/2018 16:28 #167 P.023/033

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(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: JASON RUPCHOCK 397	TAG [redacted]	INVOICE DATE: 10/25/17
[redacted] DIXON, CA [redacted]	LICENSE NO.	MILEAGE 91,375	COLOR: BRONZE ALLO [redacted]
	YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE: 07/12/15
	VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	P.T.E. NO. / P.O.		R.O. DATE: 10/25/17
[redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

JOB# 1 CHARGES

LABOR

J#				
1	01BUZ-000LOF	LUBE, OIL AND FILTER	TECH(S):355	20.00
		CUSTOMER REQUEST LUBE, OIL AND FILTER		
		REPLACED OIL FILTER AND OIL,LUBRICATED CHASSIS AS NECCESSARY		

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK63	OIL FILTER	6.58	6.58
1	29330000	FILTER 1.836	****	****
			TOTAL - PARTS	6.58

G.O.G. & SUPPLIES

8.5	88864004	0/20 DEXOS OIL	@ 4.750	/UNIT	40.38
				TOTAL - GOG	40.38

MISC

CODE	DESCRIPTION	CONTROL NO	
10P	10% PARTS DISCOUNT		-10.00
10S	10% LABOR DISCOUNT		-10.00
		TOTAL - MISC	-20.00

JOB# 1 TOTALS

LABOR	20.00
PARTS	6.58
G.O.G.	40.38
MISC	-20.00
JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL	46.96

JOB# 2 CHARGES

LABOR

J#				
2	01BUZZTIREINFL	TIRE INFLATION	TECH(S):355	0.00
		TIRE INFLATION INSPECTION		
		VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS		

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL	0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $49.95 (+TAX)

The Reynolds and Reynolds Company (Dayton, OH)
SF616975.0 (07/14)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON RUPCHOCK 397	TAG NO. [redacted]	INVOICE DATE 10/25/17	[redacted]
[redacted] DIXON, CA [redacted]	LICENSE NO.	MILEAGE 91,375	COLOR BRONZE ALLO	[redacted]
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE 07/12/15	
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. [redacted]	R.O. DATE 10/25/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

TOTALS

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

TOTAL LABOR....	20.00
TOTAL PARTS....	6.58
TOTAL SUBLET...	0.00
TOTAL G.O.G....	40.38
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-20.00
TOTAL TAX.....	2.86
TOTAL INVOICE $	**49.82**

PAID
OCT 25 RECD
By Deb

The Reynolds and Reynolds Company (GRAINTRAVE)
SF616375 O (07/14)

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[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZTIREINFL	TIRE INFLATION	MI		05BUZ-D01	AUTO TRANS DIAGNOSIS	MI	
01BUZ-MAJOR	MAJOR SERVICE	MI			Wait		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/25/17	[redacted]	91375	397	355	C	01BUZ-000LOF	LUBE, OIL AND FILTER
				355	C	01BUZZTIREINFL	TIRE INFLATION
03/14/17		68306	395	339	C	01BUZ-000LOF	LUBE, OIL AND FILTER
				339	C	01BUZ-ROTATE	TIRE ROTATION
				339	C	01BUZ-1SINSP	MULTI-POINT INSPCTN
				339	C	22BUZ	STEERING

SALESPERSON NO. **SERVICE** STATE REG [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

VEHICLE I.D. NO. 3GTP1UEC1F[redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE [redacted] ENGINE NO. [redacted]
CUSTOMER NO. [redacted] SERVICE CONTRACT
DELIVERY DATE 07/12/15 SELLING DEALER NO. 12/28/17
DIXON, CA[redacted]
COLOR BRONZE ALLOY/JET CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				97,849	392	DAVE WELLER

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE [redacted] BUSINESS PHONE

TIME RECEIVED 12:33pm DATE/TIME PROMISED 12/28/17 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL [redacted].95
MILES OUT _____

1 C 01BUZ-000LOF ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER

2 C 01BUZ-ROTATE ***TIRE ROTATION***
CUSTOMER REQUEST TIRE ROTATION

3 C 01BUZ-1SINSP ***MULTI-POINT INSPCTN***
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED SHEET FOR LIST OF INSPECTIONS

4 C 01BUZZTIREINFL ***TIRE INFLATION***
TIRE INFLATION INSPECTION

Dent LR Fender. Windshield cracked

[redacted]

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1ST REV. EST.	ADD. COST	PERSON CONTACTED

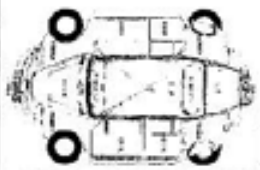
DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

2nd REV. EST.	ADD. COST	PERSON CONTACTED

DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.
CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT
LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

Copyright © by Folsom Chevrolet, GMC, Buick, Inc. SF Forms C (4/08)

SERVICE FILE COPY

COMPLAINT:

CAUSE: O COF

A

CORRECTION: O-Rotate Tires

COMPLAINT:

CAUSE:

B

CORRECTION: B MPI

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

STRAIGHT TIME HOURS | FLAT RATE | RO [redacted] | TIME 17 DEC 28 13.8

1234 | | .8 | OPER. NO. | EMP. NO. 310 | 17 DEC 28 13.0

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF 11 /32		RF 11 /32	
LR 11 /32		RR 11 /32	

TIRE PRESSURE

LF	psi	RF	psi
LR N2	psi	RR N2	psi

BRAKE CONDITION

LF 11 /MM	%	RF 11 /MM	%
LR 5 /MM	%	RR 5 /MM	%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

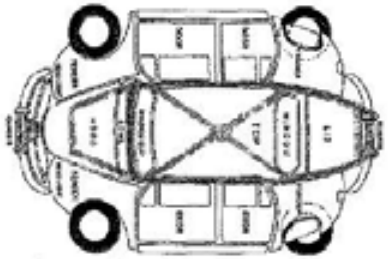
ASM

FOREMAN'S SIG. X

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folson Buick GMC 916 355 1230 05/02/2018 16:31 #167 P.027/033

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR DAVE WELLER 392	TAG NO. [redacted]	INVOICE DATE 12/28/17	[redacted]
[redacted] DIXON, [redacted]	LICENSE NO.	MILEAGE 97,849	COLOR BRONZE ALLO	[redacted]
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE 07/12/15	
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	[redacted]	R.O. DATE 12/28/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 01BUZ-OOOLOF LUBE, OIL AND FILTER TECH(S):360 20.00
CUSTOMER REQUEST LUBE, OIL AND FILTER
REPLACED OIL FILTER AND OIL,LUBRICATED CHASSIS AS NECCESSARY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK63	OIL FILTER	8.60	8.60
	1	19330000	FILTER 1.836	****	****
				TOTAL - PARTS	8.60

G.O.G. & SUPPLIES

8.5 88864004 0/20 DEXOS OIL @ 4.750 /UNIT 40.38
TOTAL - GOG 40.38

MISC

CODE	DESCRIPTION	CONTROL NO	
COUPP	COUPON PARTS		-16.48
COUPS	COUPON SERVICE		-16.48
		TOTAL - MISC	-32.96

JOB# 1 TOTALS

LABOR	20.00
PARTS	8.60
G.O.G.	40.38
MISC	-32.96

JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL 36.02

JOB# 2 CHARGES

LABOR

J# 2 01BUZ-ROTATE TIRE ROTATION TECH(S):360 19.95
CUSTOMER REQUEST TIRE ROTATION
ROTATION COMPLETE

JOB# 2 TOTALS

LABOR 19.95

JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL 19.95

JOB# 3 CHARGES

LABOR

J# 3 01BUZ-15INSP MULTI-POINT INSPCTN TECH(S):360 0.00
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED
SHEET FOR LIST OF INSPECTIONS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 01BUZZTIREINFL TIRE INFLATION TECH(S):360 0.00
TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

 [CONTINUED ON NEXT PAGE] 02:10pm

The Reynolds and Reynolds Company ERAINTMVC
SF616975.Q (07/14)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DAVE WELLER 392	[redacted]	12/28/17	[redacted]
	LICENSE NO. / MILEAGE		COLOR	
		[redacted]	BRONZE ALLO	
	YEAR / MAKE / MODEL		DELIVERY DATE	
DIXON, CA [redacted]	15/GMC/SIERRA 1500/SIERRA 1500 2WD C		07/12/15	
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	3 G T P 1 U E C 1 F [redacted]			
	F.T.E. NO.		R.O. DATE	
			12/28/17	
[redacted]	BUSINESS PHONE	COMMENTS		
			MO: [redacted]	

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCQS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $59.95 (+TAX)
TOTALS----------

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.B. AC252876
I/M RC252876

TOTAL LABOR....	39.95
TOTAL PARTS....	8.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	40.38
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-32.96
TOTAL TAX.....	3.80
TOTAL INVOICE $	**59.77**

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

DEC 28
BY:

The Reynolds and Reynolds Company ERAUTOMATE
SHB16075 Q (07/14)

WAIT

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[redacted]

I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZTIREINFL	TIRE INFLATION	MI		05BUZ-D01	AUTO TRANS DIAGNOSIS	MI	
01BUZ-MAJOR	MAJOR SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/28/17	[redacted]	97849	392	360	C	01BUZ-000L0F	LUBE, OIL AND FILTER
				360	C	01BUZ-ROTATE	TIRE ROTATION
				360	C	01BUZ-1SINSP	MULTI-POINT INSPCTN
				360	C	01BUZZTIREINFL	TIRE INFLATION
10/25/17		91375	397	355	C	01BUZ-000L0F	LUBE, OIL AND FILTER
				355	C	01BUZZTIREINFL	TIRE INFLATION

SALESPERSON NO.

S E R V I C E

STATE REG [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. 3GTP1UEC1F[redacted]
SACRAMENTO, CA [redacted]
YEAR/MAKE/MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD
PRODUCTION DATE
CU [redacted] SERVICE CONTRACT
DELIVERY DATE 07/12/15
LICENSE NO. [redacted]
03/03/18
CO BRONZE ALLOY/JET
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
RO NO. [redacted]

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ				105,324	398	RANDY BAPTISTA

BUSINESS PHONE [redacted]

TIME RECEIVED 08:39am | DATE/TIME PROMISED 03/03/18 01:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicated as necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB [redacted] ESTIMATE: TOTAL 69.95

MILES OUT _____

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST.	ADD COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED (IN PERSON ☐ VIA PHONE ☐)
2nd REV. EST.	ADD COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED (IN PERSON ☐ VIA PHONE ☐)

1 C 01BUZ-000LOF (37) ***LUBE, OIL AND FILTER***
CUSTOMER REQUEST LUBE, OIL AND FILTER
8.5 Qt

2 C 01BUZ-ROTATE (37) ***TIRE ROTATION***
CUSTOMER REQUEST TIRE ROTATION

3 C 01BUZ-1SINSP (311) ***MULTI-POINT INSPCTN***
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED SHEET FOR LIST OF INSPECTIONS

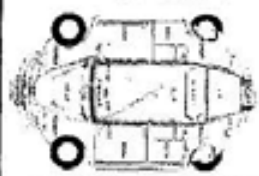
4 C 01BUZZTIREINFL (37) ***TIRE INFLATION***
TIRE INFLATION INSPECTION

35
35
35

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED [redacted]

[redacted]

SERVICE FILE COPY

From:Folsom Buick GMC 916 355 1230 05/02/2018 16:34 #167 P.031/033

COMPLAINT: L-1 Performed LOF

CAUSE: L-2 Rotated tires

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF /32 RF /32

LR /32 RR /32

TIRE PRESSURE

LF psi RF psi

LR psi RR psi

BRAKE CONDITION

LF /MM % RF /MM %

LR /MM % RR /MM %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

FOREMAN'S SIG. X

LBSTCFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rysource.com, 1-800-344-0866, fax 1-800-531-9665

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted] 2	TIME	OFF / ON
CP	.8	OPER. NO. L-1-2 EMP. NO.		

FLAG SHEET — ON

FLAG SHEET — OFF 8 / ON

FLAG SHEET — OFF 7 / ON

FLAG SHEET — OFF 6 / ON

FLAG SHEET — OFF 5 / ON

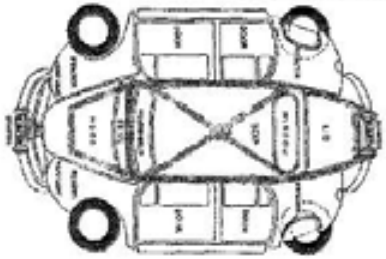
FLAG SHEET — OFF 4 / ON

FLAG SHEET — OFF 3 / ON

FLAG SHEET — OFF 2 / ON

FLAG SHEET — OFF 1 / ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

FOLSOM
BUICK • GMC
"We do business a little differently"

12640 Auto Mall Circle
Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR RANDY BAPTIS[redacted]398	TAG N [redacted]	INVOICE DATE 03/03/18
[redacted]	[redacted]	MILEAGE 105,324	COLOR BRONZE ALLO
SACRAMENTO, CA 9[redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE 07/12/15
	VEHICLE I.D. NO. 3 G T P 1 U E C 1 F G [redacted]		CALLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/03/18
RES [redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 01BUZ-OOOLOF	LUBE, OIL AND FILTER	TECH(S):371	20.00

CUSTOMER REQUEST LUBE, OIL AND FILTER
REPLACED OIL FILTER AND OIL,LUBRICATED CHASSIS AS NECCESSARY

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PK63	OIL FILTER	8.60	8.60
1	19330000	FILTER 1.836	****	****
		TOTAL - PARTS		8.60

G.O.G. & SUPPLIES

8.5	88864004 0/20 DEXOS OIL	@	4.750	/UNIT	40.38
			TOTAL - GOG		40.38

MISC

CODE	DESCRIPTION	CONTROL NO	
COUPP	COUPON PARTS		-9.50
COUPS	COUPON SERVICE		-9.50
	TOTAL - MISC		-19.00

JOB# 1 TOTALS

LABOR	20.00
PARTS	8.60
G.O.G.	40.38
MISC	-19.00
JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL	49.98

JOB# 2 CHARGES

LABOR

J# 2 01BUZ-ROTATE	TIRE ROTATION	TECH(S):371	19.95

CUSTOMER REQUEST TIRE ROTATION
ROTATION COMPLETE

JOB# 2 TOTALS

LABOR	19.95
JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL	19.95

JOB# 3 CHARGES

LABOR

J# 3 01BUZ-1SINSP	MULTI-POINT INSPCTN	TECH(S):371	0.00

PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED
SHEET FOR LIST OF INSPECTIONS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL	0.00

JOB# 4 CHARGES

LABOR

J# 4 01BUZZTIREINFL	TIRE INFLATION	TECH(S):371	0.00

TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

The Reynolds and Reynolds Company ERARTINVC
SF616975 Q (07/14)

FOLSOM
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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: RANDY BAPTISTA 398	TAG NO. [redacted]	INVOICE DATE: 03/03/18
[redacted]	[redacted]	MILEAGE: 105,324	COLOR: BRONZE ALLO
SACRAMENTO, CA [redacted]	YEAR / MAKE / MODEL: 15/GMC/SIERRA 1500/SIERRA 1500 2WD C		DELIVERY DATE: 07/12/15
	VEHICLE I.D. NO.: 3 G T P 1 U E C 1 F G [redacted]	BILLING DEALER NO.	PRODUCTION DATE
[redacted]	F. & I. NO.	P.O. NO.	P.O. DATE: 03/03/18
[redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCQS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $69.95 (+TAX)

TOTALS----------

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

TOTAL LABOR....	39.95
TOTAL PARTS....	8.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	40.38
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-19.00
TOTAL TAX.....	3.80
TOTAL INVOICE $	**73.73**

WE APPRECIATE YOUR BUSINESS!! THANK YOU!

[redacted]
CUSTOMER SIGNATURE

PAID
MAR
By Visa debit

The Reynolds and Reynolds Company ERAINTWIN
SF6169/5 O (07/14)

PE18-012

GM

3-27-2019

Q3

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-9800 - Fax: (707) 471-9864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
12/27/17	
R/O Close Date	Status
12/30/17	Final
Mileage In	Mileage Out
44453	44460
Service Advisor / Tag #	
BRANDON NEVEADO/ [redacted]	

BAR# ARD00275228
E [redacted]

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identificatior	
[redacted]	2G4GV5GV1C9 [redacted]	
[redacted]	Delivery Date	In-Service Date
	3/11/13	

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - RENTAL: USE OF RENTAL CAR. REFER TO 6226642 / CHARGE 1567.00 TO RENTAL / 105. 00 PAID ON THE RO ALREADY	
Work performed by 3056 : 94RDZQ	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-6800 - Fax: (707) 471-6864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
5/22/17	
R/O Close Date	Status
5/31/17	Reprint
Mileage In	Mileage Out
40190	40190
Service Advisor / Tag #	
MICHAEL MOORE/ [redacted]	

BAR# ARD00275228
EP[redacted]

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identification
[redacted]	2G4GV5GV1C92[redacted]
	Delivery Date: 3/11/13
	In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268 901626243 GMPP Exp: 75372 or 11/01/18 Ded: 200

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR DIAG: DIAG		
C/S THAT THE STABILITRAC LIGHT IS COMING ON AND TH		
E VEHICLE LOOSES ALL POWER-CHECK AND ADVISE		
Caused by		
P0300 RANDOM MISSFIRE		
P0010 INTAKE CAMSFT AUATOR SELANOID PERFORM DIAG O		
N CODE USEING DOCUMENT 242922 TEST DRIVE GET TO OP		
ERATING TEMP INT CAMSHAFT ACTUATOR SELANOID GO OPE		
N INTERNAL FAULT/MISSFIRE IS INJ 2-4 CYL FLOOD CYL		
WITH FUEL WHEN ENG GETS WARMED UP EX STINKS OF FU		
EL WHEN HAPPENS USE DOCUMENT FOR P0300 RANDOM MISS		
FIRE 2658120		
Tech: Allen Pitts(564)		Serv Contr
Installed 12636111 :SL-N-INJECTOR (03300-BPCK)	Qty: 1	Serv Contr
Installed 12636111 :SL-N-INJECTOR (03300-BPCK)	Qty: 1	Serv Contr
Installed 12589366 :SL-N-GASKET (03270-BPCK)	Qty: 1	Serv Contr
Installed 12615401 :SL-N-PIPE (03163-BPC)	Qty: 1	Serv Contr
REPLACE INJ 2-4 TEST DRIVE RUNS FINE/REPLACE INTAK		
E CAMSHAFT ACTUATOR SELANOID TEST DRIVE OK KNOW		
#2 - MR TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES		
Tech: Allen Pitts(564)		Warranty
Installed 12655420 :SL-N-VALVE (00736-BPCKT)	Qty: 1	Warranty
#3 * MR RENTAL: USE OF RENTAL CAR		
ADDED OPERATION		
Work performed by 3056 : 150264 ()		Serv Contr

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	200.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	200.00
Other 31500/6224349	200.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

... CDK Global, LLC, Customer Application Copy 800945.1124

[redacted]

VACAVILLE, CA [redacted]

[redacted]	R/O Open Date	[redacted]
7[redacted]	5/22/17	[redacted]
Work Phone	Time Received	Time Promised
	13:37	5/22 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	40190	

Year	Make	Model	Body	Engine Code	Service Advisor
2012	BUICK	REGAL	4DR SDN GS	LHU	MICHAEL MOO
Vehicle Identificati[redacted]		Color	License Number	Delivery Date	In-Service Date
2G4GV5GV1C92[redacted]		CRYSTAL RE		3/11/13	

120268

#1 - DIAG: DIAG C
C/S THAT THE STABILITRAC LIGHT IS COMING ON AND TH C
E VEHICLE LOOSES ALL POWER-CHECK AND ADVISE 564 C

#2 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

#3 Rental Car

Original Estimate: 155.00

W[illegible] PARTS
TUCSON TN

[redacted]

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not esponsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause eyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier i transporter. I hereby grant you or your employees permission to operate the vehicle herein described on treets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged n above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES:

ny warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly isclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a rticular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in onnection with the sale of said products. Any limitation contained herein does not apply where prohibited by law

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

Original Estimate $ _____ Authorized by: _____		☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No: _____ Date: _____ Time: _____		
Additional Cost $ _____ Revised Estimate $ _____		☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____		
Authorized by: 155.00		
Phone No: _____ Date: _____ Time: _____		
Additional Cost $ _____ Revised Estimate $ _____		☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____		
Authorized by: _____		
Phone No: _____ Date: _____ Time: _____		

I acknowledge notice and oral approval of an increase in the original estimate price [redacted] hicle and I have received a copy of this invoice.
EASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

[redacted]

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

© 2015 ALLBTRACK SYSTEMS, Inc. - Dealership Application Group (800)965-1028

A

COMPLAINT: P0010 Intake Camshaft Sdar

CAUSE: P0300 Random Misf

CORRECTION:

B

COMPLAINT: 1 112

CAUSE: 2 1009

3 194

CORRECTION: 4 7658

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

EAITCFOP 01 (01/12) The Reynolds and Reynolds Company ID ORDER www.roysource.com, 1-800-344-0996, fax 1-800-531-5050

LABOR RECORD

FLAG SHEET OFF 10 ON

[redacted] 514 MAY 22 PM 2:44 MAY 22 PM 2:02 OFF 9 ON

[redacted] 564 MAY 30 PM 12:02 MAY 30 AM 9:38 OFF 8 ON

FLAG SHEET OFF 7 ON

FLAG SHEET OFF 6 ON

FLAG SHEET OFF 5 ON

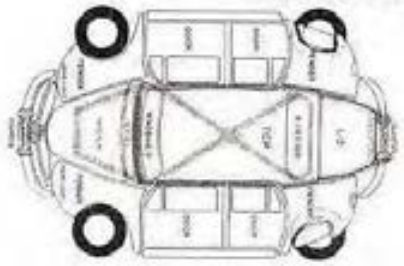
FLAG SHEET OFF 4 ON

FLAG SHEET OFF 3 ON

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8854
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CA1000392080

R/O Open Date	[redacted]
9/19/17	
R/O Close Date	[redacted]
12/16/17	Reprint
Mileage In	Mileage Out
44214	44214
Service Advisor / Tag #	
DANIEL LIESE	

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identification Number
	2G4GV5GV1C[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	3/11/13

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268 901626243 GMPP Exp: 75372 or 11/01/18 Ded: 200

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR DIAG: DIAG		
CUSTOMER STATES WHITE SMOKE WHEN IDLEING CHECK AND ADVISE		
Caused by		
PERFORM INSPECTION OF VEHICLE. FOUND NO ENGINE OIL SHOWING ON ENGINE OIL DIP STICK. RECOMMEND VEHICLE MAINTENANCE RECORDS FOR POSSABLE OIL CONSUMPTION C ONCERN.		
Tech: ANTONIO MARTINEZ(558)		Serv Contr
Tech: Allen Pitts(564)		Serv Contr
Work performed by 3125 : 1148824 ()		Serv Contr
Installed 12637166 :SL-N-GASKET KIT (00289-BCT)	Qty: 1	Serv Contr
Installed 90537293 :SL-N-BOLT (00623-BOPCKT)	Qty: 8	Serv Contr
Installed 24435052 :SL-N-GASKET (00207-BOPCKT)	Qty: 1	Serv Contr
Installed 12652495 :SL-N-FITTING (01762-B)	Qty: 1	Serv Contr
Installed 11588844 :SL-N-BOLT (00736-BPCKT)	Qty: 1	Serv Contr
Installed 11588844 :SL-N-BOLT (00736-BPCKT)	Qty: 1	Serv Contr
Installed 12622668 :SL-N-GASKET (03270-BPCKT)	Qty: 1	Serv Contr
Installed 12626102 :N-GASKET (03374-BPCK)	Qty: 4	Serv Contr
Installed 12605462 :N-HOSE (03358-B)	Qty: 1	Serv Contr
Installed 12609878 :N-GASKET (03611-BPCKT)	Qty: 1	Serv Contr
Installed 88865635 :DEXOS1OIL (08800-BOPCK)	Qty: 6	Serv Contr
Installed 12346290 :N-COOLANT (08800-BOPCKT)	Qty: 1	Serv Contr
Installed 90537691 :SL-N-BOLT (00293-BOPCKT)	Qty: 10	Serv Contr
Installed 89018107 :SL-N-RING KIT (00643-BPCKT)	Qty: 1	Serv Contr
Installed 12611119 :N-GASKET (03358-BPCK)	Qty: 1	Serv Contr
Installed 12618586 :N-GASKET (03342-BPCK)	Qty: 1	Serv Contr
Installed 55561100 :SL-N-SEAL (04805-B)	Qty: 1	Serv Contr
Installed 12589461 :SL-N-SEAL (00293-BPCKT)	Qty: 1	Serv Contr

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

BAR# ARD00275228
EPA# CAL000392080

R/O Open Date	Status
9/19/17	
R/O Close Date	Reprint
12/16/17	
Mileage In	Mileage Out
44214	44214
Service Advisor / Tag #	
DANIEL LIESE	

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identification Number
	2G4GV5GV1 [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	3/11/13

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268 901626243 GMPP Exp: 75372 or 11/01/18 Ded: 200

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed 11589123 :SL-N-BOLT (08900-BOPCKT)	Qty: 1	Serv Contr
Installed 12595951 :SL-N-GASKET (03901-BPCKT)	Qty: 1	Serv Contr
Installed 12615401 :SL-N-PIPE (03163-BPC)	Qty: 1	Serv Contr
Installed 12620540 :SL-N-SPARK PLUG (02270-BPCKT)	Qty: 4	Serv Contr
Installed 12605566 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Serv Contr
Installed 3536966 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Serv Contr
Installed 19293000 :DEXOS1OIL (08800-BOPCK)	Qty: 6	Serv Contr
Installed 12589366 :SL-N-GASKET (03270-BPCK)	Qty: 1	Serv Contr
Installed 12650319 :SL-N-GASKET KIT (00423-B)	Qty: 1	Serv Contr
TEC 564 TEAR DOWN MOTOR AT MANAGERS REQUEST REMOVE HEAD SHIP OUT NEEDED VALVE GUIDES REMOVE PISTON F OUND BROKEN OIL RING IN CYL 4 CHECK CLD WALLS ALL GOOD /REPLACE RINGS ASSEMBLE MOTOR RUNS FINE		
#2 * MR RENTAL: USE OF RENTAL CAR. ADDED OPERATION Work performed by 3056 : 94RDZQ ()		Serv Contr
#3 * MR MISC: MISC ADDED OPERATION CS WHEN IDLING THE VEHICLE OMITS WHITE SMOKE. FOUN Tech: Allen Pitts(564)		Warranty
Installed 12636111 :SL-N-INJECTOR (03300-BPCK)	Qty: 1	Warranty
Please Note: DONE UNDER BULLITIN 13-06-01-003H OIL CUNSUMPTION. ALSO HEAD REDONE DUE TO BAD VALVE GUIDES		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	200.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	200.00
Other 6704/6226642	200.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (DTDM-1108)

372-9702

[redacted]

VACAVILLE, CA [redacted]

R/O Open Date		
9/19/17		[redacted]
Work Phone	Time Received	Time Promised
	15:22	9/19 18:00
Key Tag #	Current Mileage	Mileage Out
	44214	

Year	Make	Model	Body	Engine Code	Service Advisor
2012	BUICK	REGAL	4DR SDN GS	LHU	DANIEL LIES
Vehicle Identificati		Color	License Number	Delivery Date	In-Service Date
2G4GV5GV1C9[redacted]		CRYSTAL RE		3/11/13	

I20268

GMPP 75372 or 11/01/18 Ded 200

#1 - DIAG: DIAG Perform Tear down for GMPP Contract 555 C
CUSTOMER STATES WHITE ~~SMOKE~~ WHEN IDLEING CHECK AND 1.0 C
ADVISE IN 21.2 C

Original Estimate: 155.00

BS said buff it?

2274312

needs update by Friday

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain metal airborne parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle: 1) work in well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when [redacted] manufacturer instructions pertaining to proper use and [redacted] ance with Proposition 65 in Cal. Health & Safety Code [redacted] www.p65warnings.ca.gov.

X [redacted]

Original Estimate $ 341.15 Authorized by Ruth, RO ☐ By FAX ☐ By E-MAIL ☐ In Person ☑ By Phone
Phone No. 772-93.2 Date 4/22 Time 4:35pm

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: 155.00
Authorized by _____
Phone No. _____ Date _____ Time _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by _____
Phone No. _____ Date _____ Time _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X _____
CUSTOMER SIGNATURE

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
10/23/15	
R/O Close Date	Status
10/23/15	Pre-Invoice
Mileage In	Mileage Cut
23117	23117
Service Advisor / Tag #	
PAMELA LIBERTY/ [redacted]	

R/O# APD0027E208

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identification Number
	2G4GV5GV1C9 [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	3/11/13

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR	
CUSTOMER STATES THE LR SEAT BELT WON T RETRACT	
Work performed by HER VANG (482)	Warranty
VERIFY CONCERN. FOUND SEAT BELT GOT CAUGHT BETWEEN	
C-PILLAR SPLIT CRACK. UNLOOSE SEAT BELT. OK AT T	
HIS TIME	

6440720
3

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted] EMS OR SPECIAL ORDERS.

X

[redacted]

VACAVILLE, CA [redacted]

Work Phone	R/O Open Date	
[redacted]	10/23/15	[redacted]
	Time Received	Time Promised
	8:49	10/23 18:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	23117	

Year	Make	Model	Body	Engine Code	Service Advisor
2012	BUICK	REGAL	4DR SDN GS	LHU	PAMELA LIBE
Vehicle Identifica		Color	License Number	Delivery Date	In-Service Date
2G4GV5GV1C9[redacted]		CRYSTAL RE		3/11/13	

120268

#1 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR W
CUSTOMER STATES THE LR SEAT BELT WON T RETRACT W

482

#2 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR W
CUSTOMER STATES THE TRUNK SOMETIMES OPENS BY ITSEL W
T. THINKS THERE MAY BE A WAY TO OVERRIDE REMOTE OP W
ENNIG TRUNK? W

#3 - 10: BODY / TRIM AND RELATED SERVICE/REPAIR W
CUSTOMER STATES THAT SOMETIMES WHILE DRIVNG THE N W
O REMOTE MESSAGE COMES ON SCREEN W

#4 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES C
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. C

#5 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION W

Original Estimate: .00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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WARNING Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reprod[redacted]along or cleaning your vehicle: 1) work in well ventilated are[redacted]sh your hands when finished or when taking a break; and 4[redacted]per use and maintenance of motor vehicle components. (po[redacted]& Safety Code 25249.5 et seq.) For further information about Prop[redacted]

X
CUSTOMER SIGNATURE

Original Estimate:$_____ Authorized by:_____ By FAX / By E-MAIL / In Person / By Phone
Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ By FAX / By E-MAIL / In Person / By Phone
Revision Details:_____
Authorized by:_____
Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ By FAX / By E-MAIL / In Person / By Phone
Revision Details:_____
Authorized by:_____
Phone No.:_____ Date:_____ Time:_____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

X
CUSTOMER SIGNATURE

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Association Group (1000845-1)(R

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO, 630 ORANGE DRIVE, SUITE E, VACAVILLE, CA 956873101 (707) 452-0300

[redacted] **GREEMENT** **REF#** [redacted]

[redacted]

DATE & TIME OUT
05/23/2017 05:37 PM
DATE & TIME IN
05/30/2017 02:31 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
FCAR

VEH #1 2017 CHEV [redacted] **N2**
VIN# [redacted]
LIC# [redacted]
MILES DRIVEN 211
CAR CLASS: FRAR

BILL TO ACCOUNT
BUICK/GMC OF VACAVILLE
ATTN: UNKNOWN
350 ORANGE DRIVE
VACAVILLE, CA 95687

[redacted]
TYPE CAR: REGAL
SHOP: BUICK/GMC OF VACAVILLE
PHONE: (707) 425-9564
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/23 - 05/30	7	DAY	$33.53 *	$234.73
REFUELING CHARGE	05/23 - 05/30				$0.00
			Subtotal:		**$234.73**
Taxes & Surcharges					
SALES TAX	05/23 - 05/30			7.625%	$17.90
VEHICLE LICENSE RECOVERY FEE	05/23 - 05/30	7	DAY	$1.91	$13.37
			Total Charges:		**$266.00**
Bill-To / Deposits					
BUICK/GMC OF VACAVILLE					
TIME & DISTANCE	05/23 - 05/30	7	DAY		
REFUELING CHARGE	05/23 - 05/30				
SALES TAX	05/23 - 05/30	1	PERCENT	7.625%	
VEHICLE LICENSE RECOVERY FEE	05/23 - 05/30	7	DAY		
			Subtotal:		**($266.00)**
DEPOSITS					($100.00)
Total Estimated Amount Due					**($100.00)**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
($100.00)	Visa	xxxxxxxxxxx3900 PENDING
$100.00	Visa	xxxxxxxxxxx3900

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

[redacted] 5/30/2017

Buick GMC of Vacaville GMC

350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
5/22/14	
R/O Close Date	Status
7/03/14	Pre-Invoice
Mileage In	Mileage Out
7214	7215
Service Advisor / Tag #	
KEN PHILLIPS/[redacted]	

BARB ARD00275728

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identificatio
	2G4GV5GV1C9[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	3/11/13

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
#1 - 6: ENGINE AND RELATED SERVICE/REPAIR			
CUSTOMER STATES VEHICLE HAS SOME TYPE OF OIL			
LEAK ... CHECK AND ADVISE			
Caused by			
CONFIRM CUSTOMER CONCERN FOUND LEAK FROM LEFT SIDE			
AXEL SEAL.. SPAECIAL ORDER PART			
Work performed by EMILIO S	(463)		Warranty
Work performed by EMILIO S	(463)		Warranty
Installed 19259386 :SL-N-SEAL KIT (06061-BPC)19259		Qty: 1	Warranty
~~Installed 19287401 :N-CLEANER (08800-BOPCKT)~~		Qty: 1	Warranty
CONFIRM LEAK RIGHT SIDE AXEL SEAL			
REPLACED AXEL SEAL			
#2 - MISC: MISC			
CUSTOMER STATES CLUTCH PEDAL SQUEAKS TIGHT SPOT			
Work performed by GENERAL TECH	(99)		Warranty
CHECK FOR CUSTOMER CONCERN COULD NOT DUPLICATE			
CUSTOMER CONCERN AT THIS TIME ...			
#3 - 6: ENGINE AND RELATED SERVICE/REPAIR			
CUSTOMER STATES WHEN IN IDLE OR SHUTTING OFF			
VEHICLE HAS HIGH PITCH NOISE... LIKE CONDENSOR			
FAN			
Work performed by GENERAL TECH	(99)		Warranty
COULD NOT CONFIRM CUSTOMER CONCERN COOLING FAN			
WORKING PROPERLY AT THIS TIME ...			
#4 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURESACCO			
RDING TO THE DECAL ON THE DRIVERS FRONT DOOR.			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

[redacted] CAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Buick GMC of Vacaville GMC
350 Orange Drive - Vacaville, CA 95687
(707) 471-8800 - Fax: (707) 471-8864
www.VacavilleGMC.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
5/22/14	
R/O Close Date	Status
7/03/14	Pre-Invoice
Mileage In	Mileage Out
7214	7215
Service Advisor / Tag #	
KEN PHILLIPS/ [redacted]	

BAR# ARC00275228

[redacted]
VACAVILLE, CA [redacted]

Work Phone	Vehicle Identifica
	2G4GV5GV1C [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	3/11/13 /

Year	Make	Model	Body	Color	License Number
2012	BUICK	REGAL	4DR SDN GS	CRYSTAL RE	

120268

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR CUSTOMER STATES AT TIMES XM RADIO CUTS OUT... Work performed by GENERAL TECH (99) COULD NOT CONFIRM CUSTOMER CONCERN AT THIS TIME	Warranty
#6 - MISC: MISC CUSTOMER STATES PAD ON CLUTCH PEDAL KEEPS FALLING OFF Work performed by EMILIO S (463) CONFIRM CUSTOMER CONCERN REFITTED CLUTCH PEDAL COVER	Warranty
Please Note: NOTE RIGHT FRONT TIRE SEEMS WORN DOWN PASSENGER FR FRONT RIM HAS CURB DAMAGE POSSIBLE ALIGNMENT ISSUE NOTE WRONG PART IN BOX RE ORDER NEW PART ADVISE CUSTOMER	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 DEALERTRACK SYSTEMS, Inc. - Dealership Notification Group (800) 845-1008

[redacted]
VACAVILLE, CA [redacted]

[redacted]	R/O Open Date	[redacted]
Work Phone	5/22/14	
	Time Received	Time Promised
[redacted]	8:43	5/22 13:00
	Current Mileage	Mileage Out
	7214	

Year	Make	Model	Body	Engine Code	Service Advisor
2012	BUICK	REGAL	4DR SDN GS	LHU	KEN PHILLIP
Vehicle Identifica[redacted]		Color	License Number	Delivery Date	In-Service Date
2G4GV5GV1C9[redacted]		CRYSTAL RE		3/11/13	

120268

#1 - 6: ENGINE AND RELATED SERVICE/REPAIR W
CUSTOMER STATES VEHICLE HAS SOME TYPE OF OIL Due W
LEAK ... CHECK AND ADVISE W
19259386 3040190 5

#2 - MISC: MISC W
CUSTOMER STATES CLUTCH PEDAL SQUEAKS TIGHT SPOT W

W[illegible] PARTS

#3 - 6: ENGINE AND RELATED SERVICE/REPAIR W
CUSTOMER STATES WHEN IN IDLE OR SHUTTING OFF W
VEHICLE HAS HIGH PITCH NOISE... LIKE CONDENSOR Due [illegible] IN W
FAN W

#4 - TIRES: YOUR TIRES HAVE BEEN SET TO FACTORY PRESSURES W
ACCORDING TO THE DECAL ON THE DRIVERS FRONT DOOR. W

#5 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR W
CUSTOMER STATES AT TIMES XM RADIO CUTS OUT... W

#6 - MISC: MISC W
CUSTOMER STATES PAD ON CLUTCH PEDAL KEEPS FALLING & Due W
OFF W
NOTE RIGHT FRONT TIRE SEEMS WORN DOWN PASSENGER FR
FRONT RIM HAS CURB DAMAGE POSSIBLE ALIGNMENT ISSUE
NOTE WRONG PART IN BOX RE ORDER NEW PART ADVISE
CUSTOMER

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

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X
CUSTOMER SIGNATURE

Original Estimate:$_____ Authorized by:_____ ☐By FAX ☐By E-MAIL ☐In Person ☐By Phone
Phone No.:_____ Date:_____ Time:_____

Original Estimate: .00
Additional Cost:$_____ Revised Estimate:$_____ ☐By FAX ☐By E-MAIL ☐In Person ☐By Phone
Revision Details:_____
Authorized by:_____
Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐By FAX ☐By E-MAIL ☐In Person ☐By Phone
Revision Details:_____
Authorized by:_____
Phone [redacted] Time:_____

I ackn[redacted]ase in the original estimate price.
I ackn[redacted]d a copy of this invoice.
NOT[redacted] INFORMATION ON BACK OF THIS INVOICE.

[redacted]
CUSTOMER SIGNATURE

(C)2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group [800/845-1328]

COMPLAINT:

CAUSE: #1 Found left front axle seal leaking. Also found 1st gear tough to get possible

A

CORRECTION: low fluid level from leak

COMPLAINT: NOTE ☆ Front tires completely worn. Down

CAUSE: To 2/32's w/ only 7214 miles. Could be caused by harsh driving. Rec. 2 front

B

CORRECTION: tires.

#2 Could not duplicate sound @ this

COMPLAINT: time. Pedal is performing normally

CAUSE:

C

#3 Fan operating normally @ this time

CORRECTION: no excessive noise detected.

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL☐ 6 CYL☐ V/6☐ V/8☐ DIESEL☐ HYBRID☐

TRANSMISSION:

3 SPEED☐ 4 SPD☐ 5 SPD☐ AUTO☐ TYPE _____

ACCESSORIES:

P/S☐ P/B☐ A/C☐ AIR☐ OTHER _____

TIRE CONDITION

LF	2 /32	RF	2 /32
LR	8 /32	RR	8 /32

TIRE PRESSURE

LF	psi	RF	psi
LR	psi	RR	psi

BRAKE CONDITION

LF	/MM	%	RF	/MM	%
LR	/MM	%	RR	/MM	%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LB1TGFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

LABOR RECORD

[redacted]	463	5			1	OFF 4 ON

FLAG SHEET OFF 5 ON

FLAG SHEET OFF 6 ON

FLAG SHEET OFF 7

PARTS REQUISITION

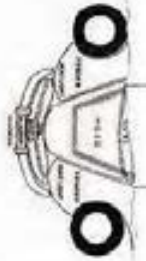
DATE 5/22/14

CUSTOMER [redacted]

MODEL VIN

REPAIR ORDER [redacted]

QUAN	BIN	PART NUMBER	DESCRIPTION	PRICE	AMOUNT
2		[redacted]	Axle seal		
2			Tires 215/55R17 94H		



[redacted]
VACAVILLE, CA [redacted]

[redacted]	R/O Open Date	[redacted]
	1/08/16	
Work Phone	Time Received	Time Promised
	8:00	1/08 18:00
[redacted] #	Current Mileage	Mileage Out
	25000	

Year	Make	Model	Body	Engine Code	Service Advisor
2012	BUICK	REGAL	4DR SDN GS	LHU	ELISE ROGER
Vehicle Identification Number	**Color**	**License Number**	**Delivery Date**	**In-Service Date**	
2G4GV5GV1C9 [redacted]	CRYSTAL RE		3/11/13		

I20268

#1 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR C
CUSTOMER STATES BATTERY LIGHT CAME ON AND CAR DIED C
battery 404510
4040320 .6 .5 .3
4R

#2 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR C
CUSTOMER STATES TRUNK OPENS WHEN DRIVING C
4R
20644960
rear lid latch switch
REPAIR PARTS TURNED IN

#3 - 8: ELECTRICAL AND RELATED SERVICE/REPAIR C
CUSTOMER STATES THE KEY SAYS ZERO PERCENT IN INSTR C
UMENT CLUSTER C
4R

#4 - 6: ENGINE AND RELATED SERVICE/REPAIR C
CUSTOMER STATES ENGINE COVER IS FALLING OFF C
1410110 .3
4R

#5 - Power steering noise Original Estimate: 620.00
CUSTOMER STATES There IS A Noise When
TURNING LEFT OR RIGHT.

WARRANTY PARTS Alternator 1400 Pts
TURNED IN Heater Control

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

WARNING: Motor vehicle contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing or cleaning your vehicle [redacted] 3) wash your hands when finished. [redacted] to proper use and maintenance of [redacted] Health & Safety Code 25249.5 et seq.)

X [redacted]

Original Estimate $ _____ Authorized by: _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Phone No: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No: _____ Date: _____ Time: _____

Additional Cost $ _____ Revised Estimate $ _____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone
Revision Details: _____
Authorized by: _____
Phone No: _____ Date: _____ Time: _____

I acknowledge notice and oral approval of an increase in the original estimate price.
I acknowledge receipt of vehicle and I have received a copy of this invoice.
[redacted] OF THIS INVOICE 620.00

X [redacted]

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CHARGE REQUIRED

2/02/2016
1:00 PM

SEVERELY DISCHARGED
BATTERY

EXTENSIVE CHARGING
REQUIRED BEFORE WARRANTY
ADJUSTMENT.

MAX TIME: 99 MIN

Test Report

VACAVILLE GMC
350 ORANGE DR
VACAVILLE CA
95687
USA
707 453 1137

BAC CODE
172[redacted]

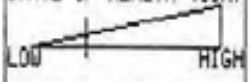
2/02/2016
12:57 PM

DIAGNOSTIC MODE

Test Info
CCA 615
IN VEHICLE
FLOODED

RESULTS
REPLACE BATTERY
RATED: 615 CCA
MEASURED: 0 CCA
MEASURED VOLTS: 11.27
CHARGE TIME: 00:07:00
AMP HOURS: 0.3

STATE OF HEALTH (SOH)



LAST 8 OF VIN
C9[redacted]

MID INFO

A

COMPLAINT: #1 STATED BATTERY LIGHT CAME ON & DIE.

CAUSE: VERIFY CONCERN. TEST BATTERY BAD CELL. VARIABLE @ 5.61V. measure voltage

CORRECTION: From alternator @ 5.6V, VEHICLE Running voltage @ 11.3V. Low voltage

COMPLAINT: Replace alternator & battery. Recheck

CAUSE: output @ 15.01V.

B

CORRECTION: #2 VERIFY CONCERN. Found TSB #PIC verify key FOBs & trunk switch operation. no codes

COMPLAINT: stored.

CAUSE:

C

CORRECTION: #3 cannot duplicate concern at this time.

COMPLAINT:

CAUSE:

D

CORRECTION: #4 VERIFY CONCERN Hood cover is warped.

COMPLAINT: Replace cover.

CAUSE:

E

#5. stated

CORRECTION: noise when turning left or right. road test. can hear clicking noise when making left U-TURNS. bad axle shaft.

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LIT/CCP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.reyscan.com: 1-800-344-0996; fx: 1-800-551-3065

LABOR RECORD

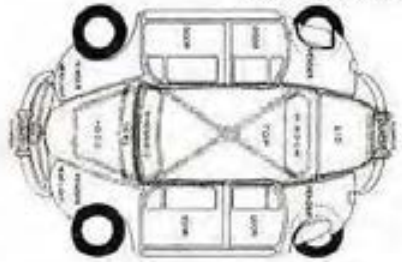
RO OR WO NO	EMPL NO	MECH PAY %	FLAT RATE TIME	W TIME	REPAIR ORDER TIME	
[redacted]	452		.3	hood diag		OFF 6 ON
[redacted]	452		.3	battery diag.		OFF 5 ON
[redacted]	452		.5	battery		OFF 1 ON
[redacted]	452		.6	alternator		OFF 8 ON
[redacted]	452		.3	key diag.		OFF 10 ON OFF 5
[redacted]	452		.3	steering noise diag		OFF 7 ON
4451	452		.3	trunk diag		OFF 2 ON 9

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

FLAG SHEET

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

PE18-012

GM

3-27-2019

Q3

2015 SIERRA 1500 2WD CREW CAB SLE — GENERAL MOTORS LLC
GWX BRONZE ALLOY METALLIC /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. SNMKMD/T[redacted]E STOCK NO. — DETROIT MI 48243-1114
VIN 3GT P1UE C1 FG[redacted] — VEHICLE INVOICE [redacted]
**********2133******48*81800S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15743 SIERRA 1500 2WD CREW CAB	38965.00	36237.46	INVOICE 05/14/15
C5W GVW RATING -7,000 LBS	N/C	N/C	SHIPPED 05/14/15
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	EXP I/T 06/02/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	INT COM 06/02/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 05/13/15
PDU SLE VALUE PACKAGE	2220.00	1953.60	KEYS V0102 V0102
*TRAILERING EQUIPMENT PKG INCL:			WFP-S QTR OPT-1
AUTO LOCKING REAR DIFFERENTIAL			BANK: ALLY - 085
* PWR SEAT ADJUSTER, DRIVER			CHG-TO 81-800
* REMOTE VEHICLE START			
* FRONT FOG LAMPS			SHIP WT: 5174
* REAR WINDOW DEFROSTER			HP: 45.7
* STEERING COLUMN TILT & TELESCOPING			GVWR: 7000
			GAWR.FT: 3850
* POWER OUTLET, 110-VOLT AC			GAWR.RR: 3950
* UNIVERSAL HOME REMOTE			EMPLOY: 38365.71
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			SUPPLR: 39906.16
			NTR: 1/2
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	EMPINC: 2321.69
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	SUPINC: 781.25
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ SLE VALUE PACKAGE DISCOUNT	750.00-	660.00-	

TOTAL MODEL & OPTIONS	41530.00	38511.16	ACT 237 38460.26
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1245.90
DEALER IMR CONTRIBUTION		207.65	ADV 261 207.65
LMA GROUP CONTRIBUTION		519.13	EXP 65A 519.13
TOTAL	42725.00	40432.94	PAY 310 40432.94
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		38602.56	

****

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

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

REMIT TO ALLY NO. 085

FOLSOM BUICK GMC

VIN [redacted]

DUE 06/02/15 DEALER 81-800

PE18-012

GM

3-27-2019

Q3

Pre chat comments: Chevrolet - Concern On A Vehicle I Own-Additional Info:493010 vin

I just left a Chevy dealership due to having break issues. Thanks to the internet I found that this is a well known problem and I am being told I am responsible for the whole cost of repair due to the miles I have on my truck. It's only 3 years old and I first had the problem 8 months ago. The miles obviously are highway miles where the breaks are seldom applied. Why am I responsible for the total cost for know faulty products?

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

Caller English

System [10:05:42 AM]:

Welcome to chat.

Trisha [10:06:03 AM]:

Thank you for contacting Chevrolet Customer Assistance! My name is Trisha. I apologize to see you are experiencing a vehicle concern. Please allow me 2-3 minutes to look into this for you.

Trisha [10:08:00 AM]:

Thank you for your patience. Is this for a 2015 Silverado?

[redacted] [10:08:28 AM]:

Yes

Trisha [10:09:37 AM]:

What is the concern you are having with the brakes, and what is the current mileage on the vehicle?

[redacted] [10:11:29 AM]:

At low idle speeds the pedal gets hard as a rock and I loose stopping capabilities. I have 90k I travel from Chicago to Columbia mo very often

Trisha [10:12:27 AM]:

I am sorry to hear this. What is the name of the dealership, and what repair did they state was needed?

[redacted] [10:15:43 AM]:

It was a dealership in Peru IL and I was told I only have power train warranty left and I will most likely be responsible for the whole repair so I left. From what I have read it's almost$800 repair and I decided I would rather use that money toward taxes on another vehicle instead of dealing with this

[redacted] [10:16:48 AM]:

I didn't give them a chance to look at it due to the charges I would most likely have to pay

Trisha [10:18:07 AM]:

I have looked over the VIN, but there is not a known common issue related to this type of concern listed under the vehicle. The Bumper to Bumper warranty has been expired since 36,000 miles. Due to this, any work that is only covered under this warranty would now be out of pocket. We recommend for the dealership to complete the diagnostic. There is no way to determine what the cause of the concern is, or what repair may be needed, without the vehicle being diagnosed first.

Trisha [10:18:39 AM]:

Would you like me to locate the dealership and help set up the diagnostic appointment?

[redacted] [10:21:05 AM]:

Nope I'm headed to trade it in on a ford. Thought I would give one last effort to resolve the issue. Thing about the Internet is I can see in minutes all the same complaints and there are several of them.

[redacted] [10:21:59 AM]:

I hope you do a recall soon before someone gets hurt and sues

Trisha [10:22:51 AM]:

You can research many similar symptoms online that are the same symptoms that you notice with your vehicle, but the cause of those symptoms can be for many different reasons.

Trisha [10:23:22 AM]:

All recalls are VIN specific, they do not go by year, make, and model. The vehicle needs to be diagnosed to determine the cause of the concern.

Trisha [10:23:51 AM]:

I am sorry that you feel this way. If you have any further questions/concerns, you can chat back in with this case number: [redacted]

Trisha [10:24:24 AM]:

Would you also like to provide your mailing address to have under your file for future reference?

[redacted] [10:25:58 AM]:

I was already told what ever they find I'm going to have to pay for so I'm not wasting $$

Trisha [10:26:44 AM]:

I do apologize for the inconvenience. Once the warranty expires, it becomes the owner's responsibility to pay for repairs.

Trisha [10:26:53 AM]:

Is there anything else I can assist you with at this time?

[redacted] [10:28:08 AM]:

That's difference between ford and Chevy I was taken care of even if things were out of warranty if they were known faulty

[redacted] [10:28:28 AM]:

Thanks have a good day

Trisha [10:28:52 AM]:

There is no way to determine if there is a faulty issue without the vehicle being diagnosed first.

Trisha [10:29:13 AM]:

We cannot look into this further until there has been a diagnostic performed, I do apologize.

Trisha [10:29:31 AM]:

I understand this was not the answer/resolution you were seeking today, but we value your business and welcome you to chat in again if you have any other questions or concerns with your vehicle. Thank you, you have a good day as well [redacted]

Trisha [10:29:36 AM]:

Thank you for contacting Chevrolet 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 1-866-790-5600.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [5:51:11 PM]:

Welcome to chat.

Raymond [5:51:20 PM]:

Thank you for contacting GM Customer Assistance, my name is Raymond how may I assist you today?

[redacted] [5:51:43 PM]:

My concern i have is with my brakes on my 2014 Silverado

Raymond [5:52:51 PM]:

What is happening with the brakes?

[redacted] [5:53:24 PM]:

The dealer told me the problem im having i looked into it. Noticed a lot of people in warranty and out having thid problem. At low speeds my brake pedal gets rock hard and i cant depress it

[redacted] [5:54:12 PM]:

Dealer said it was the vacuum pump for the brakes. My concern is why hasnt this been put in for a recall

Raymond [5:54:37 PM]:

It sounds as though you are really having a tough time with your vehicle. I apologize for that.

Raymond [5:54:44 PM]:

I'll be glad to check that for you.

Raymond [5:54:57 PM]:

When did this start to happen?

[redacted] [5:55:31 PM]:

Started happening around 47000 miles

[redacted] [5:55:43 PM]:

Maybe sooner

[redacted] [5:56:52 PM]:

Very frustrating cause i never had this problem with any vehicle i have ever owned

Raymond [5:57:14 PM]:

I understand that you do not expect this issue to happen at this point and we know that our customers expect our vehicles to function as designed and as per your expectations.

Raymond [5:57:20 PM]:

Let me check what we can do.

Raymond [5:57:35 PM]:

Do you have the VIN? Can you provide to me the last eight characters starting with letter E?

[redacted] [5:58:07 PM]:

That would be much appreciated yes give me a second and i can get it

Raymond [5:58:23 PM]:

Sure.

[redacted] [5:59:12 PM]:

It is [redacted]

Raymond [6:00:07 PM]:

Thank you.

Raymond [6:00:18 PM]:

How many miles do you have?

[redacted] [6:00:42 PM]:

My mileage is at 69000 now

Raymond [6:01:09 PM]:

Alright.

Raymond [6:01:34 PM]:

Did you try to have it checked or diagnosed by the dealer?

[redacted] [6:02:41 PM]:

I just got out of the dealership they said it needs a vacuum pump for the brakes

[redacted] [6:03:34 PM]:

Looked into it on the web and a lot of people with the same problem before 36000 and after

Raymond [6:04:59 PM]:

I understand you believe this problem to be a common occurrence, however, it is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes.

Raymond [6:05:19 PM]:

When was the first time that the brake system was fixed?

[redacted] [6:05:48 PM]:

Yes i just said i had it checked at the dealer just left

Raymond [6:06:10 PM]:

Did they mentioned what caused the issue and how much it will cost?

[redacted] [6:06:23 PM]:

My brakes have never had to be fixed till now

[redacted] [6:07:06 PM]:

They said it was bad and that it would cost $800

[redacted] [6:07:30 PM]:

No cause just said the part was bad

Raymond [6:07:47 PM]:

I see.

Raymond [6:08:04 PM]:

The component have a tendency to fail regardless of the time and mileage, it’s a matter of how the vehicle was maintained, that is the reason why we have our warranties to protect owners from premature failure.

Raymond [6:08:25 PM]:

I understand that at this point, the bumper to bumper warranty has already expired.

[redacted] [6:08:47 PM]:

Well my truck has been well maintained and always good in for my services

Raymond [6:09:04 PM]:

We are more than happy to look into this on how we can possibly assist your further.

Raymond [6:09:33 PM]:

What was the name of the dealer?

[redacted] [6:10:21 PM]:

Advantage Chevrolet in Bolingbrook IL

Raymond [6:11:24 PM]:

I'll take note of that.

Raymond [6:11:52 PM]:

By the way, were you aware that there is a recall on your vehicle?

Raymond [6:12:05 PM]:

It is for 17276 Loss of Steering Assist.

[redacted] [6:12:32 PM]:

Yes they reprogrammed it when i was there

Raymond [6:12:51 PM]:

Great!

Raymond [6:13:00 PM]:

Anyway, I am creating a case here.

[redacted] [6:13:16 PM]:

Great thank you

Raymond [6:13:49 PM]:

To further check for possible option we can provide, I will transfer your case to a Senior Advisor who will continue to work directly with you and the dealership.

Raymond [6:13:56 PM]:

Please know that all the information you have provided me will be available to them as well.

Raymond [6:13:58 PM]:

Our Senior Advisor will work on the case and then contact you within 1-2 business days.

Raymond [6:14:13 PM]:

What will be the best time and phone for them to call you back?

[redacted] [6:14:20 PM]:

Okay that would be great thank you

Raymond [6:15:00 PM]:

I guarantee anything as of moment but our Senior Advisor will be more than happy to check for you.

[redacted] [6:15:34 PM]:

The best time is from 9am-1pm cst Mon-Fri or anytime on the weekends num to reach me is [redacted]

Raymond [6:16:04 PM]:

Alright.

Raymond [6:16:13 PM]:

For your future reference, the case number for our conversation is [redacted]

Raymond [6:16:20 PM]:

For you future reference, you can check if there is upcoming recall and track the warranty on your vehicle at;

Raymond [6:16:21 PM]:

https://my.gm.com/recalls

Raymond [6:16:26 PM]:

Is there anything else that I can assist you with?

[redacted] [6:17:00 PM]:

No not at this time thank you for your help

Raymond [6:17:11 PM]:

You're welcome!

Raymond [6:17:22 PM]:

Thank you for contacting Chevrolet Customer Assistance Center. Feel free to contact us back here if you have questions or concerns. We are here to chat Monday through Saturday from 8 AM to 9 PM EST.

Raymond [6:17:28 PM]:

Enjoy the rest of the day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

JAN 25, 2018 R/O CLOSE OUT Store 01 SERVC01 657/9051 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 2 PR 68 SI K	11. ADVISOR	3768
		12. DAIE IN	01/15/2018
1. CUSTOMER [redacted]		13. TIME IN	11:56am
		14. DAIE PR	01/17/2018
		15. TIME PR	06:00pm
PHONE(B) [redacted]	PHONE(H) [redacted]	16. TAG NO.	[redacted]
		17. MI I/O	27117/27134
2. SERIAL# 1GKS1BKC2G[redacted]	PROD DT	18. PO NO.	
LICENSE# [redacted]	DEL 06/26/2016	19. COMMENTS	Y
DESC. GC YUKON LIGHT STEELGRAY JET BLACK 16		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1 2		22.	
STATUS F F			

4. LABOR	0.00		0.00	0.00
5. PARTS	0.00		0.00	0.00
6. SUBLET	0.00		0.00	0.00
7. G.O.G.	0.00		0.00	0.00
8. MISC	0.00		0.00	0.00
9. TAX	0.00		0.00	0.00
10. EST $ [0.00] TOTALS C	0.00	W	0.00 I	0.00

REPAIR ORDER CLOSED ON 01/18/2018 REVIEW (Y/N)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 1 OPERATION: 86GCZ0WARRDIAG DESCRIPTION: BK/FR END/STEER WARR

1. COMPLAINT : CUSTOMER STATES BRAKE PEDAL WILL GO TO THE FLOOR AND VEHICLE IS HARD TO STOP. POSS COMEBACK SEE RO [redacted]

2. CAUSE ORIG : TEST DROVE VEHICLE 17 MILES WAS UNABLE TO DUPLICATE CUSTOMER CONCERN UNDER NORMAL BRAKING.SCAN VEHICLE FOR TROUBLE CODES NONE FOUND.CONTACTED TAC ON 1/17/18 CASE# [redacted] ALLOWED ENGINE TO RUN IN STALL FOR FIVE MINUTES LEFT VEHICLE WITH ENGINE OFF 3 HOURS AND RECHECKED VACUUM SOURCE AT BRAKE BOOSTER. NO VACUUM DROP FOUND.ENGINE RUNNING -13.4" VACUUM.

3. CORRECTION: NO PROBLEM FOUND . ADVISED CUSTOMER UNDER RAPID BRAKE PEDAL ORIG APPLICATION, VEHICLE PARKED FOR SERVERAL HOURS OR HIGH ALTITUDE DRIVING LOW BRAKE BOOSTER VACUUM CAN OCCUR CAUSING HARD BRAKE PEDAL LOSING SLIGHT BRAKE ASSIST AND OR CAUSING ABS PUMP TO ACTIVATE.

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 2 OPERATION [redacted] DESCRIPTION: HEAVY LINE DIAG WARR

1. COMPLAINT : CUSTOMER STATES VEHICLE HAS A ROUGH IDLE. WHEN COMING TO A STOP VEHICLE WILL IDLE AT 500RPM. WHEN AT A STOP VEHICLE WILL IDLE AT 1200RPMS

2. CAUSE : ROAD TEST VEHICLE 3 MILES NO ROUGH IDLE FELT AT THIS TIME ORIG

3. CORRECTION:

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

1. CALLED CUSTOMER 1.15.18 @ 2:28- TECH IS LOOKING AT BRAKE CONCERN
2. CALLED CUSTOMER 1.15.18 @ 3:16- OK TO HOLD OVERNIGHT TO CALL TAC IN
3. THE MORNING
4. CALLED CUSTOMER 1.16.18 @ 11:05- TECH IS ON THE PHONE WITH TAC

(E=ENTER) (P=PAGE)

JAN 25, 2018 R/O CLOSE OUT Store 01 SERVC01 657/9051 3651

X. R/C NO. [redacted]	PE SERVICE D# 1 PR 68 ST K	11. ADVISOR	3674
		12. DATE IN	10/04/2017
1. CUSTOMER [redacted]		13. TIME IN	01:36pm
		14. DATE PR	10/06/2017
EASTVALE CA [redacted]		15. TIME PR	05:30pm
PHONE(B) [redacted]	PHONE(H) [redacted]	16. TAG NO.	[redacted]
		17. MI I/O	22074/22074
2. SERIAL# 1GKS1BKC2 [redacted]	ROD DT	18. PO NO.	
LICENSE# [redacted]	ST [redacted] DEL 06/26/2016	19. COMMENTS	Y
DESC. GC YUKON LIGHT STEELGRAY JET BLACK 16		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1 2 3 4		22.	
STATUS F F F F			

4. LABOR			0.00		224.00		0.00
5. PARTS			0.00		169.48		0.00
6. SUBLET			0.00		0.00		0.00
7. G.O.G.			0.00		0.00		0.00
8. MISC			0.00		171.00		0.00
9. TAX			0.00		0.00		0.00
10. EST $ [ ]	TOTALS	C	0.00	W	564.48	I	0.00

REPAIR ORDER CLOSED ON 10/09/2017 REVIEW (Y/N)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 1 OPERATION: [redacted] DESCRIPTION: BRAKES/FRONT END

1. COMPLAINT : CUSTOMER STATES THE BRAKE PEDAL GOES TO THE FLOOR WHEN PRESSED.CUSTOMER COULD NOT STOP AT ONE POINT WHILE BACKING OUT OF A PARKING SPOT.

2. CAUSE ORIG : TEST DROVE VEHICLE FOUND EXCESSIVE PEDAL EFFORT NEEDED TO STOP VEHICLE. INSPECTED BRAKE ASSIST DATA FOUND BRAKE VACUUM SENSOR -6.3PSI INSPECED AND FOUND WEAK VACUUM PUMP WITH INTERNAL FAILURE.

3. CORRECTION: ORIG REMOVED AND REPLACDE FAULTY BRAKE VACUUM PUMP ASSEMBLY. TEST DROVE VEHICLE AND RECHECKED FOR ADDITIONAL FAULTS. LABOR OP 4023850 AFTER TEST DRIVE FOUND BRAKE BOOSTER SENSOR AT -13.4PSI WITH IN RANGE

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 2 OPERATION: [redacted] DESCRIPTION: 15A DIAGNOSIS

1. COMPLAINT : CUSTOMER STATES THE DVD PLAYER WONT TURN ON INTERMITTENTLY. HAPPENS AFTER YOU FLIP DOWN THE SCREEN.

2. CAUSE : DVD DISPLAY INTERNAL FAILURE
ORIG

3. CORRECTION: NO DIAGNOSTIC TROUBLE CODES STORED. TESTED FOR POWERS AND
ORIG GROUNDS. (12.12 VOLTS) (0.0 OMS)REMOVED AND REPLACED DVD DISPLAY

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

1. 10.5-11:08-PART HERE, MAY NEED ANOTHER DAY,LEFT VOICEMAIL
2. ON CELL.
3. 10.6-4:44-DONE.CUSTOMER PICKING UP 10.7

(E=ENTER) (P=PAGE)

JAN 25, 2018 R/O CLOSE OUT Store 01 SERVC01 657/9051 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1	PR 49 ST K	11. ADVISOR	3714	
1. CUSTOMER [redacted]			12. DATE IN	03/31/2017	
			13. TIME IN	09:31am	
			14. DATE PR	03/31/2017	
PHONE(B) [redacted]	PHONE(H) [redacted]		15. TIME PR	11:00am	
			16. TAG NO. [redacted]		
2. SERIAL# 1GKS1BKC2G[redacted]	PROD DT		17. MI I/O	13275/13276	
LICENSE# [redacted]	DEL 06/26/2016		18. PO NO.		
DESC. GC YUKON LIGHT STEELGRAY JET BLACK 16			19. COMMENTS	Y	
			20. RECOMMEN		
			21. JRNL PFX	PICKUP	
3. JOBS (J#) 1 2 3			22.		
STATUS F F F					
4. LABOR	0.00		15.10	0.00	
5. PARTS	0.00		6.02	0.00	
6. SUBLET	0.00		0.00	0.00	
7. G.O.G.	0.00		28.88	0.00	
8. MISC	0.00		0.00	0.00	
9. TAX	0.00		0.00	0.00	
10. EST $ [0.00] TOTALS C	0.00	W	50.00 I	0.00	

REPAIR ORDER CLOSED ON 03/31/2017 REVIEW (Y/N)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 1 OPERATION: [redacted] DESCRIPTION: INT LOF DEXOS

1. COMPLAINT : CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL.

2. CAUSE : SCHEDULED MAINTENANCE
ORIG

3. CORRECTION: COMPLETED REQUESTED MAINTENANCE SERVICES
ORIG [redacted]

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

```
 JAN 25, 2018  COMPLAINT CAUSE AND CORRECTION  Store 01 S-RVC01   657/9051  3951
--------------------------------------------------------------------------------
| JOB#: 2    OPERATION: SIGDZZLNT NOTAJF [MSG# ATION: JNI-ARAL ROTAT
| 1. COMPLAINT : REMOVE TIRES
|
|
|
|
| 2. CAUSE     : MAINTENANCE ITEM                                                |
| ORIG                                                                           |
|                                                                                |
|                                                                                |
|                                                                                |
|                                                                                |
  3. CORRECTION: ROTATED TIRES                                                   |
  ORIG                                                                          |
                                                                                |
                                                                                |
                                                                                |
                                                                                |
--------------------------------------------------------------------------------
 (E=ENTER)(M# MORE LINES)(CC=CX COMP CODE)(O=ORIG ENTRY)
```

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 3 OPERATION [redacted] DESCRIPTION: INT SERV PLUS INSP

1. COMPLAINT : SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.

2. CAUSE : MAINTENANCE ITEM.
ORIG

3. CORRECTION: PERFORMED SAFETY INSPECTION.
ORIG FRONT TIRE PRESSURES 35PSI REAR 35PSI

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

1. WAITER
2. IN LOBBY

(E=ENTER) (P=PAGE)

JAN 25, 2018 R/O CLOSE OUT Store 01 SERVC01 657/9051 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1 PR 49 ST K	11. ADVISOR	3674
		12. DATE IN	12/02/2016
1. CUSTOMER [redacted]		13. TIME IN	08:37am
[redacted] EASTVALE CA		14. DATE PR	12/02/2016
		15. TIME PR	[redacted]m
PHONE(B) [redacted]	PHONE(H) [redacted]	16. TAG NO.	[redacted]
		17. MI I/O	7261/7262
2. SERIAL# 1GKS1BKC2G[redacted]	PROD DT	18. PO NO.	
LICENSE# [redacted]	DEL 06/26/2016	19. COMMENTS	Y
DESC. GC YUKON LIGHT STEELGRAY JET BLACK 16		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1 2		22.	
STATUS F			

4. LABOR		0.00		47.88		0.00	
5. PARTS		0.00		6.02		0.00	
6. SUBLET		0.00		0.00		0.00	
7. G.O.G.		0.00		28.88		0.00	
8. MISC		0.00		0.00		0.00	
9. TAX		0.00		0.00		0.00	
10. EST $ [0.00] TOTALS	C	0.00	W	82.78	I	0.00	

REPAIR ORDER CLOSED ON 12/03/2016 REVIEW (Y/N)

JAN 25, 2018 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/9051 3651

JOB#: 1 OPERATION: [redacted] DESCRIPTION: MAINTENANCE 1 *SCH1*

1. COMPLAINT : GMC Maintenance 1 Service

2. CAUSE : SCHEDULED MAINTENANCE
ORIG

3. CORRECTION: COMPLETED REQUESTED MAINTENANCE SERVICE.
ORIG

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

PE18-012

GM

3-27-2019

Q3

FEB 2, 2018 R/O CLOSE OUT Store 01 SERVC01 657/3384 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 2 PR 68 ST K	11. ADVISOR	3768
1. CUSTOMER [redacted]		12. DATE IN	01/23/2018
[redacted] EASTVALE CA		13. TIME IN	01:16pm
		14. DATE PR	01/25/2018
PHONE(B) [redacted]	PHONE(H) [redacted]	15. TIME PR	06:00pm
		16. TAG NO.	[redacted]
2. SERIAL# 1GKS1BKC2G[redacted]	PROD DT	17. MI I/O	27343/27358
LICENSE# [redacted]	DEL 06/26/2016	18. PO NO.	
DESC. GC YUKON LIGHT STEELGRAY JET BLACK 16		19. COMMENTS	Y
		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1		22.	
STATUS F			

4. LABOR	0.00	0.00	0.00
5. PARTS	0.00	0.00	0.00
6. SUBLET	0.00	0.00	0.00
7. G.O.G.	0.00	0.00	0.00
8. MISC	0.00	0.00	0.00
9. TAX	0.00	0.00	0.00
10. EST $ [0.00] TOTALS C	0.00 W	0.00 I	0.00

REPAIR ORDER CLOSED ON 01/26/2018 REVIEW (Y/N)

FEB 2, 2018 COMPLAINT CAUSE AND CORRECTION Page 01 SERV001 667/3394 565

JOB#: 1 OPERATION: 86GC/CWABORDLAG DESCRIPTION: ENTER END/STEER WARR

1. COMPLAINT : CUSTOMER STATES BRAKE PEDAL W.I.L. GET 'SPONGY' WHEN TRYING TO APPLY BRAKES, BRAKE PEDAL WILL GO TO THE FLOOR AND VEHICLE WILL NOT STOP

2. CAUSE ORIG : TEST DROVE VEHICLE WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN TEST DROVE VEHICLE WITH CUSTOMER WAS UNABLE TO DUPLICATE CONCERN WITH CUSTOMER AT THIS TIME. CUSTOMER TO RETURN AT LATER DAY.

3. CORRECTION: ORIG NO PROBLEM FOUND AT THIS TIME. BRAKE SYSTEM OPERATING AS INTENDED AT THIS TIME. MILES DRIVEN 15 MILES

TE PN SKU (M#=MORE LINES) (CC=CM COMP CODE) (O OR S ENTRY)

1. CALLED CUSTOMER 1.24.18 @ 9:46- TECH WILL BE DRIVING VEHICLE
2. THROUGHOUT THE DAY

(E=ENTER) (P=PAGE)

PE18-012

GM

3-27-2019

Q3

...ENT
...ATION PROVISIONS BUICK GMC

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
MARK CHRISTOPHER AUTO CENTER 8131 CONVENTION CENTER WAY ONTARIO CA 91764-0162	[redacted] County: [redacted]	[redacted] County: [redacted]
Lessee Billing Address (if different than above)	**Vehicle Garaging Address (if different than above)**	
N/A	N/A County:	Principal Driver: N/A (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2016	GMC	YUKON	SUV 4DR 2WD	1GKS1BKC2G[redacted]	195	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 4189.59

3. Scheduled Payments
A. Your first monthly payment of $ 852.44 is due on 06/26/16, followed by 47 monthly payments of $ 852.44, due on the 26th of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 40917.12.

4. Other Charges (not part of your scheduled payment)

A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(i))	$	495.00
B. N/A	$	N/A
C. N/A	$	N/A
D. Total	$	495.00

5. Total of Payments
(The amount you will have paid by the end of the Lease)
$ 44749.27
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$	2500.00
2. Taxes on capitalized cost reduction	$	205.00
3. First monthly payment	$	852.44
4. Single scheduled payment	$	N/A
5. Refundable security deposit	$	N/A
6. Lease acquisition fee	$	N/A
7. Vehicle license fees	$	516.00
8. Registration, transfer, and titling fees	$	N/A
9. Sales/use tax	$	5.40
10. Document processing charge (not a governmental fee)	$	80.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$	26.00
12. California tire fee	$	8.75
13. N/A	$	N/A
14. N/A	$	N/A
15. Total	$	4189.59

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$	N/A
2. Rebates and noncash credits	$	4189.59
3. Amount to be paid in cash	$	N/A
4. Other N/A	$	N/A
5. Total	$	4189.59

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 59941.00) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$	64374.55
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$	2500.00
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$	61874.55
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$	21617.45
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$	39257.10
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$	7629.30
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$	37886.40
H. Lease payments. The number of payments in your Lease.	÷		48
I. Base scheduled payment.	=	$	789.30
J. Sales/use tax (e).	+	$	63.14

E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term. = $ 36257.10

F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. + $ 3629.30

G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge. = $ 37886.40

H. Lease payments. The number of payments in your Lease. ÷ 48

I. Base scheduled payment. = $ 789.30

J. Sales/use tax (e). + $ 62.14

K. N/A + $ N/A

L. N/A + $ N/A

M. Total Scheduled Payment. = $ 852.44

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 31617.85 plus a purchase option fee of $ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$ 59941.00	G. Document processing charge (not a governmental fee)	$ N/A
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)		H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
N/A	$ N/A	I. California tire fee	$ N/A
N/A	$ N/A	J. Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Optional Products and Services:	
N/A	$ N/A	K. PRIOR LEASE BALANCE	$ 3638.55
C. Vehicle license fees	$ N/A	L. N/A	$ N/A
D. Registration, transfer, and titling fees	$ N/A	M. N/A	$ N/A
E. Lease acquisition fee	$ 595.00	N. N/A	$ N/A
F. Sales/use tax	$ N/A	O. N/A	$ N/A
		P. N/A	$ N/A
		Q. Total Gross Capitalized Cost:	$ 64374.55

12. The Trade-In Vehicle

Year N/A
Make N/A
Model N/A

A. Agreed Upon Value of Trade-In		$ N/A
B. Prior Credit or Lease Balance	−	$ N/A
C. Net Trade-In Allowance (If less than 0 then enter 0)	=	$ 0.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 5335.87 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ 25.00 Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked: ☐

☐ If this box is checked, the Vehicle is subject to the following express warranties:

N/A
N/A
N/A

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND 'WITH ALL FAULTS', AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If the Vehicle is subject to the manufacturer's standard warranty, if we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

Administrative Fee per incident, if the law allows it.

any implied warranties during the term of the warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name MERCURY CASUALTY — Insurance Agency Name MERCURY CASUALTY

Agency Address 4484 WILSHIRE BLVD — Agency Phone Number (800) 456-3729

Agent's Name — Policy Number 4601 AT 2006714470

Deductibles: Collision $ 500.00 — Comprehensive $ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 60 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and signed by you and us. No oral changes are binding.

Lessee Signs [redacted]

Co-Lessee S [redacted]

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement t [redacted] ee that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute b [redacted] a court action. See the Arbitration Provision [redacted] ement to arbitrate.

Lessee Signs [redacted] Co-Lessee Signs [redacted]

N/A Amt PK

Lessor's Right to Cancel. If Lessor is unable to assign this Lease to a financial institution, the provisions of the Lessor's Right to Cancel section on the back giving the Lessor the right to cancel will apply.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the obligations, of N/A **to purchase and/or sell the asset described in this Lease have been assigned to** N/A **pursuant to an agreement between** N/A **and** N/A.

(1) Do not sign this lease 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 lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SI [redacted]

Lessee Signatu [redacted] **Date** 08/26/25 [redacted] **Date** 08/26/25

Type/Print Less [redacted]

COMMERCIAL LES [redacted]

Commercial Lessee N/A **Date** N/A **By** N/A

Type/Print Name N/A **Type/Print Title** N/A

LESSOR'S A [redacted]

The Lessor's authorized signature indicates the Lessor has accepted the terms [redacted] Lease.

Lessor Nam [redacted]

Lienholder Name: WELLS FARGO AS CTL AGT

Assignee Name: ACAR Leasing Ltd.

Type/Print [redacted]

Type/Print [redacted]

© 2015 The Reynolds and Reynolds Company TO ORDER: www.gmfdealerstore.com
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

RECAP SHEET

SALE No. [redacted] DATE 06/26/16 UNIT: NEW 2016 GMC [redacted] STK No. [redacted]

BUYER: [redacted]

SALESPERSON: ALEJANDRO C SARABIA SALESPERSON: SAMER A ABDELMESSEH MGR:

PRICE:		$ 59941.00	
COST:		$ 58287.50	
SUB TOTAL:			$ 1653.50
OVER ALLOWANCE:			$ N/A
ADDITIONS:	HOLDBACK (-)	$ 1824.00	
ADDITIONS:		$ N/A	
ADDITIONS:		$ N/A	
ADDITIONS:		$ N/A	
ADDITIONS:		$ N/A	
TOTAL ADDITIONS:			$ -1824.00
NET GROSS:			$ 3477.50
PACK	+1824.00HB		$ 1824.00
GROSS COMM.			$ -36.09
		$	
RESERVE:	$61874.55	$ 150.00	
CREDIT LIFE:	$ N/A	$ N/A	
A & H:	$ N/A	$ N/A	
WARRANTY:	$ N/A	$ N/A	
COLLISION:	$ 3838.55	$ N/A	
TOTAL F & I:			$ 150.00
SUB TOTAL:			$ 1937.91
TOTAL COMMISSION:			$ 200.00
PROFIT ON SALE:			$ 1662.91

TRADE INFORMATION

YEAR: MAKE:

MODEL: VIN:

LIC. NO. ACV: N/A

NET PAYOFF: N/A HIGH: LOW:

GOOD UNTIL:

PAYOFF TO:

LOAN INFORMATION

DOWN PAYMENT ADVANCE

TRADE N/A CASH 2500.00 UNDER OVER

HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE

LEGAL TO BE: ACAR LEASING LTD
PO BOX 9000
LUTHERVILLE MD 21094

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME [redacted]

VIN: A G K/ S/ 1/ B / K/ C /2 /G /R [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

N/A

Incentive Program Reference	Amount	GM Incentive Code
	$	
16-40CBX-000	$ 2500.00	KCU
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$ 2500.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledg[redacted]e bearing this vehicle identification number, which was sold/leased by the De[redacted] for personal/business use and not resale and I took delivery on ___/___/___. I ack[redacted]) ____ and release GM from any future claim or obligation for incentive (s) on t[redacted]

06 26 16

Purchaser/Lessee Signature: [redacted] **Date:** ___/___/___

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically cha[redacted]e (at the then current rate). Notice of the payment due date, the monthly amount due and how to u[redacted]n will be provided at least 30 days prior to any charges. Current pricing and information relating t[redacted].

Purchaser/Lessee Signature [redacted] **Date:** 06 26 16 ___/___/___

The undersigned person, as Dealer repres[redacted]nation on this application is true and correct and the Incentive Payments , OnStar Vehicle Software; OnStar Terms and Con[redacted]r Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery o[redacted]his dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] **Date:** 06 26 16 ___/___/___

Dealership Name: MARK CHRI[redacted]ER **Dealer Code:** _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-10152010) Rev 10-15-2010

APPLICATION FOR REGISTRATION OF NEW VEHICLE

DMV — A Public Service Agency

FOR DEPARTMENT USE ONLY STOCK # [redacted] CASHIER DATE LINE STAMP 287829

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)				NRM/IND
06/26/2016	06/26/2016				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
GMC	2016	SUV 4WD	GAS	2	
VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		OHV/MOTORCYCLE DEALERS ONLY ☐ On-Highway ☐ Off-Highway		
1GKS1BKC2[redacted]					
FOR CAMP TRAILERS AND TRAILER COACHES: LENGTH IN INCHES		WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE	
				RIVERSIDE	

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

(1) ACAR LEASING LTD LSR — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO.

☐ AND / ☒ OR (2) [redacted] — MIDDLE — SUFFIX — [redacted] CARD NO.

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
14976 EDGEWOOD DR		EASTVALE	CA	[redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (NO ABBREVIATIONS) FIRST, MIDDLE AND INITIAL — ELECTRONIC LIENHOLDER ID. #

WELLSFRGO AS CTL AGT — ELT# CFL

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO BX 9000 LUTHERVILLE MD 21094				
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☒ No

APPLICANT'S CERTIFICATION: *I certify (or declare) under penalty [redacted] ws of the State of California that the foregoing is true and correct.*

DATE	BUYER'S SIGNATURE(S)	
06/26/2016	(1) X ACAR LEASING LTD [redacted]	(2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis	06/26/2016	59941.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐☐☐,1 0 9 (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING ☐ It is NOT the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER 408

I/we certify (or decl[redacted] nder the laws of the State of California that the foregoing is true and correct.

DATE	AGENT	ADDRESS
06/26/2016	[redacted]	2131 CONVENTION CENTER WAY ONTARIO CA 91764-4452
DATE	SIGNATURE OF BUYER OR COMPANY AGENT	ADDRESS
06/26/2016	ACAR LEASING LTD LSR	PO BOX 9000 LUTHERVILLE MD 21094

REG 397 (REV 11/2011) — DMV COPY —

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [8:28:26 AM]:

Welcome to chat.

Tyler [8:28:47 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Tyler! I would be happy to assist you with your vehicle concern.

Tyler [8:28:55 AM]:

I see that you have put some information in the pre chat form. Please allow me two to three minutes to review this information.

Tyler [8:31:10 AM]:

We are sorry to hear that you're having a concern with the vehicles brakes. I would be happy to look into this for you. To better assist you may I have your current mileage?

[redacted] [8:32:56 AM]:

The vehicle has about 104000 miles on it. I do a lot of highway driving putting on approximately 35000 miles per year.

Tyler [8:33:42 AM]:

Can you verify your full home mailing address?

[redacted] [8:34:10 AM]:

[redacted], Fernley Nevada

Tyler [8:34:24 AM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[redacted] [8:34:40 AM]:

yes

Tyler [8:35:12 AM]:

Thanks for this information; did you have the dealership diagnose the vehicle or did you just contact them via phone?

[redacted] 38:05 AM]:

They have not checked the vehicle currently. Earilier in 2017 the dealership did a spring checkup on the vehicle. Preformed a couple of recalls and when they checked the brakes all was good with lots of brake pad left.

Tyler [8:40:31 AM]:

As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. Since your vehicle is beyond all factory warranties you would be responsible for all diagnostic fees and repair cost. All repairs come with a standard 12 month limited parts warranty.

Tyler [8:40:48 AM]:

The service request number for today's concern is [redacted]

[redacted] [8:45:01 AM]:

I will have them look at it . As the issues started intermittently and could not be diagnosed earlier I believe you have some braking issues. If that is all GMC will do this will be the last GMC I purchase. I think GMC should look at the internet site as I am not the only person with this problem. Thank you.

Tyler [8:45:42 AM]:

Please keep in mind that we treat each customer's situation on an individual basis and cannot take into account information found on third party websites. It’s also worth noting that sometimes what seems to be a common symptom can be the result of very different root causes. This is important when reading online forum posts as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that was completed. Reading through a thread may not necessarily be comparing apples to apples. This is why we handle every situation on a case by case basis.

Caller [redacted] left the call.

Call Disconnected.

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GM

3-27-2019

Q3

[redacted]

Customer

[redacted]
Anytime

Vehicle

GMC Yukon 2016
1GKS1BKC1GR[redacted]
Mileage Now: 51000 mi
Warranty Start: 11/21/2015

Status of vehicle/concern

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

Key Points

Customer is having issues with brakes and a Vacuum in the vehicle total is $1500 Customer states the dealership is waiting to hear back from extended warranty.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Sarah Rios --> 1-866-790-5700 Ext # 5913511

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CCF PGM [redacted]

BBB AUTO LINE
Customer Claim Form

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Manhattan Beach		State: CA	Zip code: [redacted]
Day phone: [redacted]	Evening phone: [redacted]		Cell phone:
Fax: [redacted]	E-mail address: jbarker@consumerlawcenter.com		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Sierra	Year: 2015	Current mileage: 47,054
Name(s) that appears on the vehicle title: David DuBois			
Selling dealer/city/state: North County Buick Cadillac GMC in Escondido, CA			
Primary Servicing dealer/city/state: North County Buick Cadillac GMC in Escondido, CA			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 9/19/2015	Mileage at purchase/lease: 98		
First repair attempt date: 11/04/2015	First repair attempt mileage: 2,954		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business: 0	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☒ yes ☐ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3GTP1VEC[redacted] Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER

Lienholder/Leasing Company None **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	6/10/0 - 12,700 miles - 4 days	Yes
PLEASE	SEE		ENCLOSED	

Total days out of service for [redacted] No Lienholder

Signature of Titled Owner(s) [redacted] Date 1-15-18

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Date of Repair	Mileage	Description of Problem/Repair	Defects
11/4/2015	2,954	Install front tow hooks and tow hook covers, tow hooks are in the rear seat and the hook covers are in parts dept	Body/Trim
		2014 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Has provided his own oil filter that is in the back seat	Service
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
2/29/2016	7,228	Check leaks. There is two oil leaks coming from the front of the engine and around the oil cap	Leaks
		2014 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Tire pressure LF...RF....LR....RR.....	Tires
4/6/2016	12,072	2014/15/16 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Tire pressure LF...RF....LR....RR.....	Tires
		Do not rotate tires	Tires
7/6/2016	17,963	There is some squeeling coming from the front brakes when applied	Brakes
		There is seepage coming from the front of the engine	Leaks
		There is clunking type noise coming from the rear end. Noise happens when going from a stop and accelerating.	Body/Trim
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
9/13/2016	22,557	When applying the brakes the front will dip really low and the pedal seems to be squeeshy and press really far down to the floor	Brakes

		The radio will intermittently go blank and other times the paly, rewind and FFW icons will be blank.	Electrical
		Frontal airbag and pertensioner non deploy	Recall
		Perform wheel alignment including toe set, caster and camber adjustment, were applicable, excludes knockouts.	Wheels
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
10/14/2016	24,388	The steering wheel is angled to the right while the vehicle is driving straight after the last alignment	Steering
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
11/9/2016	25,108	The seat will rock and make a clicking type noise when going in and out of turns	Body/Trim
		There is an oil leak from front of the engine area. Leak is visible on the front of the block.	Leaks
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
		Once the vehicle gets to operating temperature there is a squealing noise coming from the engine compartment.	Engine
3/30/2017	33,567	The vehicle is having a tough time starting. The vehicle needed a jump start this morning	Electrical
		Major svc. Lube, oil filter, air filter, rot and balance tires, brake inspect and adjust, fuel induction service w/ throttle body cleaning. Trans flud exchange. Batt. Service and charging system test, 23 pt inspection.	Inspection
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
7/24/2017	42,642	Perform wheel alignment including toe set, caster and camber adjustment, were applicable, excludes knockouts.	Wheels
		The center console usb ports are inop.	Electrical

		The rear brakes are weering differently on the left side compared to the right side. The customer also states that the rotors are scored.	Brakes
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
9/11/2017	47,054	6 out of 10 times when braking going up to a stop sign the brake pedal will go to the floor	Brakes
		Upon acceleration from a stop sign customer feels there is a hesitation.	Transmission
		Dr side seat bottom cushion has shifted	Body/Trim
		Would like to go for a ride with tech to confirm issues with car	Inspection
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires

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GM

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Q3

[redacted]

Invoice #[redacted]

Tag [redacted]

Customer [redacted]

Service Advisor: 6415 PAUL HEBERT

CELL

EMAIL [redacted]

AutoNation

AutoNation Buick GMC West
16400 WEST COLFAX AVENUE
GOLDEN, COLORADO 80401
(303) 278-4433
www.autonation.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GRAY	15	GMC SIERRA 1500	3GTP1VEC5F[redacted]		34838	34838

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN15			WAIT 07APR17			CASH	07APR17	08:09 07APR17	14:36 07APR17

OPTIONS: DLR:24225 ENG:5.3_Elec_SIDI

AutoNation

Sign up for e-mails to receive immediate recall or warranty notification down to the VIN, plus our latest sales and service specials.

Please ask your service advisor or cashier to update your records.

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
A	VEHICLE WILL NOT CRANK WITH KEY BUT WILL WITH REMOTE START - HAS BEEN HAPPENING FOR LAST 30 DAYS - SEEMS TO BE SOMEWHAT INTERMITTENT DID ACT UP ON DRIVE										
	MT999 DIAG										
	8609IGEPS										(N/C)
PARTS:	0.00	LABOR:		0.00	OTHER:		0.00	TOTAL LINE A:			0.00
	34838 1.00 DUPLICATED CONCERN. FOUND APTERMARKET DEVICES SPLICED INTO VEHICLE WIRING UNDER DASH WHICH APPEAR TO BE AN ALARM. FOUND APTERMARKET DEVICES CAUSING ISSUE.										
	**********										
B	ONSTART REPORTS FAULTS LISTED FOR STABILLITRAC-SES-TRANS-AIRBAG										
	MT999 SEE LINE A										
	8609IGEPS										(N/C)
PARTS:	0.00	LABOR:		0.00	OTHER:		0.00	TOTAL LINE B:			0.00
	**********										
C	Customer requested to have Multi Point Inspection performed this visit										
CAUSE:	PERFORMED MULTI POINT INSPECTION										
	MULTI-N MULTI-POINT INSPECTION NOT COMPLETED THIS VISIT										
	8609IGEPS										(N/C)
PARTS:	0.00	LABOR:		0.00	OTHER:		0.00	TOTAL LINE C:			0.00
	**********										
D	**Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.**										
	DDRV AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!										
	8609 CGC								0.00		0.00
PARTS:	0.00	LABOR:		0.00	OTHER:		0.00	TOTAL LINE D:			0.00

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED

SHOP SUPPLY COSTS: We have included a charge equal to 14.99% of the total cost of labor, not to exceed $59.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being released to you in exchange for your payment of the Amount Due.

DATE | CUSTOMER SIGNATURE | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DISCRIPTION

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

AMOUNTS

[redacted]

VALLEY CENTER, CA
HOME
EMAIL
CELL:

Invoice #: [redacted]
Tag #
Customer #:
Service Advisor: 6415 PAUL HEBERT

AutoNation

AutoNation Buick GMC West
16400 WEST COLFAX AVENUE
GOLDEN, COLORADO 80401
(303) 278-4433
www.autonation.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GRAY	15	GMC SIERRA 1500	3GTP1VEC5F[redacted]		34838	34838

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
01JAN15			WAIT 07APR17			CASH	07APR17	08:09 07APR17	14:36 07APR17

OPTIONS: DLR:24225 ENG:5.3_Litec_SIDI

AutoNation

Sign up for emails to receive immediate recall or warranty notifications down the road, plus the latest sales and service specials!

Please ask your service advisor or cashier to update your records.

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
E	We are proud to offer our customers parts options that fit all budgets and all circumstances! If you chose a Non-Original Equipment (OE) part, an "AP*" will be in the part number, which identifies this part is a high quality Non-OE part that was...								
	APDISCLAIMER We are proud to offer our customers parts options that fit all budgets and all circumstances! If you chose a Non-Original Equipment (OE) part, an "AP*" will be in the part number, which identifies this part is a high quality Non-OE part that was...								
	8609 CGC							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:			0.00

****

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 14.99% of the total cost of labor, not to exceed $83.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy

THANK YOU

PE18-012

GM

3-27-2019

Q3

GMC

PARADISE BUICK GMC

Making a Difference

Genuine Parts

(951) 216-2260
27420 VINEZ ROAD, TEMECULA, CA 92591-4883
Mailing Address: P.O. Box 9073, Temecula, CA 92589-9073

BAR # ARD278103
EPA # CAC002788069

CUSTOMER NO. [redacted]	ADVISOR NICK PELLEGRI 175	TAG NO. [redacted]	INVOICE DATE 10/19/17
[redacted]	LIC [redacted]	MILEAGE 49,921	COLOR /
VALLEY CENTER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/CREW [redacted]		DELIVERY DATE
[redacted]	VEHICLE I.D. NO. 3GTP1VEC5FG [redacted]		LUHRS DEALER NO.
	R.O. NO.		P.O. DATE 10/19/17
[redacted]	BUSINESS PHONE	COMMENTS	MO: 4[redacted]

CUSTOMER STATES I AM CONSTANTLY HAVING BRAKE ISSUES WITH THE VEHICLE. EVERY TIME I HAVE PRESSED THE BRAKES IN AROUND TOWN DRIVING AND THE BRAKES DO NOTHING BRAKES GO DOWN TO THE FLOOR.
HAD TO USE E BRAKE AND DOWN SHIFT WITH MANUEL MODE I ALSO HEAR EXCESSIVE NOISE FROM THE RT REAR OF THE VEHICLE AND IT FEELS LIKE BRAKES ARE DRAGGING.
CUSTOMER SEEKING ASSISTANCE FROM GENERAL MOTORS.
TEST DROVE VEHICLE. BRAKE PEDAL GETS HARD WHEN DEPRESSING WHILE DRIVING. PERFORMED COMPLETE BRAKE INSPECTION. ALL FRONT BRAKE PADS AT 7mm. BOTH FRONT BRAKE ROTORS AT 30.00mm. ALL REAR BRAKE PADS AT 9mm. BOTH REAR BRAKE ROTORS AT 10.79mm. REMOVED BOTH REAR BRAKE CALIPERS AND ROTORS.
INSPECTED PARKING BRAKE SYSTEM. REMOVED BRAKE MASTER CYLINDER. NO FLUID LEAKS AT TIME OF INSPECTION. FOUND LOW BRAKE BOOSTER VACUUM WHEN BRAKE PEDAL IS DEPRESSED (-4kpa). BRAKE VACUUM PUMP IS WORN AND MAKING A CLICKING NOISE.
INSPECTED BOOSTER VACUUM HOSE. NO OIL FOUND IN HOSE.

REMOVED AND REPLACED BRAKE BOOSTER VACUUM PUMP. CHECKED VACUUM 94kpa AT IDLE. TEST DROVE. OK AT THIS TIME.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12669488	PUMP 3.2BI		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

CHECK & ADJUST TIRE PRESSURES
35 PSI IN ALL TIRES
TIRE PRESSURES CHECKED & ADJUSTED

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

PLEASE PERFORM COMPLIMENTARY VEHICLE MAINTENANCE INSPECTION. GENERAL MOTORS 27 POINT INSPECTION SERVICE
INSPECTION IS COMPLETED. SEE YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR WOULD LIKE TO SCHEDULE AN APPOINTMENT

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

Added Operation (JESSES 0 10/19/2017 09:54)

"The factory warranty constitutes all of the warranties with respect to the state of this item/items. The Seller hereby expressly disclaims all warranties, either expressed 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 state of this item/items."

MAIN
(951) 216-2260
SERVICE DIRECT
(951) 216-2299 • Fax (951) 216-2291
PARTS DIRECT
(951) 216-2282 • Fax (951) 216-2281

FOR YOUR CONVENIENCE, OUR HOURS ARE

SERVICE AND PARTS
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

BODY SHOP
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

X _____

 (CONTINUED ON NEXT PAGE) 05:20pm

SF678480 Q (10/14)

01/30/18 09:28AM PST 8668020021 -> 7032479700 p8 8/31

GMC.

PARADISE BUICK GMC

Making a Difference

(951) 216-2260
27420 YNEZ ROAD, TEMECULA, CA 92591-4683
Mailing Address: P.O. Box 9073, Temecula, CA 92589-9073

Genuine Parts

BAR # ARD278103
EPA # CAC002788069

CUSTOMER NO. [redacted]

[redacted]
VALLEY CENTER, CA [redacted]
[redacted]

ADVISOR: NICK PELLEGRINO 175
TAG NO. [redacted]
INVOICE DATE: 10/19/17
MILEAGE: 49,921
COLOR: /
STOCK NO.
YEAR/MAKE/MODEL: 25/GMC/SIERRA 1500/CREW [redacted]
DELIVERY DATE
DELIVERY MILES
VEHICLE I.D. NO.: 3 G T P 1 V E C 5 F G [redacted]
SELLING DEALER NO.
PRODUCTION DATE
R.O. NO.
R.O. DATE: 10/19/17
PHONE [redacted]
BUSINESS PHONE
COMMENTS
MO: [redacted]

DURING CHECKOUT TECH NOTED LEAKING REAR AXLE SEAL. INSPECT WITH TECH AND VERIFIED FAILED LEFT REAR AXLE SEAL IS FORMING TO A DRIP AT AXLE TUBE. OK TO ADD 5/100, JESSE S.
L/R AXLE SEAL LEAKING. PARKING BRAKE SHOE IS GOOD
REMOVED AND REPLACED L/R AXLE SEAL. CLEANED. FILLED REAR DIFFERENTIAL WITH NEW FLUID. TEST DROVE. OK AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	12471666	SEAL 5.822		WARRANTY
JOB # 4	3	19300457	LUBRICANT 8.800		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	AMEND INV#	INV DATE	DESCRIPTION	
JOB # 4	20557		10/19/17	RENTAL CAR	WARRANTY
				TOTAL - SUBLET	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $134.00 (+TAX)

COMMENTS
RX WAIVER per write 36672 pg1 line 53 X

TRANSMISSION FLUID EXCHANGE $210.00
BRAKE FLUID EXCHANGE $140.00

TOTALS

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

**********COMPLETELY SATISFIED???**********
YOU MAY RECEIVE A SURVEY FROM G.M. RELATING TO YOUR SERVICE EXPERIENCE. IF YOU CANNOT RATE IT "COMPLETELY SATISFIED" PLEASE LET US KNOW. OUR FUTURE DEPENDS ON IT!!

CASH CHARGE CHECK
AM.EXP VISA M/CARD DISCOVER

CUSTOMER SIGNATURE

"The factory warranty constitutes all of the warranties with respect to the state of this item/items. The Seller hereby expressly disclaims all warranties, either expressed 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 this item/items."

MAIN
(951) 216-2260

SERVICE DIRECT
(951) 216-2299 • Fax (951) 216-2291

PARTS DIRECT
(951) 216-2289 • Fax (951) 216-2281

FOREVER CONVENIENCE
OUR PROMISE

SERVICE AND PARTS
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

BODY SHOP
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

X

SF078486 Q (10/14)

01/30/18 09:28AM PST 8668020021 -> 7032479700 pg 7/31

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALI [redacted]
HOME [redacted] ONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
YOU CAN COUNT ON US!
1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbog.com

SERVICE ADVISOR: 26544 LARRY SHOEBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		47054/47054	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
19SEP15 DD			WAIT 11SEP17		145.00	CASH	14SEP17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:23 11SEP17	12:09 14SEP17	TRN:A		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES DRIVEABILITY // 6 OUT OF 10 TIMES WHEN BRAKING GOING UP TO A STOP SIGN THE BREAKE PEDAL WILL GO TO THE FLOOR,ADVISE

CAUSE: MASTER CYLINDER FAILURE

DRI DRIVEABILITY // CUSTOMER STATES

6582WPORG (N/C)

1 20925765 (S)CYLINDER (N/C)

1 19353126 FLUID (N/C)

1 19287401 CLEANER (N/C)

47054 MASTER CYLINDER FAILURE VERIFIED CUSTOMERS CONCERN OF BRAKE PEDAL INTERMITTENTLY SINKING WHILE APPLING PEDAL. CHECKED BRAKE SYSTEM AND FOUND ALL HARD PARTS TO BE GOOD AND HAVE NO EXTERNAL LEAKS. SUSPECT MASTER CYLINDER TO HAVE INTERNAL FAILURE. REPLACED MASTER CYLINDER WITH NEW AND BLED AIR FROM BRAKE SYSTEM. ROAD TESTED VEHICLE AFTER REPAIRS. NO ABNORMAL BRAKING ISSUES FELT AT THIS TIME.

****

B CUSTOMER STATES DRIVEABILITY //UPON ACCLERATION FROM A STOP SIGN CUSTOMER FEELS THERE IS A HESITATION,ADVISE

DRI DRIVEABILITY // CUSTOMER STATES

6582 ISS (N/C)

47054 COULD NOT DUPLICATE CUSTOMERS CONCERN OF HESITATION ON TAKE OFF. ROAD TESTED VEHICLE WITH CUSTOMER. VERIFIED TRANSMISSION FLUID LEVEL IS GOOD. CHECKED FOR POSSIBLE SOFTWARE UPDATE. VEHICLE HAS CURRENT PROGRAMMING. RESET SHIFT ADAPTS AND ROAD TESTED VEHICLE.

****

C CUSTOMER STATES BODY INTERIOR //DR SIDE SEAT BOTTOM CUSHION HAS SHIFTED ADVISE

CAUSE: .

BOI BODY INTERIOR // CUSTOMER STATES

6582WPORG (N/C)

47054 VERIFIED CUSTOMERS CONCERN OF SEAT CUSHION MOVING. SEAT WILL NEED TO COME APART FOR FURTHER INSPECTION. NO GUARANTEE THAT SEAT CUSHION WILL BE TIGHTER AFTER INSPECTION. EXTENDED WARRANTY COMPANY DECLINED REPAIRS. CUSTOMER DECLINED ANY FURTHER ACTION.

****

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD • VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME: [redacted] CON: [redacted]
BUS: [redacted] CELL [redacted]

[redacted]

INVOICE

PAGE 2

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
YOU CAN COUNT ON US!
1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbcg.com

SERVICE ADVISOR: 26544 LARRY SHOEBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		47054/47054	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 11SEP17		145.00	CASH	14SEP17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:23 11SEP17	12:09 14SEP17	TRN:A		

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D CUSTOMER STATES $100.00 DEDUCTIBLE CUSTOMER MUST PAY						
100DED $100.00 DEDUCTIBLE CUSTOMER MUST PAY						
	6582	CC		100.00	100.00	
**********						
E CUSTOMER STATES CUSTOMER WOULD LIKE TO GO FOR A RIDE WITH TECH TO CONFIRM ISSUES WITH CAR						
MIS MISC						
	6582	CC		0.00	0.00	
**********						
F CUSTOMER STATES PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID						
MULTI Multi Point						
	6582	ISS				(N/C)
**********						
G CUSTOMER STATES TIRE PRESSURE LF.....RF.....LR.....RR.....						
TP TIRE PRESSURE						
	6582	ISS				(N/C)
47054 SET TIRES TO 35 PSI.						
**********						

EST: 100.00 11SEP17 08:23 SA: 26544

WSA-A9C4C9E2 Contact Will
Wait... Temp Contac t
[redacted]

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK! ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	100.00
LESS ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #
UNIT#
[redacted]

INVOICE

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO

YOU CAN COUNT ON US!

1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbog.com

VALLEY CENTER, CA
HOME:
BUS:
CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		42642/42644	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 24JUL17		145.00	CASH	25JUL17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:13 24JUL17	14:30 25JUL17	TRN:A		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.			
ALIGN PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.			
6539 CG	99.95		99.95
42644 PERFORMED ALIGNMENT, PRINTOUT ATTACHED. NO PULLS, STEERING WHEEL IS CENTERED			
**********			
B ELECTRICAL // CUSTOMER STATES:THE CENTER CONSOLE USB PORTS ARE INOP. PLEASE CHECK AND ADVISE.			
ELE ELECTRICAL // CUSTOMER STATES:			
6539 ISS			(N/C)
42644 COULD NOT VERIFY CONCERN, ALL USB PORTS ARE WORKING AT THIS TIME			
**********			
C BRAKES // CUSTOMER STATES:THE REAR BRAKES ARE WEARING DIFFERENTLY ON THE LEFT SIDE COMPARED TO THE RIGHT SIDE. THE CUSTOMER ALSO STATES THAT THE ROTORS ARE SCORED. PLEASE CHECK AND ADVISE.			
CAUSE: BRAKE DRAG			
BRA BRAKES // CUSTOMER STATES:			
6539 DG			(N/C)
1 23164777 (S)PAD KIT			(N/C)
1 23279394 (S)CALIPER			(N/C)
1 PSROCP PART			(N/C)
1 19353126 FLUID			(N/C)
42644 BRAKE DRAG VERIFIED CONCERN, RIGHT REAR BRAKE CALIPER HAD BRAKE DRAG. PERFORMED REPLACEMENT OF BRAKE PADS AND RESURFACED ROTORS 19.43MM LR AND 19.38MM RR. REPLACED CALIPER AND BLED BRAKE SYSTEM. NO FURTHER ACTION REQUIRED.			
**********			
D CUSTOMER IS A WAITER FOR DIAG.			
MIS MISC			
6539 ISS			(N/C)

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
[redacted]
VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL

INVOICE

PAGE 2

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
YOU CAN COUNT ON US!
1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbcg.com

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		42642/42644	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 24JUL17		145.00	CASH	25JUL17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:13 24JUL17	14:30 25JUL17	TRN:A		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID			
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID			
6539 ISS			(N/C)
**********			
F TIRE PRESSURE LF.....RF.....LR.....RR.....			
TP TIRE PRESSURE LF.....RF.....LR.....RR.....			
6539 ISS			(N/C)
42644 SET TO DOOR PLACARD			
**********			

EST: 244.95 24JUL17 08:13 SA: 26574

CUSTOMER TO PAY $99.95

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

BUICK Cadillac

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK! I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.95
LESS ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.95

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
YOU CAN COUNT ON US!
1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbog.com

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		33567/33569	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			15:00 30MAR17		125.00	CASH	31MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:09 30MAR17	17:18 31MAR17	TRN:A		

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A ELECTRICAL // CUSTOMER STATES:THE VEHICLE IS HAVING A TOUGH TIME STARTING, THE VEHICLE NEEDED A JUMP START THIS MORNING. PLEASE CHECK AND ADVISE.				
CAUSE: .				
ELE ELECTRICAL // CUSTOMER STATES:				
6572 WG				(N/C)
33567 TESTED BATTERY WITH GR-8 PASSED TEST COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME				
**********				
B MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, ROT& BALANCE TIRES, BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION				
CAUSE: MAJOR SERVICE				
MAJOR MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, CABIN FILTER, ROTATE TIRES , BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION				
6572 WG			374.95	374.95
THW C/P TRANSMISSION HAZARDOUS WASTE			2.00	2.00
OHW C/P OIL HAZARDOUS WASTE			2.50	2.50
1 19330000 (S)FILTER		8.60	8.60	8.60
8 88864007 BULK 0W20 OIL OPT 2		3.45	2.98	23.84
14 88862156 FLUID		4.37	2.81	39.34
1 23281440 (S)FILTER		25.45	25.45	25.45
1 22845992 (S)ELEMENT		40.23	40.23	40.23
MISC MOC1941 PREMIUM ATF CLEANER				
CCOR			39.95	39.95
MISC MOC2591FUEL INJECTOR CLEANER				
CCOR			56.50	56.50
33567 MAJOR SERVICE PERFORMED MAJOR SERVICE. CHANGED OIL & FILTER TOPPED OFF FLUIDS ROTATED & BALANCED TIRES . PERFORMED TRASNMISSION				

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BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY [redacted] CA
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 2

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
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1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbcg.com

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		33567/33569	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			15:00 30MAR17		125.00	CASH	31MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:09 30MAR17	17:18 31MAR17	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

FLUSH USING MOC PRODUCTS. PERFORMED F/I SERVICE USING MOC PRODUCTS
****

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
CAUSE: MULTI POINT
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF
ALL FLUID
6572 ISS (N/C)
33567 MULTI POINT PERFORMED MULTI POINT INSPECTION
****

D TIRE PRESSURE LF.....RF.....LR.....RR.....
CAUSE: TP
TP TIRE PRESSURE LF.....RF.....LR.....RR.....
6572 ISS (N/C)
33567 TP SET TIRE PRESSURES TO 35 PER DOOR PLACARD
****

EST: 590.00 30MAR17 08:09 SA: 26574

CUSTOMER TO PAY $631.48 AFTER TAX AND HAZMAT FEE

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK! ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	374.95
PARTS AMOUNT	137.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.95
TOTAL CHARGES	613.36
LESS ADJ.	0.00
SALES TAX	18.12
PLEASE PAY THIS AMOUNT	631.48

B.A.R. # ARD00260041 E.P.A. # CAL000359486

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CUSTOMER #
UNIT#

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VALLEY CENTER, CA
HOME
BUS:
CONT
CELL

PAGE 1

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F		26099/26108	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			11:00 09NOV16		125.00	CASH	11NOV16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	ENG:5.3_Liter_SIDI
08:23 08NOV16	16:35 11NOV16	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A THE SEAT WILL ROCK AND MAKE A CLICKING TYPE NOISE WHEN GOING IN AND OUT OF TURNS. PLEASE CHECK AND ADVISE.
CAUSE: BULLETIN PI1376
MIS MISC
6531 WG (N/C)
1 13405675 RETAINER (N/C)
1 13594989 RETAINER (N/C)
1 12371287 LUBRICANT (N/C)
26099 BULLETIN PI1376 VERIFIED CUSTOMERS CONCERN. FOUND BULLETIN #PI1376: Front Seat Lateral Movement and/or Click Type Noise While Driving. REMOVED SEAT COVER AND LUBRICATED RAIL WITH LUBRICANT ADDED BRACKET AND ZIP TIE. ADDED C CLIP TO ACTUATOR. TEST DROVE SEAT DOSE NOT CLICK OR MOVE. CASE NUMBER
****

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS AN OIL LEAK FROM THE FRONT OF THE THE ENGINE AREA, LEAK IS VISIBLE ON THE FRONT OF THE BLOCK. PLEASE CHECK AND ADVISE.
CAUSE: CAM ACTUATOR SEAL
LEAK CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.
6531 WG (N/C)
1 19330000 (S)FILTER (N/C)
1 12623437 (S)GASKET (N/C)
26099 CAM ACTUATOR SEAL VERIFIED CUSTOMERS CONCERN. VERIFIED LEAK COMING FROM CAM ACTUATOR SEAL REPLACED SEAL WASHED AREA AROUND ACTUATOR TEST DROVE VEHICLE INSPECTED FOR LEAKS NO LEAKS WERE FOUND
****

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
6531 ISS (N/C)
26099 TOPPED OFF FLUIDS
****

D TIRE PRESSURE LF.....RF.....LR.....RR.....

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$	$

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X _____ CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		26099/26108	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			11:00 09NOV16		125.00	CASH	11NOV16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:23 08NOV16	16:35 11NOV16	TRN:A		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

CAUSE: TP
TP TIRE PRESSURE LF.....RF.....LR.....RR.....
6531 ISS (N/C)
26099 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD
****

E** ENGINE // CUSTOMER STATES:ONCE THE VEHICLE GETS TO OPERATING TEMPERATURE THERE IS A SQUEELING NOISE COMING FROM THE ENGINE COMPARTMENT. PLEASE CHECK AND ADVISE.
CAUSE: BAD WATER PUMP
ENG ENGINE // CUSTOMER STATES:
6531 WG (N/C)
1 12626076 (S)BELT (N/C)
1 12671394 B-(S)PUMP (N/C)
1 12346290 COOLANT (N/C)
1 12658178 (S)BELT KIT (N/C)
26099 BAD WATER PUMP VERIFIED CUSTOMERS CONCERN. CALLED TAC THEY HAD ME REPLACE WATER PUMP AFTER REPLACING WATER PUMP NOISE WENT AWAY REPLACED AC BELT. BLED COOLANT SYSTEM AND TOPPED OFF COOLANT NOISE IS NO LONGER THEIR
****

EST: 0.00 08NOV16 08:23 SA: 26574

CONTACT: CELL [redacted]
TEMP CONTACT: [redacted]

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK! I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA

HOME: [redacted] CONT
BUS: [redacted] CELL [redacted]

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PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		24358/24361	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 14OCT16		125.00	CASH	14OCT16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
07:58 14OCT16	09:13 14OCT16	TRN:A		

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A THE STEERING WHEEL IS ANGLED TO THE RIGHT WHILE THE VEHICLE IS
DRIVING STRAIGHT AFTER THE LAST ALIGNMENT. PLEASE CHECK AND
ADVISE.
CAUSE: ALIGNMENT
MIS MISC
6531 WG (N/C)
24358 ALIGNMENT PERFORMED ALIGNMENT ON CUSTOMERS VEHICLE ADJUSTED
TO AND CENTERED STEERING WHEEL
****

B PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF
ALL FLUID
6531 ISS (N/C)
24358 TOPPED OFF FLUIDS
****

C TIRE PRESSURE LF.....RF.....LR.....RR.....
CAUSE: TP
TP TIRE PRESSURE LF.....RF.....LR.....RR.....
6531 ISS (N/C)
24358 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR
PLACARD
****

EST: 0.00 14OCT16 07:58 SA: 26574

CONTACT: WILL WAIT...

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

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CUSTOMER COPY

CUSTOMER #[redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT:
BUS: [redacted] CELL: [redacted]

INVOICE

PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		22557/22560	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			10:30 13SEP16		125.00	CASH	14SEP16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:22 13SEP16	16:42 14SEP16	TRN:A		

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A BRAKES // CUSTOMER STATES:WHEN APPLYING THE BRAKES THE FRONT WILL DIP REALLY LOW AND THE PEDAL SEEMS TO BE SQUEESHY AND PRESS REALLY FAR DOWN TO THE FLOOR. PLEASE CHECK AND ADVISE.				
CAUSE: BRAKE FLUSH				
BRA BRAKES // CUSTOMER STATES:				
6531 WG				(N/C)
MISC MOC6002 HEAVY DUTY DOT 3 BRAKE FULID				
CCOR		39.95	39.95	
22557 BRAKE FLUSH PERFORMED BRAKE FLUSH TEST DROVE VEHICLE PEDAL IS NOW STIFFER.				
**********				
B ELECTRICAL // CUSTOMER STATES:THE RADIO WILL INTERMITTANTLY GO BLANK AND OTHER TIMES THE PLAY, REWIND AND FFW ICONS WILL BE BLANK. PLEASE CHECK AND ADVISE.				
CAUSE: INOP RADIO				
ELE ELECTRICAL // CUSTOMER STATES:				
6531 WG				(N/C)
22557 INOP RADIO COULD NOT VERIFY CUSTOMERS CONCERN. CONNECTED MDI TO PULL POSSIBLE CODES NO CODES WERE FOUND CALLED TAC THEY HAD ME REPLACE CENTER STACK. CASE NUMBER [redacted]				
**********				
C FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY				
CAUSE: RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY				
16007 RECALL 16007 - FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY				
6531 WG				(N/C)
22557 RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY PERFORMED RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY. REPROGRAMMED SDM MODULE. WCCS3029				
**********				
D PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.				
ALIGN PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE				

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359488

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY CENTER CA [redacted]
HOME [redacted] CONT:
BUS: [redacted] CELL: [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		22557/22560	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			10:30 13SEP16		125.00	CASH	14SEP16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:22 13SEP16	16:42 14SEP16	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	APPLICABLE, EXCLUDES KNOCKOUTS.						
	6531		CG			89.95	89.95
22557	PERFORMED 4 WHEEL ALIGNMENT						
	**********						
E	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID						
	MULTI	PERFORM MULTI-POINT INSPECTION AND TOP OFF					
	ALL FLUID						
	6531		ISS				(N/C)
22557	TOPPED OFF FLUIDS						
	**********						
F	TIRE PRESSURE LF.....RF.....LR.....RR.....						
CAUSE: TP							
	TP	TIRE PRESSURE LF.....RF.....LR.....RR.....					
	6531		ISS				(N/C)
22557	TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD						
	**********						
G**	RENTAL CAR.						
CAUSE: RENTAL							
	RENTAL	RENTAL CAR.					
	6531		WG				(N/C)
SUBL	RENTAL FOR CUSTOMER DUBOIS PO#791339						
			WG				(N/C)
22557	SUPPLIED CUSTOMER WITH A HERTZ RENTAL. P.O. 791339						
	**********						

EST: 89.95 13SEP16 08:22 SA: 26574

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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

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VALLEY CENTER CA
HOME ONT:
BUS: ELL:

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG		22557/22560	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			10:30 13SEP16		125.00	CASH	14SEP16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	ENG: 5.3_Liter_SIDI
08:22 13SEP16	16:42 14SEP16	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER TO PAY $89.95							

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

BUICK Cadillac GMC

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	89.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	39.95
TOTAL CHARGES	129.90
LESS ADJ.	0.00
SALES TAX	3.20
PLEASE PAY THIS AMOUNT	133.10

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY CENTER CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
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1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbcg.com

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		17963/179638	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 06JUL16		125.00	CASH	06JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:A
08:14 06JUL16	16:34 06JUL16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A BRAKE INSPECTION // CUSTOMER STATES THAT THERE IS SOME SQUEELING COMING FROM THE FRONT BRAKES WHEN APPLIED. PLEASE CHECK AND ADVISE.
CAUSE: FRONT BRAKES PADS WORN OUT FROM INSIDE PAT
BRA BRAKES // CUSTOMER STATES:
6425 WG (N/C)
2 23144340 (S)ROTOR (N/C)
1 22742382 (S)PAD KIT (N/C)
179638 FRONT BRAKES PADS WORN OUT FROM INSIDE PAT PERFORMED PIT 5377D UNEVEN FRONT PAD WEAR AND FRONT ROTORS OUT SPECIFICATIONS. REPLACED FRONT BRAKES PADS AND 2 FRONT ROTORS DUE TO BE WORN OUT, VERIFY REPAIR.

****

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS SEEPAGE COMING FROM THE FRONT OF THE ENGINE. PLEASE CHECK AND ADVISE.
CAUSE: CHECK FOR LEAKS
LEAK CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.
6425 ISS (N/C)
179638 CHECK FOR LEAKS INSPECT VEHICLE AND NO FOUND ANY LEAKS AT THIS TIME. THERE IS SOME SEEPING COMING FROM THE TIMING ACTUATOR SEAL. NO WORK DONE AT THIS TIME.

****

C DRIVEABILITY // CUSTOMER STATES:THERE IS CLUNKING TYPE NOISE COMING FROM THE REAR END. NOISE HAPPENS WHEN GOING FROM A STOP AND ACCLERATING. PLEASE CHECK AND ADVISE.
CAUSE: NOIESE COMING FROM REAR END\
DRI DRIVEABILITY // CUSTOMER STATES:
6425 ISS (N/C)
179638 NOIESE COMING FROM REAR END\ TEST DROVE VEHICLE AND CAN'T DUPLICATED CUSTOMER CONCERN, NOISE COMING FROM REAR TOW HITCH AND LUG NUT ON THE FRAME WAS DROPPED AND IS LOOSE AND PLAYING NOT AVAILABLE TO REMOVED.

****

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AMERICAN EXPRESS

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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
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X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY CENTER CA [redacted]
HOME: [redacted] CONT:
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		17963/179638	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 06JUL16		125.00	CASH	06JUL16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:14 06JUL16	16:34 06JUL16	TRN:A		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
6425 ISS (N/C)
179638 PERFORMED MULTI-POINT INSPECTION AND TOP OFF ALL FLUIDS.
****

E TIRE PRESSURE LF.....RF.....LR.....RR.....
CAUSE: TIRES PRESSURE
TP TIRE PRESSURE LF.....RF.....LR.....RR.....
6425 ISS (N/C)
179638 TIRES PRESSURE FRONT AND REAR TIRES AT 35 PSI.
****

F** RENTAL CAR.
CAUSE: RENTAL
RENTAL RENTAL CAR.
6425 WG (N/C)
SUBL RENTAL FOR CUSTOMER DUBOIS PO#788931
WG (N/C)
179638 SUPPLIED CUSTOMER WITH A GREENLEAF RENTAL. P.O. 788931
****

EST: 0.00 06JUL16 08:14 SA: 26574

CONTACT: WILL WAIT...

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
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Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
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ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK! ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] ELL

INVOICE

PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		7228/7233	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 13JAN16		125.00	CASH	14JAN16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:A
08:01 13JAN16	16:34 14JAN16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CHECK LEAKS // CUSTOMER STATES THAT THERE IS TWO OIL LEAKS COMING FROM THE FRONT OF THE ENGINE AND AROUND THE OIL CAP. PLEASE CHECK AND ADVISE.
CAUSE: LEAKS
LEAK CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.

6661	IG		(N/C)
1 15860607	(S)GASKET		(N/C)
1 23195438	(S)ROTOR		(N/C)
1 22775568	(S)SHIELD		(N/C)
1 20937768	WHEEL		(N/C)
1 23135903	PAD KIT		(N/C)
1 88900330	ADDITIVE		(N/C)
3 88900401	LUBRICANT		(N/C)
1 9596070	NUT		(N/C)

7228 LEAKS NO VISIBLE LEAKS AT THIS TIME. REPLACE THE LEFT ROTOR, BACKING PLATE, BOTH REAR PADS AND LEFT REAR WHEEL.
****

B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION
CAUSE:
0600743 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

6661	WG		(N/C)
1 19330000	(S)FILTER		(N/C)
8 19259487	OIL		(N/C)

7228 PERFORMED REGULAR MAINTENANCE ENGINE OIL AND FILTER. FILLED TO MANUFACTURE SPECIFICATIONS ALONG WITH MULTI-POINT INSPECTION. ALL VITAL FLUIDS WERE TOPPED OFF AT TIME OF SERVICE.
****

C TIRE PRESSURE LF.....RF.....LR.....RR.....
CAUSE: TIRE PRESSURE
TP TIRE PRESSURE LF.....RF.....LR.....RR.....

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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT#: [redacted]
[redacted]
VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 2

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
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SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		7228/7233	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 13JAN16		125.00	CASH	14JAN16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:01 13JAN16	16:34 14JAN16	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	6661		ISS				(N/C)

7228 TIRE PRESSURE SET TIRE PRESSURE TO MANUFACTURE RECOMMENDATION
35.

****

EST: 0.00 13JAN16 08:01 SA: 26574

CONTACT: WILL WAIT...

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

INVOICE

PAGE 1

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
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SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		12072/12073	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 06APR16		125.00	CASH	06APR16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:A
08:08 06APR16	08:48 06APR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION
CAUSE: OIL CHANGE/ROTATE
0600743 2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION
6572 WG (N/C)
1 19330000 (S)FILTER (N/C)
8 19259487 OIL (N/C)
12072 OIL CHANGE/ROTATE CHANGED OIL & FILTER, TOPPED OFF FLUIDS
****

B TIRE PRESSURE LF.....RF.....LR.....RR.....
CAUSE: TP
TP TIRE PRESSURE LF.....RF.....LR.....RR.....
6572 ISS (N/C)
12072 TP SET TIRE PRESSURES TO 35 PSI PER DOOR PLACARD
****

C DO NOT ROTATE TIRES
MIS MISC
6572 ISS (N/C)
12072 DID NOT ROTATE TIRES
****

EST: 0.00 06APR16 08:08 SA: 26574

CONTACT: WILL WAIT... TEMP
CONTACT: [redacted]

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME [redacted] CONT:
BUS: [redacted] CELL:

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PAGE 1

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SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		2954/2955	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 04NOV15		125.00	CASH	04NOV15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	ENG:5.3_Liter_SIDI
08:07 04NOV15	14:42 04NOV15	TRN:A		

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL FRONT TOW HOOKS AND TOW HOOK COVERS, TOW HOOKS ARE IN THE REAR SEAT AND THE HOOK COVERS ARE IN PARTS DEPT						
MIS MISC						
	6614	CG		200.00		200.00
2955 INSTALL TOW HOOKS ON FRONT AND HOOK INSERTS						
**********						
B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION						
CAUSE: .						
0600743 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION						
	6614	WG				(N/C)
8	19259487	OIL				(N/C)
2955 8QTS DEXOS OIL AND ROTATE TIRES AND CK BRAKES FRONT 7MM REARS 7MM						
**********						
C THE CUSTOMER HAS PROVIDED HIS OWN OIL FILTER THAT IS IN THE BACK SEAT.						
MIS MISC						
	6614	ISS				(N/C)
**********						
D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID						
MULTI PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID						
	6614	ISS				(N/C)
2955 TOP OFF ALL FLUIDS						
**********						
E TIRE PRESSURE LF.....RF.....LR.....RR.....						
TP TIRE PRESSURE LF.....RF.....LR.....RR.....						
	6614	ISS				(N/C)
2955 SET PSI IN ALL TIRES						
**********						

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Saturday 8:00 am - 4:00 pm

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT#: [redacted]
[redacted]
VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]

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SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		2954/2955	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 04NOV15		125.00	CASH	04NOV15

R.O. OPENED	BOOKED	OPTIONS:
08:07 04NOV15	14:42 04NOV15	TRN:A

OPTIONS: SOLD-STK:[redacted] ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 125.00			04NOV15 08:07	SA: 26574			

CUSTOMER TO PAY $200 AFTER TAX

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	200.00
LESS ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	200.00

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]
INVOICE

PAGE 1

NORTH COUNTY BUICK-CADILLAC-GMC ESCONDIDO
YOU CAN COUNT ON US!
1515 AUTO PARK WAY · ESCONDIDO, CA 92029
(760) 432-4014
www.ncbcg.com

SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		2380/2383	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			WAIT 28OCT15		125.00	CASH	28OCT15

R.O. OPENED	BOOKED	OPTIONS:
08:42 28OCT15	13:51 28OCT15	SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ELECTRICAL // CUSTOMER STATES:THE BLINKERS WILL NOT ALWAYS TURN OFF WHEN APPLIED. PLEASE CHECK AND ADVISE.						
	ELE	ELECTRICAL // CUSTOMER STATES:					
		628	ISS				(N/C)
	2383 ROAD TESTED INSPECTED TURN SIGNAL CANCEL SYSTEM FOUND SYSTEM WORKING NORMALLY UNABLE TO GET IT TO STICK						
		**********					
B	[redacted] MADE THIS APPOINTMENT						
	[redacted] MADE THIS APPOINTMENT						
		628	ISS				(N/C)
		**********					
C	TIRE PRESSURE LF.....RF.....LR.....RR.....						
	TP	TIRE PRESSURE LF.....RF.....LR.....RR.....					
		628	ISS				(N/C)
		**********					

EST: 0.00 28OCT15 08:42 SA: 26574

CONTACT: WILL WAIT... TEMP
CONTACT: [redacted]

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
WE ALSO TAKE ATM CARDS AND THE DISCOVER CARD!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

Service and Parts Dept. Hours
Mon. - Fri. 7:00 am - 6:00 pm
Saturday 8:00 am - 4:00 pm

MISSION STATEMENT
To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
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X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

VALLEY CENTER, CA [redacted]
HOME [redacted] CONT
BUS: [redacted] CELL [redacted]

INVOICE

PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5F[redacted]		1073/1078	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
19SEP15 DD			17:00 06OCT15		125.00	CASH	08OCT15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:A
08:23 06OCT15	07:11 08OCT15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A APPLY LEATHER, INTERIOR AND EXTERIOR SEALANTS			
PS APPLY INTERIOR, LEATHER AND FABRIC SEALANTS			
6508 IDDB			(N/C)
1078 DETAIL APPLIED PAINT, FABRIC AND LEATHER SEALANTS			
**********			
B INSTALL ASSIST STEPS THAT ARE IN THE PARTS DEPT.			
MIS MISC			
628 CG		180.00	180.00
1 22805442 STEP PKG	700.00	700.00	700.00
1077 INSTALLED RUNNING BOARDS			
**********			
C DRIVEABILITY // CUSTOMER STATES:WHILE DRIVING AT LOWER SPEEDS THE TRANSMISSION SEEMS TO HAS A HARD SHIFT. PLEASE CHECK AND ADVISE.			
CAUSE: .			
DRI DRIVEABILITY // CUSTOMER STATES:			
628 WG			(N/C)
1077 ROAD TESTED INSPECTED AND REPROGRAMMED TCM AND PERFORMED RELEARN CODE 18317 ROAD TESTED OK			
**********			
D TRANSMISSION // CUSTOMER STATES THE TRANSMISSION HAS GOTTEN HOT ON A COUPLE OCCASIONS, THE CUSOTMER STATES THAT IT GOT UP TO 210 DEGREES. PLEASE CHECK AND ADVISE.			
CAUSE: .			
TRA TRANSMISSION // CUSTOMER STATES			
628 WG			(N/C)
1078 INSPECTED ROAD TESTED TRANSMISSION OPERATING IN NORMAL TEMP RANGE 270 DEGREES IS CONSIDERED HOT PER SERVICE INFORMATION			
**********			
E THERE IS A CHIP ON THE FRONT OF THE HOOD THAT NEEDS TO BE TOUCHED UP. PLEASE CHECK AND ADVISE.			
MIS MISC			
96 IG			(N/C)
SUBL HOOD CHIP REPAIR. P.O. 779006			

WE ACCEPT THE FOLLOWING CREDIT CARDS
MASTERCARD * VISA
AMERICAN EXPRESS

BUICK Cadillac GMC

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Saturday 8:00 am - 4:00 pm

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$	$

NOTICE TO CONSUMER
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X _____
CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

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

B.A.R. # ARD00260041 E.P.A. # CAL000359486

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
VALLEY CENTER, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

[redacted]
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PAGE 2

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SERVICE ADVISOR: 26574 JEREMY POWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
STEEL GRAY	15	GMC SIERRA DENALI	3GTP1VEC5FG[redacted]		1073/1078	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP15 DD			17:00 06OCT15		125.00	CASH	08OCT15

R.O. OPENED	BOOKED	OPTIONS:
08:23 06OCT15	07:11 08OCT15	SOLD-STK:[redacted] ENG:5.3_Liter_SIDI TRN:A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	PO#26574							
			IG					(N/C)
1078	SUBLET TO ADVANCED COLLISION FOR CHIP REPAIR. P.O. 779006							
	**********							
F	TIRE PRESSURE LF.....RF.....LR.....RR.....							
CAUSE: TIRE PRESSURES								
	TP	TIRE	PRESSURE	LF.....RF.....LR.....RR.....				
			628	ISS				(N/C)
	**********							
G	LOANER							
CAUSE: WARRANTY LOANER								
	LOANER	LOANER	CAR					
			628	WG				(N/C)
1078	SUPPLIED CUSTOMER WITH A LOANER GMC TERRAIN- ST 7160088							
	**********							

EST: 1,000.00 06OCT15 08:23 SA: 26574

CUSTOMER TO PAY $936 AFTER TAX

NEW SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY 7:00AM - 6:00PM
SATURDAYS 8:00 A.M. - 4:00 P.M.
FOR APPOINTMENTS, PLEASE CALL (760) 432-4040
WE'LL DO OUR BEST TO EARN YOUR CONFIDENCE
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AMERICAN EXPRESS

BUICK Cadillac GMC

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$	$

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X _____
CUSTOMER SIGNATURE
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	700.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	880.00
LESS ADJ.	0.00
SALES TAX	56.00
PLEASE PAY THIS AMOUNT	936.00

B.A.R. # ARD00260041 E.P.A. # CAL000359496

CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3

(WITH ARBITRATION PROVISION)

Dealer Number 71F079 Contract Number [redacted] R.O.S. Number SALESPERSON: DUNAHUE,C[redacted] Stock Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] VALLEY CENTER CA [redacted]		NORTH COUNTY BUICK CADILLAC GM 1515 AUTO PARK WAY SOUTH SUITE ESCONDIDO, CA 92029

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC SIERRA DENAL	98	3GTP1VEC5[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 6000.00
0.00 %	$ 0.00 (e)	$ 47366.75	$ 47366.75 (e)	$ 53366.75 (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
One Payment of	N/A	N/A
One Payment of	N/A	N/A
1	47366.75	Monthly beginning 09/19/2015
N/A	N/A	N/A
One final payment		N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 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 $ 45450.00 (A)
     - 1. Cash Price Vehicle $ 45450.00
     - 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) MULTI CARE -EXP $ 795.00 (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) $ 4706.00 (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) Portfolio Elite $ 2765.00 (L)
   - M. N/A $ N/A (M)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH C[redacted]

You may buy [redacted] (see back) [redacted] are not req[redacted]

Buyer [redacted]

Co-Buyer [redacted]

Seller [redacted]

If any insurance company will describe the terms and conditions.

Application for Optional Credit Insurance

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

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

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original date basis for each 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 20 hours a week or more on the Effective

(not a governmental fee) (to whom paid) AVKO $ 29.00 (K)

L. (Optional) Service Contract (to whom paid) Portfolio Elite $ 2745.00 (L)

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

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

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

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

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

(see downpayment and trade-in calculation)

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

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

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

Total Cash Price (A through T) $ 52805.00 (1)

2. **Amounts Paid to Public Officials**

A. Vehicle License Fees ESTIMATE $ 301.00 (A)

B. Registration/Transfer/Titling Fees $ 232.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 561.75 (2)

3. **Amount Paid to Insurance Companies**

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

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

5. **Subtotal** (1 through 4) $ 53366.75 (5)

6. **Total Downpayment**

A. Agreed Trade-in Value Y/2008 M/CHEVROLET $ 2500.00 (A)

Model TRAIL Odom 100691

VIN 1GNDS13S982 [redacted]

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

C. Net Trade-in (A less B) (indicate if a negative number) $ 2500.00 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 2500.00 (E)

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

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 5000.00 (6)

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

7. **Amount Financed** (5 less 6) $ 47366.75 (7)

Will (1) you still be [illegible] 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.

N/A X N/A
Date Buyer Signature Age

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

I want to buy a gap contract.

Buyer Signs X N/A

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

1L Company Portfolio Elite
Term 84 Mos. or 100000 Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company [redacted]
Term N/A Miles

Buyer X [redacted]

SELLER'S ASSIGNED 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 5D.

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:

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract [redacted] you and we must sig

Buyer Sig

Co-Buyer

SEL [redacted] Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to ass apply.

X [redacted] N/A
Buy Co-Buyer

Agreement [redacted] e that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbi [redacted] Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs [redacted] Co-Buyer Signs N/A

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HO [redacted] THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID [redacted] HAS BEEN REPOSSESSED AND SOLD.
FOR ADV [redacted] CT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUY [redacted] HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/S X [redacted] N/A

Trade-In Pay [redacted] you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
from [redacted]

☐ Name of autobroker receiving fee, if applicable:

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

SELL[redacted] and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign [redacted] will apply.

X [redacted] N/A
Buyer Co-Buyer

Agreement [redacted] be that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbi[redacted] Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs [redacted] Co-Buyer Signs N/A

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

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WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE [redacted] COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HO[redacted] D. THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID [redacted] LE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVI[redacted] TECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYE[redacted] HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/S X [redacted] N/A

Trade-In Payoff Agreement: [redacted] with you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in Item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff [redacted] 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 [redacted] mount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, [redacted] obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

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

Notice to buyer: (1) Do [redacted] fore 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 concer[redacted] by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, [redacted] Alter this contract [redacted] ncing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair [redacted] aterial change.

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

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory co[redacted] vement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway mot[redacted] ia law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature [redacted] 09/19/15 Co-Buyer Signature X N/A Date N/A

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

Other Owner Signature X _____ Address _____

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

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

Guarantor X _____ 09/19/15 Guarantor X _____ Date _____

Address _____

Seller Signs NORTH COUNTY BUICK CADILLAC GM 09/19/15 By [redacted]

LEGAL FORM NO. 559-CA-ARB [redacted]

[redacted] The Reynolds and Reynolds Company TO ORDER: [redacted]

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO COMPLIANCE OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER COPY - TRUTH IN LENDING COPY

PE18-012

GM

3-27-2019

Q3

2015 SIERRA 1500 2WD CREW CAB SLT — GENERAL MOTORS LLC
G1C LIGHT STEEL GRAY METALLIC /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SRSRN1/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 3GT P1VE C5 FG[redacted] — VEHICLE INVOICE [redacted]
**********5247**** 48*42801S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15743 SIERRA 1500 2WD CREW CAB	43660.00	40603.80	INVOICE 07/28/15
AN3 SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS, CENTER CONSOLE, FLOOR W/ USB PORTS	375.00	341.25	SHIPPED 07/28/15
			EXP I/T 08/12/15
			INT COM 08/12/15
			PRC EFF 07/28/15
C5W GVW RATING -7,000 LBS	N/C	N/C	KEYS V1818 V1818
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	WFP-S QTR OPT-1
G1C LIGHT STEEL GRAY METALLIC	495.00	450.45	BANK: ALLY - 061
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	CHG-TO 42-801
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	SHIP WT: 5207
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	HP: 45.7
			GVWR: 7000
YF5 50-STATE EMISSIONS	N/C	N/C	GAWR.FT: 3850
			GAWR.RR: 3950
			EMPLOY: 41150.52
			SUPPLR: 42807.00
			NTR: 1/2
			DAN: SDDMA
			EMPINC: 2515.32
			SUPINC: 858.84

TOTAL MODEL & OPTIONS	44530.00	41412.00	ACT 237 41271.10
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1335.90
DEALER IMR CONTRIBUTION		445.30	ADV 261 445.30
LMA GROUP CONTRIBUTION		556.63	EXP 65A 556.63
TOTAL	45725.00	43608.93	PAY 310 43608.93

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 41618.13

****

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

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

SOUTH COUNTY BUICK GMC

REMIT TO ALLY NO. 061
VIN 3GTP1VEC5FG[redacted]
$ 43608.93 INV [redacted]
DUE 08/12/15 DEALER 42-801

PE18-012

GM

3-27-2019

Q3

RE: Customer N[redacted]
Service Request [redacted]
Vehicle: 2015 GMC Sierra 1500
VIN: 3GTP1VEC5F[redacted]
Written Due 2/14
State: CA

BBB:[redacted]
Agent: Daniel Leal
Complaints: body/trim
leaks
brakes
electrical
wheels
tires
steering
engine
trans

Requesting: repurchase + attorney fees.
Purchase date/mileage: 9/19/15
$45450
$2500 rebate

Pending Docs needing to be attached to Siebel:

- 1. Case Assessment

Repair History:

Date	RO	Miles	Dlr	RO info
10/6/15 10/14/15	[redacted]	1,073	131160	
10/28/15		2,383	131160	
11/4/15 11/5/15		2,954	131160	Install front tow hooks and tow hook covers, tow hooks are in the rear seat and the hook covers are in parts dept. Install tow hooks on front and hook inserts. Oil change Cust has provided his own oil filter that is in the back seat Mpi Supplied cust with a green leaf rental po.
1/13/16 5/25/16		7,228	131160	Check leaks/c/s there is two oil leaks coming from the front of the engine and around the oil cap No visible leaks at this time. while in test drive, the left rear wheel fell off. replaced the left rotor, backing plate, both rear pads and left rear wheel Oil change Tire pressure rental
4/6/16 4/7/16		12,072	131160	Oil change Tire pressure Do not rotate tires.
7/6/16 7/8/16		17,963	131160 North	c/s there is some squealling coming from the front brakes when applied. Front brake rotor replacement-both sides.

			County GMC	Front brake pads worn out from insdie pat performed PIT5377D uneven front pad wear and front rotors out specifications. replaced front brake pads and 2 front rotors due to be worn out, verify repair. c/s there is seepage coming from the front of the engine. Check for leaks. inspect veh and no found any leaks at this time. there is some seeping coming from the timing actuator seal. no work done at this time. c/s there is clunking type noise coming from the rear end, noise happens when going from a stop and accelerating. Noise coming from rear end, test drove veh and can't duplicate cust concern, noise coming from rear tow hitch and lug nut on the frame was dropped and and is loose and playing not available to be removed. mpi e. tire pressure rental car.
9/13/16 9/16/16	[redacted] C21-22	22,557	131160	C/S when applying the brakes the front will dip really low and the pedal seems to be squeeshy and press really far down to the floor. Brake flush, performed brake flush test drove veh pedal is now stiffer c/s the radio will intermittently go blank and other times the play, rewind and ffw icons will be blank inop radio could not verify customers concern. Connected mdi to pull possible codes no codes were found called tac they had me replace center stack case number [redacted] Frontal airbag pretensioner deploy (recall 4 wheel alignment Mpi Tire pressure. Rental
10/18/16	[redacted] C20	24,361	131160	The steering wheel is angled to the right while the veh is driving straight after the last alignment Alignment performed alignment on customers veh adjusted to and centered steering wheel Mpi Tire pressure.
11/8/16 11/14/16	[redacted] C18-19	26,099	131160	The seat will rock and make a clicking type noise when going in and out of turns. Lubricate front seat pivot points, install lateral retainer and install seat actuator shim clip c/s there is an oil leak from the front of the engine area, leak is visible on the front of the block. Camshaft position actuator replacement. Mpi Tire pressure. c/s once the veh gets to operating temp there is a squealing noise coming from the engine compartment water pump replacement.
3/30/17 4/4/17	[redacted] C16-17	33,567	131160	c/s veh is having a tough time starting, the veh needed a jump start this morning. Tested battery with gr8 passed test. could not verify customer concern at this time. Lof/tire rotation. Mpi Tire pressure.
4/7/17	[redacted]	34,838	117882	
7/24/17	[redacted] C14-15	42,642		Alignment - no pulls, steering wheel is centered.

				Electrical, c/s the center console usb ports are inop. Could not verify concern. all usb ports are working at this time. c/s the rear brakes are wearing differently on the left side compared to the right side. the cust also states the rotors are scored. Brake drag. verified concern, right rear brake caliper had brake drag. performed replacement of brake pads and resurfaced rotors 19.43 lr and 19.38 mm rr. replaced caliper and bled brake system. no further action required. Cust is waiting for diag. Mpi Tire pressure.
9/15/17	[redacted] C12-13	47,054	131160	c/s driveabillity, 6 out of 10 times when braking going up to a stop sign the brake pedal will go to the floor. Master cylinder failure, verified customers concern of brake pedal intermittently sinking while applying pedal. checked brake system and found all hard parts to be good and have no external leaks. suspect master cylinder to have internal failure. replaced master cylinder with new and bled air from brake system. road tested veh after repairs. no abnormal braking issues felt at this time. c/s driveability upon acceleration from a stop sign cust feels there is a hesitation. Could not duplicate customers concern of hesitation on take off. road tested veh with cust. verified trans fluid level is good. checked for possible software update. vhe has current programming. reset shift adapts and road tested veh. c/s body interior, dr side seat bottom cushion has shifted. Verified customer concern of seat cushion moving. seat will need to come apart for further inspection. no guarantee that seat cushion will be tigheter after inspection. extended warranty company declined repairs. customer declined any further action c/s 100 deductible cust must pay $100 deductible. c/s would like to go for a ride with tech to confirm issues with car. Mpi Tire pressure.
10/19/17 10/19/17	[redacted] C2-3	49,921	288707	C/S I am constantly having brake issues with the veh 4-5 times I pressed the brakes in around town driving and the brakes do nothing, brakes go down to the floor. Had to use brake and down shift with manuel mode. I also hear excessive noise from the rt rear of the veh and it feels like brakes are dragging. Cust seeking assistance from GM. test drove veh brake pedal gets hard when depressing while driving. performs complete brake inspection. all front brake pads at 7mm both front brake rotors at 20 mm. all rear brake pads at 9mm both rear brake rotors at 19.75 mm. removed both rear brake calipers and rotors, inspected paring brake system, removed brake master cylinder, no fluid leaks at time of inspection. found low brake booster vacuum when brake pedal is depressed (-4kpa) brake vacuum pump is worn and making a clicking noise inspected booster vacuum hose, no oil found in hose. Removed and replaced brake booster vacuum pump. checked vacuum -94kpa at idle test drove ok at this time. Tire pressures Mpi During checkout tech noted leaking rear axle seal, insepct with tech and verified failed left rear axle sel is forming to a drip at axle tube. ok to add 5/100. Jess S. L/R axle seal leaking pakring brake shoe is good. removed and replaced l/r axle seal. cleaned. filled rear differential with new fluid. test drove. ok at this time.

PE18-012

GM

3-27-2019

Q3

FedEx Office

Fax Cover Sheet

Date 9-22-17 Number of pages 18 (including cover page)

To:

Name Craig

Company GMC

Telephone

Fax [redacted]

Fro

Name [redacted]

Company [redacted]

Telephon

Comments Truck History

Fax - Local Send

Fax - Domestic Send

Fax - International Send

fedex.com 1.800.GoFedEx 1.800.463.3339

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[illegible]

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Click to View Cust Copy

Mileage: 47,054
Service advisor: 26544
Tag number: [redacted]

Payment type: CASH, PORT
Promised time: 10:30 AM
Promised date: 09/11/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES DRIVEABILITY // 6 OUT OF 10 TIMES WHEN BRAKING GOING UP TO A STOP SIGN THE BREAKE PEDAL WILL GO TO THE FLOOR,ADVISE

DRI	CPORG	DRIVEABILITY // CUSTOMER STATES	2.30	264.50

Tech(s): 6582

20925765	1 (S)CYLINDER	92.33
19353126	1 FLUID	6.43

Pts: 98.76 Lbr: 264.50 Other: 0.00 Total Line A: 363.26

Story: 47054 MASTER CYLINDER FAILURE VERIFIED CUSTOMERS CONCERN OF BRAKE PEDAL INTERMITTENTLY SINKING WHILE APPLING PEDAL. CHECKED BRAKE SYSTEM AND FOUND ALL HARD PARTS TO BE GOOD AND HAVE NO EXTERNAL LEAKS. SUSPECT MASTER CYLINDER TO HAVE INTERNAL FAILURE. REPLACED MASTER CYLINDER WITH NEW AND BLED AIR FROM BRAKE SYSTEM. ROAD TESTED VEHICLE AFTER REPAIRS. NO ABNORMAL BRAKING ISSUES FELT AT THIS TIME.

B CUSTOMER STATES DRIVEABILITY //UPON ACCLERATION FROM A STOP SIGN CUSTOMER FEELS THERE IS A HESITATION,ADVISE

DRI	ISS	DRIVEABILITY // CUSTOMER STATES	0.00	0.00

Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 47054 COULD NOT DUPLICATE CUSTOMERS CONCERN OF HESITATION ON TAKE OFF. ROAD TESTED VEHICLE WITH CUSTOMER. VERIFIED TRANSMISSION FLUID LEVEL IS GOOD. CHECKED FOR POSSIBLE SOFTWARE UPDATE. VEHICLE HAS CURRENT PROGRAMMING. RESET SHIFT ADAPTS AND ROAD TESTED VEHICLE.

C CUSTOMER STATES BODY INTERIOR //DR SIDE SEAT BOTTOM CUSHION HAS SHIFTED ADVISE

BOI	CPORG	BODY INTERIOR // CUSTOMER STATES	0.00	0.00

Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 47054 VERIFIED CUSTOMERS CONCERN OF SEAT CUSHION MOVING. SEAT WILL NEED TO COME APART FOR FURTHER INSPECTION. NO GUARANTEE THAT SEAT CUSHION WILL BE TIGHTER AFTER INSPECTION. EXTENDED WARRANTY COMPANY DECLINED REPAIRS. CUSTOMER DECLINED ANY FURTHER ACTION.

D CUSTOMER STATES $100.00 DEDUCTIBLE CUSTOMER MUST PAY

100DED	CG	$100.00 DEDUCTIBLE CUSTOMER MUST PAY	0.00	0.00

Tech(s): 6582

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: [redacted] Main [redacted] Click to View Cust Copy
Vehicle: 3GTP1VEC5F[redacted] 2015 SIERRAD STEEL_GRAY Cell: ([redacted]

Mileage: 47,054
Service advisor: 26544
Tag number: [redacted]

Payment type: CASH, PORT
Promised time: 10:30 AM
Promised date: 09/11/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E CUSTOMER STATES CUSTOMER WOULD LIKE TO GO FOR A RIDE WITH TECH TO CONFIRM ISSUES WITH CAR

MIS CG MISC 0.00 0.00
Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F CUSTOMER STATES PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI ISS Multi Point 0.00 0.00
Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

G CUSTOMER STATES TIRE PRESSURE LF.....RF.....LR.....RR.....

TP ISS TIRE PRESSURE 0.00 0.00
Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00
Story: 47054 SET TIRES TO 35 PSI.

Customer Pay	
Labor	264.50
Parts	98.76
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	363.26
Less Insurance/Adjustment	0.00
Sales Tax	7.65
Total	370.91

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Click to View Cust Copy

Mileage: 42,642
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 08:43 AM
Promised date: 07/24/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.

ALIGN	CG	PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.	1.50	99.95

Tech(s): 6539

Pts: 0.00 Lbr: 99.95 Other: 0.00 Total Line A: 99.95

Story: 42644 PERFORMED ALIGNMENT, PRINTOUT ATTACHED. NO PULLS, STEERING WHEEL IS CENTERED

B ELECTRICAL // CUSTOMER STATES:THE CENTER CONSOLE USB PORTS ARE INOP. PLEASE CHECK AND ADVISE.

ELE	ISS	ELECTRICAL // CUSTOMER STATES:	0.00	0.00

Tech(s): 6539

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 42644 COULD NOT VERIFY CONCERN, ALL USB PORTS ARE WORKING AT THIS TIME

C BRAKES // CUSTOMER STATES:THE REAR BRAKES ARE WEARING DIFFERENTLY ON THE LEFT SIDE COMPARED TO THE RIGHT SIDE. THE CUSTOMER ALSO STATES THAT THE ROTORS ARE SCORED. PLEASE CHECK AND ADVISE.

BRA	IG	BRAKES // CUSTOMER STATES:	2.50	57.50

Tech(s): 6539

23164777	1 (S)PAD KIT	54.00
23279394	1 (S)CALIPER	0.00
PSROC-P	1 PART	71.45
19353126	1 FLUID	4.87

Pts: 58.87 Lbr: 57.50 Other: 71.45 Total Line C: 187.82

Story: 42644 BRAKE DRAG VERIFIED CONCERN, RIGHT REAR BRAKE CALIPER HAD BRAKE DRAG. PERFORMED REPLACEMENT OF BRAKE PADS AND RESURFACED ROTORS 19.43MM LR AND 19.38MM RR. REPLACED CALIPER AND BLED BRAKE SYSTEM. NO FURTHER ACTION REQUIRED.

D CUSTOMER IS A WAITER FOR DIAG.

MIS	ISS	MISC	0.00	0.00

Tech(s): 6539

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

Repair Order Detail - Internal Copy

RO Numbe[redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Contact:[redacted] Main[redacted] Click to View Cust Copy
Cell:[redacted]
Vehicle: 3GTP1VEC[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 42,642
Service advisor: 26574
Tag number:[redacted]

Payment type: CASH
Promised time: 08:43 AM
Promised date: 07/24/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 42644 SET TO DOOR PLACARD

Customer Pay	
Labor	99.95
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	99.95
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	99.95

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 33,567 Payment type: CASH Waiter: No
Service advisor: 26574 Promised time: 03:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 03/30/2017 Customer Comments: No

---

A ELECTRICAL // CUSTOMER STATES:THE VEHICLE IS HAVING A TOUGH TIME STARTING, THE VEHICLE NEEDED A JUMP START THIS MORNING. PLEASE CHECK AND ADVISE.

4041512	WG	BATTERY CHARGING AND TESTING	0.20	23.03

Tech(s): 6572

Pts: 0.00 Lbr: 23.03 Other: 0.00 Total Line A: 23.03

Story: 33567 TESTED BATTERY WITH GR-8 PASSED TEST COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME

B MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, ROT& BALANCE TIRES, BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION

MAJOR	CG	MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, CABIN FILTER, ROTATE TIRES , BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION	4.60	374.95

Tech(s): 6572

THW	C/P TRANSMISSION HAZARDOUS WASTE			2.00
OHW	C/P OIL HAZARDOUS WASTE			2.50
19330000		1 (S)FILTER		8.60
88864007		8 BULK 0W20 OIL OPT 2		23.84
88862156		14 FLUID		39.34
23281440		1 (S)FILTER		25.45
22845992		1 (S)ELEMENT		40.23
MISC	CCOR	MOC1941 PREMIUM ATF CLEANER		39.95
MISC	CCOR	MOC2591FUEL INJECTOR CLEANER		56.50

Pts: 137.46 Lbr: 374.95 Other: 100.95 Total Line B: 613.36

Story: 33567 MAJOR SERVICE PERFORMED MAJOR SERVICE. CHANGED OIL & FILTER TOPPED OFF FLUIDS ROTATED & BALANCED TIRES . PERFORMED TRASNMISSION FLUSH USING MOC PRODUCTS. PERFORMED

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5F[redacted] 2015 SIERRAD STEEL_GRAY

Click to View Cust Copy

Mileage: 33,567
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 03:00 PM
Promised date: 03/30/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

F/I SERVICE USING MOC PRODUCTS

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6572
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
Story: 33567 MULTI POINT PERFORMED MULTI POINT INSPECTION

D TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6572
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00
Story: 33567 TP SET TIRE PRESSURES TO 35 PER DOOR PLACARD

Customer Pay	
Labor	374.95
Parts	137.46
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	100.95
Deductible	0.00
Total Charges	613.36
Less Insurance/Adjustment	0.00
Sales Tax	18.12
Total	631.48

Repair Order Detail - Internal Copy

RO Numbe [redacted] RO Status:

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: Cell:
Vehicle: 3GTP1VEC5F[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 26,108 Payment type: Waiter: Yes
Service advisor: [redacted] Promised time: 11:00 AM Estimate:
Tag number: Promised date: 11/09/2016 Customer Comments: No

A THE SEAT WILL ROCK AND MAKE A CLICKING TYPE NOISE WHEN GOING IN AND OUT OF TURNS. PLEASE CHECK AND ADVISE.

7080188	WG	LUBRICATE FRONT SEAT PIVOT POINTS, INSTALL LATERAL RETAINER AND INSTALL SEAT ACTUATOR SHIM CLIP	0.60	67.40

Tech(s): 6531

1 19.58

Pts: 19.58 Lbr: 67.40 Other: 0.00 Total Line A: 86.98

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS AN OIL LEAK FROM THE FRONT OF THE THE ENGINE AREA, LEAK IS VISIBLE ON THE FRONT OF THE BLOCK. PLEASE CHECK AND ADVISE.

4064290	WG	CAMSHAFT POSITION ACTUATOR REPLACEMENT	0.20	22.47

Tech(s): 6531

1 8.93

Pts: 8.93 Lbr: 22.47 Other: 0.00 Total Line B: 31.40

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E** ENGINE // CUSTOMER STATES:ONCE THE VEHICLE GETS TO OPERATING TEMPERATURE THERE IS A SQUEELING NOISE COMING FROM THE ENGINE COMPARTMENT. PLEASE CHECK AND ADVISE.

4032750	WG	WATER PUMP REPLACEMENT	0.50	56.17

Tech(s): 6531

1 346.99

4032750	WG	ADD: To Fill Cooling System	0.30	33.70

Tech(s): 6531

Pts: 346.99 Lbr: 89.87 Other: 0.00 Total Line E: 436.86

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status:

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: Main: Cell:
Vehicle: 3GTP1VEC5FG [redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 26,108 Payment type: Waiter: Yes
Service advisor: 26574 Promised time: 11:00 AM Estimate:
Tag number: Promised date: 11/09/2016 Customer Comments: No

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: ([redacted] Main [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Click to View Cust Copy

Mileage: 24,358
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 08:28 AM
Promised date: 10/14/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A THE STEERING WHEEL IS ANGLED TO THE RIGHT WHILE THE VEHICLE IS DRIVING STRAIGHT AFTER THE LAST ALIGNMENT. PLEASE CHECK AND ADVISE.

MIS	WG	MISC	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 24358 ALIGNMENT PERFORMED ALIGNMENT ON CUSTOMERS VEHICLE ADJUSTED TO AND CENTERED STEERING WHEEL

B PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 24358 TOPPED OFF FLUIDS

C TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 24358 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD

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

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 22,557
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 10:30 AM
Promised date: 09/13/2016

Waiter: No
Estimate: 0.00
Customer Comments: No

A BRAKES // CUSTOMER STATES:WHEN APPLYING THE BRAKES THE FRONT WILL DIP REALLY LOW AND THE PEDAL SEEMS TO BE SQUEESHY AND PRESS REALLY FAR DOWN TO THE FLOOR. PLEASE CHECK AND ADVISE.

BRA	IG	BRAKES // CUSTOMER STATES:	1.00	20.00

Tech(s): 6531

Pts: 0.00 Lbr: 20.00 Other: 0.00 Total Line A: 20.00

Story: 22557 BRAKE FLUSH PERFORMED BRAKE FLUSH TEST DROVE VEHICLE PEDAL IS NOW STIFFER.

B ELECTRICAL // CUSTOMER STATES:THE RADIO WILL INTERMITTANTLY GO BLANK AND OTHER TIMES THE PLAY, REWIND AND FFW ICONS WILL BE BLANK. PLEASE CHECK AND ADVISE.

3420700	WG	RADIO CONTROL ASSEMBLY REPLACEMENT	0.50	56.17

Tech(s): 6531

Pts: 0.00 Lbr: 56.17 Other: 0.00 Total Line B: 56.17

Story: 22557 INOP RADIO COULD NOT VERIFY CUSTOMERS CONCERN. CONNECTED MDI TO PULL POSSIBLE CODES NO CODES WERE FOUND CALLED TAC THEY HAD ME REPLACE CENTER STACK. CASE NUMBER [redacted]

C FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

9102276	WG	INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS	0.30	33.70

Tech(s): 6531

Pts: 0.00 Lbr: 33.70 Other: 0.00 Total Line C: 33.70

Story: 22557 RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY PERFORMED RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY. REPROGRAMMED SDM MODULE. WCCS3029

D PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.

ALIGN	CG	PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.	1.50	89.95

Tech(s): 6531

Pts: 0.00 Lbr: 89.95 Other: 0.00 Total Line D: 89.95

Story: 22557 PERFORMED 4 WHEEL ALIGNMENT

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 22,557
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 10:30 AM
Promised date: 09/13/2016

Waiter: No
Estimate: 0.00
Customer Comments: No

E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 22557 TOPPED OFF FLUIDS

F TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

Story: 22557 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD

G** RENTAL CAR.

RENTAL	WG	RENTAL CAR.	0.00	0.00

Tech(s): 6531

SUBL	WG	HERTZ RENTAL INV A10999181	76.00

Pts: 0.00 Lbr: 0.00 Other: 76.00 Total Line G: 76.00

Story: 22557 SUPPLIED CUSTOMER WITH A HERTZ RENTAL. P.O. 791339

Customer Pay	
Labor	89.95
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	89.95
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	89.95

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5F G[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 17,963 Payment type: CASH Waiter: Yes
Service advisor: 26574 Promised time: 11:00 AM Estimate: 0.00
Tag number: [redacted] Promised date: 07/06/2016 Customer Comments: No

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A BRAKE INSPECTION // CUSTOMER STATES THAT THERE IS SOME SQUEELING COMING FROM THE FRONT BRAKES WHEN APPLIED. PLEASE CHECK AND ADVISE.

2420671	WG	FRONT BRAKE ROTOR REPLACEMENT - BOTH SIDES	1.20	134.80

Tech(s): 6425

23144340	2 (S)ROTOR	190.40
22742382	1 (S)PAD KIT	120.40

Pts: 310.80 Lbr: 134.80 Other: 0.00 Total Line A: 445.60

Story: 179638 FRONT BRAKES PADS WORN OUT FROM INSIDE PAT PERFORMED PIT 5377D UNEVEN FRONT PAD WEAR AND FRONT ROTORS OUT SPECIFICATIONS. REPLACED FRONT BRAKES PADS AND 2 FRONT ROTORS DUE TO BE WORN OUT, VERIFY REPAIR.

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS SEEPAGE COMING FROM THE FRONT OF THE ENGINE. PLEASE CHECK AND ADVISE.

LEAK	ISS	CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 179638 CHECK FOR LEAKS INSPECT VEHICLE AND NO FOUND ANY LEAKS AT THIS TIME. THERE IS SOME SEEPING COMING FROM THE TIMING ACTUATOR SEAL. NO WORK DONE AT THIS TIME.

C DRIVEABILITY // CUSTOMER STATES:THERE IS CLUNKING TYPE NOISE COMING FROM THE REAR END. NOISE HAPPENS WHEN GOING FROM A STOP AND ACCLERATING. PLEASE CHECK AND ADVISE.

DRI	ISS	DRIVEABILITY // CUSTOMER STATES:	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 179638 NOIESE COMING FROM REAR END\ TEST DROVE VEHICLE AND CAN'T DUPLICATED CUSTOMER CONCERN, NOISE COMING FROM REAR TOW HITCH AND LUG NUT ON THE FRAME WAS DROPPED AND IS LOOSE AND PLAYING NOT AVAILABLE TO REMOVED.

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 179638 PERFORMED MULTI-POINT INSPECTION AND TOP OFF ALL

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 17,963
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 11:00 AM
Promised date: 07/06/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

FLUIDS.

E	TIRE PRESSURE LF.....RF.....LR.....RR.....				
	TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00
	Tech(s): 6425				
Pts:	0.00 Lbr:		0.00 Other:	0.00 Total Line E:	0.00
Story: 179638 TIRES PRESSURE FRONT AND REAR TIRES AT 35 PSI.					
F**	RENTAL CAR.				
	RENTAL	WG	RENTAL CAR.	0.00	0.00
	Tech(s): 6425				
	SUBL	WG	PO 788931 GREENLEAF INV ESC5293		38.00
Pts:	0.00 Lbr:		0.00 Other:	38.00 Total Line F:	38.00
Story: 179638 SUPPLIED CUSTOMER WITH A GREENLEAF RENTAL. P.O. 788931					

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

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: ([redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 7,228
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 02/29/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A CHECK LEAKS // CUSTOMER STATES THAT THERE IS TWO OIL LEAKS COMING FROM THE FRONT OF THE ENGINE AND AROUND THE OIL CAP. PLEASE CHECK AND ADVISE.

LEAK	IG	CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.	0.00	0.00
Tech(s): 6661				
20937768		1 WHEEL		297.00

Pts: 297.00 Lbr: 0.00 Other: 0.00 Total Line A: 297.00

Story: 7228 LEAKS NO VISIBLE LEAKS AT THIS TIME. WHILE IN TEST DRIVE THE LEFT REAR WHEEL FELL OFF. REPLACED THE LEFT ROTOR, BACKING PLATE, BOTH REAR BRAKE PADS AND LEFT REAR WHEEL.

B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0600743	WM	2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.30	6.60
Tech(s): 6661				
19330000		1 (S)FILTER		4.30
19259487		8 OIL		27.44

Pts: 31.74 Lbr: 6.60 Other: 0.00 Total Line B: 38.34

Story: 7228 PERFORMED REGULAR MAINTENANCE ENGINE OIL AND FILTER. FILLED TO MANUFACTURE SPECIFICATIONS ALONG WITH MULTI-POINT INSPECTION. ALL VITAL FLUIDS WERE TOPPED OFF AT TIME OF SERVICE.

C TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00
Tech(s): 6661				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 7228 TIRE PRESSURE SET TIRE PRESSURE TO MANUFACTURE RECOMMENDATION 35.

D** RENTAL CAR.

RENTAL	IG	RENTAL CAR.	0.00	0.00
Tech(s): 96				
SUBL	IG	HERTZ RENTAL. P.O. 782601		30.00

Pts: 0.00 Lbr: 0.00 Other: 30.00 Total Line D: 30.00

Story: 7233 SUPPLIED CUSTOMER WITH A HERTZ RENTAL. P.O. 782601

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 7,228
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 02/29/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

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

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy Cell [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 12,072
Service advisor: 26574
Tag number: [redacted]
Payment type: CASH
Promised time: 08:38 AM
Promised date: 04/06/2016
Waiter: Yes
Estimate: 0.00
Customer Comments: No

A 2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0600743	WG	2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.80	89.86

Tech(s): 6572

19330000	1 (S)FILTER	6.02
19259487	8 OIL	38.40

Pts: 44.42 Lbr: 89.86 Other: 0.00 Total Line A: 134.28

Story: 12072 OIL CHANGE/ROTATE FLUIDS CHANGED OIL & FILTER, TOPPED OFF

B TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6572

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 12072 TP SET TIRE PRESSURES TO 35 PSI PER DOOR PLACARD

C DO NOT ROTATE TIRES

MIS	ISS	MISC	0.00	0.00

Tech(s): 6572

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 12072 DID NOT ROTATE TIRES

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

Repair Order Detail - Internal Copy

RO Numbe [redacted] RO Status: CLOSED

Custome [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy Cell: [redacted]
Vehicle: 3GTP1VEC5FG [redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 2,954
Service advisor: 26574
Tag number: [redacted]
Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/04/2015
Waiter: Yes
Estimate: 0.00
Customer Comments: No

A INSTALL FRONT TOW HOOKS AND TOW HOOK COVERS, TOW HOOKS ARE IN THE REAR SEAT AND THE HOOK COVERS ARE IN PARTS DEPT

MIS	CG	MISC	2.00	200.00

Tech(s): 6614

Pts: 0.00 Lbr: 200.00 Other: 0.00 Total Line A: 200.00

Story: 2955 INSTALL TOW HOOKS ON FRONT AND HOOK INSERTS

B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0600743	WG	2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.80	87.67

Tech(s): 6614

19259487	8 OIL		39.12

Pts: 39.12 Lbr: 87.67 Other: 0.00 Total Line B: 126.79

Story: 2955 8QTS DEXOS OIL AND ROTATE TIRES AND CK BRAKES FRONT 7MM REARS 7MM. CUSTOMER BROUGHT IN THEIR OWN FILTER TO BE REPLACED. REPLACED OIL FILTER.

C THE CUSTOMER HAS PROVIDED HIS OWN OIL FILTER THAT IS IN THE BACK SEAT.

MIS	ISS	MISC	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 2955 TOP OFF ALL FLUIDS

E TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 2955 SET PSI IN ALL TIRES

F** RENTAL CAR.

RENTAL	IG	RENTAL CAR.	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 2,954
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/04/2015

Waiter: Yes
Estimate: 0.00
Customer Comments: No

Tech(s): 96

SUBL	IG	PO 780138 GREENLEAF IN ESC1901	30.00

Pts: 0.00 Lbr: 0.00 Other: 30.00 Total Line F: 30.00

Story: 2955 SUPPLIED CUSTOMER WITH A GREENLEAF RENTAL. P.O. 780138

Customer Pay	
Labor	200.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	200.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	200.00

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

WRTGM

February 12, 2018

Attention: Edith Newton
Better Business Bureau Autoline
3033 Wilson Blvd. Suite 600
Arlington, VA 22201
State claim filed in: California

RE: [redacted].
Service Request: [redacted]
[redacted] Bureau Autoline Case Number: [redacted]
2015 GMC Sierra 1500
Vehicle Identification Number: 3GTP1VEC5FG[redacted]

Manufacturer's Testimony and Position in Writing

We are certainly sorry that [redacted] is dissatisfied with their 2015 GMC Sierra 1500. General Motors' continued success depends upon the satisfaction that our customers receive from their vehicles. We humbly apologize for any inconvenience that Mr. [redacted] may have experienced with any of his warranty covered repairs.

[redacted] purchased the vehicle new on September 19, 2015. The vehicle was sold with approximately 98 miles at the time of purchase. The vehicle's purchase price was $45,450. Mr. [redacted] received a $2,500 incentive rebate. As of October 19, 2017 the vehicle had 49,921 miles.

[redacted] currently has the vehicle available for use. They have accumulated approximately 49,823 miles since purchase leading us to believe that [redacted] ability to use the vehicle has not been substantially impaired.

General Motors believes that the average consumer will average 13,476 miles per year, or 1,123 per month on a personal use vehicle. We base this belief on statistics provided from a 2015 U.S. Department of Transportation Federal Highway Administration study. This information is a just few years old now. However, this type of statistical information often is not available more frequently than a few years in arrears. This information can be verified on the following government website:
http://www.fhwa.dot.gov/ohim/onh00/bar8.htm

According to the Customer Claim Form, the customer had 9 concerns with the vehicle. On repair order 441715, Mr. [redacted] vehicle had 42,642 miles, this was on July 24, 2017. Not knowing exactly when Mr. [redacted] hit 36,000 miles, adding six month to July 24, 2017, would be January 24, 2018. Mr. [redacted] did not file his Better Business claim until January 31, 2018. As the vehicle currently has 49,921 miles, we will only be discussing the concerns that are related to applicable warranties.

*Leaks:

- On July 6, 2016 at 17,963 miles, repair order [redacted] advised North County GMC there was seepage coming from the front engine. The dealership found some seepage, at this time no work was completed.

- The customer advised North County GMC of an oil leak on November 8, 2016 at 26,099 miles, repair order [redacted] The dealership replaced the camshaft position actuator replacement.

Since there is no further documentation of any leaks, we can only presumed this has been repaired under the terms of our warranty.

*Engine:

The customer advised North County GMC that when the vehicle gets to operating temperatures there is a squealing noise coming from the engine compartment on November 8, 2016 at 26,099 miles, repair order [redacted], at this time the dealer replaced the water pump.

*Engine:

On September 15, 2017 at 47,054 miles, repair order [redacted] advised upon acceleration from a stop sign the customer feels like there is a hesitation. This concern was not duplicated. The dealer reset shift adapts to help with the concern. With one repair attempt, we don't believe there has been any loss of use, value or safety.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The owner has not experienced any out-of-pocket expenses for warranty repairs. The vehicle also came with a concurrent running 5 year or 100,000 mile, Powertrain Warranty that covers the specific components of the engine, transmission, transaxle, or the transfer case, and the vehicle drive systems.

We believe that the safety of the vehicle has not been significantly impaired. The dealer has never deemed this vehicle unsafe or inoperable. General Motors contends the value of the

vehicle has not been substantially affected other than normal wear and tear and the mileage accrued. At this time the vehicle is performing to factory specifications. The vehicle's New Vehicle Limited Warranty, which provides assurance that defects in parts or materials will be covered by the manufacturer has expired.

At the time of purchase the customer obtained an extended service contract from a 3rd party company. This was to ensure that if repairs were needed outside the manufacturer's warranty, they would be covered as applicable under the terms of the extended service contract.

Based on the information presented here and the repair history of the vehicle, General Motors does not feel that a repurchase or replacement decision is appropriate. General Motors has not denied coverage under the terms of the New Vehicle Limited Warranty. General Motors would respectfully request that a denial decision be rendered, and that General Motors be given the opportunity to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

[redacted] is also requesting attorney fees and I would like to address that issue now.

Under the Better Business Bureau Autoline rules for General Motors California cases (Arbitration Rule 3, Remedies That May Be Awarded In BBB Auto Line), Arbitrators are not authorized to award attorney's fees unless General Motors agrees to allow them. General Motors does not agree that any attorney fees are appropriate in this forum that is free and non-binding to the consumer.

Consequently, the request of Krohn and Moss to receive attorney fees must be denied as outside the scope of the Autoline Program and outside of the Better Business Bureau Arbitrator's authority.

If you have any 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,

Kayla Sikes
Arbitration Specialist
Business Resource Center
Alternative Dispute Resolution Department
Phone: 1-(866)-790-5600, ext. #5911131
Fax: 1-(866)-268-5529

PE18-012

GM

3-27-2019

Q3

Krohn & Moss

Phone: 3239882400
Fax:

WRTQC
PGM [redacted]

FAX

To: 7032479700
Re:

From: Adam Krohn
Date: 01/30/2018

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

Council of Better Business Bureau, Inc.
Attn.: Brian Drouin
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

RE: [redacted] v. General Motors LLC

Dear Mr. Drouin,

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 866-431-5575). My clients' written position has been stated in this initial application. They request a refund or replacement under the Magnuson-Moss Law based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

Eddie Reigns
Paralegal
Krohn & Moss, Ltd
1112 Ocean Drive, 3rd floor
Manhattan Beach, CA 90266
(323) 988-2400 ext.281
(866) 431-5575 (fax)
e-mail: ereigns@consumerlawcenter.com
web: www.krohnandmoss.com

GMC

PARADISE BUICK GMC

Making a Difference

Genuine Parts

(951) 216-2260
27420 VINEZ ROAD, TEMECULA, CA 92591-4883
Mailing Address: P.O. Box 9073, Temecula, CA 92589-9073

BAR # ARD278103
EPA # CAC002788069

CUSTOMER NO. [redacted]	ADVISOR NICK PELLEGRI 175	INVOICE DATE 10/19/17	[redacted]
[redacted]	[redacted]	MILEAGE 49,921	COLOR / STOCK NO.
VALLEY CENTER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/CREW [redacted]	DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 3GTP1VEC5FG [redacted]	SELLING DEALER NO.	PRODUCTION DATE
[redacted]	R.O. NO.	R.O. DATE 10/19/17	[redacted]
[redacted]	BUSINESS PHONE	COMMENTS	MO: 49924

CUSTOMER STATES I AM CONSTANTLY HAVING BRAKE ISSUES WITH THE VEHICLE. A TIME I HAVE PRESSED THE BRAKES IN AROUND TOWN DRIVING AND THE BRAKES DO NOTHING BRAKES GO DOWN TO THE FLOOR.
HAD TO USE E BRAKE AND DOWN SHIFT WITH MANUEL MODE I ALSO HEAR EXCESSIVE NOISE FROM THE RT REAR OF THE VEHICLE AND IT FEELS LIKE BRAKES ARE DRAGGING.
CUSTOMER SEEKING ASSISTANCE FROM GENERAL MOTORS.
TEST DROVE VEHICLE. BRAKE PEDAL GETS HARD WHEN DEPRESSING WHILE DRIVING. PERFORMED COMPLETE BRAKE INSPECTION. ALL FRONT BRAKE PADS AT 7mm, BOTH FRONT BRAKE ROTORS AT 30.00mm. ALL REAR BRAKE PADS AT 9mm, BOTH REAR BRAKE ROTORS AT 15.75mm. REMOVED BOTH REAR BRAKE CALIPERS AND ROTORS.
INSPECTED PARKING BRAKE SYSTEM. REMOVED BRAKE MASTER CYLINDER. NO FLUID LEAKS AT TIME OF INSPECTION. FOUND LOW BRAKE BOOSTER VACUUM WHEN BRAKE PEDAL IS DEPRESSED (-4kpa). BRAKE VACUUM PUMP IS WORN AND MAKING A CLICKING NOISE.
INSPECTED BOOSTER VACUUM HOSE. NO OIL FOUND IN HOSE.

REMOVED AND REPLACED BRAKE BOOSTER VACUUM PUMP. CHECKED VACUUM 94kpa AT IDLE. TEST DROVE. OK AT THIS TIME.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12669488	PUMP 3.2SD		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

CHECK & ADJUST TIRE PRESSURES
35 PSI IN ALL TIRES
TIRE PRESSURES CHECKED & ADJUSTED

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

PLEASE PERFORM COMPLIMENTARY VEHICLE MAINTENANCE INSPECTION. GENERAL MOTORS 27 POINT INSPECTION SERVICE
INSPECTION IS COMPLETED. SEE YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR WOULD LIKE TO SCHEDULE AN APPOINTMENT.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

Added Operation (JESSES 0 10/19/2017 09:54)

"The factory warranty constitutes all of the warranties with respect to the state of this item/items. The Seller hereby expressly disclaims all warranties, either expressed 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 state of this item/items."

MAIN
(951) 216-2260
SERVICE DIRECT
(951) 216-2299 • Fax (951) 216-2291
PARTS DIRECT
(951) 216-2289 • Fax (951) 216-2281

FOR YOUR CONVENIENCE, OUR HOURS ARE

SERVICE AND PARTS
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

BODY SHOP
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

X

 (CONTINUED ON NEXT PAGE) 05:20pm

8Fe78480 Q (10/14)

01/30/18 09:28AM PST "8668020021" -> 7032479700
pg 8/31

GMC.

PARADISE BUICK GMC

Making a Difference

(951) 216-2260
27420 YNEZ ROAD, TEMECULA, CA 92591-4683
Mailing Address: P.O. Box 9073, Temecula, CA 92589-9073

Genuine Parts

BAR # ARD278103
EPA # CAC002788069

CUSTOMER NO. [redacted]	ADVISOR NICK PELLEGRINO 175	TAG [redacted]	INVOICE DATE 10/19/17
[redacted]	MILEAGE 49,921	COLOR /	STOCK NO.
VALLEY CENTER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/CREW CAB 2WD 143.	DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 3GTP1VEC5FG[redacted]	SELLING DEALER NO.	PRODUCTION DATE
[redacted] BUSINESS PHONE	R.E.B. NO. / P.O. NO.	R.O. DATE 10/19/17	
	COMMENTS		MO: [redacted]

DURING CHECKOUT TECH NOTED LEAKING REAR AXLE SEAL. INSPECT WITH TECH AND VERIFIED FAILED LEFT REAR AXLE SEAL IS FORMING TO A DRIP AT AXLE TUBE. OK TO ADD 5/100. JESSE S.
L/R AXLE SEAL LEAKING. PARKING BRAKE SHOE IS GOOD
REMOVED AND REPLACED L/R AXLE SEAL. CLEANED, FILLED REAR DIFFERENTIAL WITH NEW FLUID. TEST DROVE. OK AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	12471666	SEAL 5.822		WARRANTY
JOB # 4	3	19300457	LUBRICANT 8.800		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	AMEND INV#	INV DATE	DESCRIPTION	
JOB # 4	20557		10/19/17	RENTAL CAR	WARRANTY
				TOTAL - SUBLET	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $134.00 (+TAX)

COMMENTS
RX WATER pcp write 36672 pcl wre 53 x

TRANSMISSION FLUID EXCHANGE $210.00
BRAKE FLUID EXCHANGE $140.00

TOTALS

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

**********COMPLETELY SATISFIED???**********
YOU MAY RECEIVE A SURVEY FROM G.M. RELATING TO YOUR SERVICE EXPERIENCE. IF YOU CANNOT RATE IT "COMPLETELY SATISFIED" PLEASE LET US KNOW. OUR FUTURE DEPENDS ON IT!!

CASH CHARGE CHECK
AMEX VISA M/CARD DISCOUNT

CUSTOMER SIGNATURE

"The factory warranty constitutes all of the warranties with respect to the state of this item/items. The Seller hereby expressly disclaims all warranties, either expressed 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 state of this item/items."

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SERVICE DIRECT
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FOR YOUR CONVENIENCE
OUR HOURS ARE

SERVICE AND PARTS
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BODY SHOP
MON. - FRI. 7:00 am - 6:00 pm
SAT. 8:00 am - 5:00 pm

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

X

CUSTOMER COPY
(END OF INVOICE) 06:30pm

SF878488 Q (10/14)

01/30/18 09:28AM PST 8668020021 -> 7032479700 Pg 7/31

Certified Service Multi-Point Inspection

Customer Na[redacted]
Phone: (H)[redacted]
Service Advisor: NICK PELLEGRINO

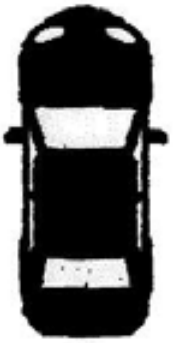
Vehicle Year/Model: [redacted]ERRA 1500
VIN: 3GTP1VEC5FG[redacted]
Technician: LANCE SCHOENWALD

Date/Time: 10/19/2017 17:01:06
Odometer: 49924
RO[redacted] Tag: [redacted]

INSPECTION RESULT: OK | WILL REQUIRE FURTHER ATTENTION

Green	Yellow	Red	Serviced	
☑				Engine oil
☑				Brake fluid reservoir
☑				Transmission (if equipped with dipstick)
☑				Coolant recovery reservoir
☑				Power steering
☐				Windshield washer
☑				OnStar active
☑				Enrolled in OVD
☑				Enrolled in DMN
☑				Service History Check
☑	☐			Fuel system (also including gas cap seating)
☑	☐			Engine, transmission, drive axle, transfer case
☑	☐			Engine cooling system, leak/other
☑	☐			Shocks and struts - also check operation
☑	☐			Belts: engine, power steering and/or V-drive
☑	☐			Hoses: engine, power steering and HVAC
☑	☐			Engine air filter
☑	☐			Passenger Compartment Air Filter
☑	☐			Steering components and steering linkage
☑	☐			CV drive axle boots or driveshaft and U-joints
☑	☐			Exhaust system components
☑	☐			Restraint system component check
☑	☐			Chassis components lubrication
☑	☐			Drive Axle (leak/other)
☑	☐			Evaporative control system
☑	☐			Brake system (includes lines, hoses and parking brake)
☑	☐			Wiper blades including rear (if applicable)
☑	☐			Replace air cleaner
☑	☐			Inspect pollen filter(if equipped)
☑	☐			Headlamp alignment (visual)
☑	☐			Inspect fuel tank, cap and lines for damage and leaks
☑	☐			Heating, ventilation and air conditioning check
☑	☐			Debris in radiator and/or condensor
☑	☐			State inspection due

Front / Rear Brake Lining



☐ Inspection Not Taken

4mm to 6mm

Check Tire / Tread Depth

8/32" or Greater

4/32" to 6/32"

Check Battery Performance

☑ Good
☐ Fair
☐ Bad

Actual Cold Cranking Amps
Factory Cold Cranking Amps

10/30/18 09:28AM PST '8668020021' -> 7032479700

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click [redacted]
Phone(s): Contact: (7[redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 17,963 Payment type: CASH Waiter: Yes
Service advisor: 26574 Promised time: 11:00 AM Estimate: 0.00
Tag number: [redacted] Promised date: 07/06/2016 Customer Comments: No

---

FLUIDS.

E TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 179638 TIRES PRESSURE FRONT AND REAR TIRES AT 35 PSI.

F** RENTAL CAR.

RENTAL	WG	RENTAL CAR.	0.00	0.00
Tech(s):	6425			
SUBL	WG	PO 788931 GREENLEAF INV ESC5293		38.00

Pts: 0.00 Lbr: 0.00 Other: 38.00 Total Line F: 38.00

Story: 179638 SUPPLIED CUSTOMER WITH A GREENLEAF RENTAL. P.O. 788931

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

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 7,228 Payment type: CASH Waiter: Yes
Service advisor: 26574 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 02/29/2016 Customer Comments: No

---

A CHECK LEAKS // CUSTOMER STATES THAT THERE IS TWO OIL LEAKS COMING FROM THE FRONT OF THE ENGINE AND AROUND THE OIL CAP. PLEASE CHECK AND ADVISE.

LEAK	IG	CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.	0.00	0.00
Tech(s): 6661				
20937768		1 WHEEL		297.00

Pts: 297.00 Lbr: 0.00 Other: 0.00 Total Line A: 297.00

Story: 7228 LEAKS NO VISIBLE LEAKS AT THIS TIME. WHILE IN TEST DRIVE THE LEFT REAR WHEEL FELL OFF. REPLACED THE LEFT ROTOR, BACKING PLATE, BOTH REAR BRAKE PADS AND LEFT REAR WHEEL.

B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0600743	WM	2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.30	6.60
Tech(s): 6661				
19330000		1 (S)FILTER		4.30
19259487		8 OIL		27.44

Pts: 31.74 Lbr: 6.60 Other: 0.00 Total Line B: 38.34

Story: 7228 PERFORMED REGULAR MAINTENANCE ENGINE OIL AND FILTER. FILLED TO MANUFACTURE SPECIFICATIONS ALONG WITH MULTI-POINT INSPECTION. ALL VITAL FLUIDS WERE TOPPED OFF AT TIME OF SERVICE.

C TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00
Tech(s): 6661				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 7228 TIRE PRESSURE SET TIRE PRESSURE TO MANUFACTURE RECOMMENDATION 35.

D** RENTAL CAR.

RENTAL	IG	RENTAL CAR.	0.00	0.00
Tech(s): 96				
SUBL	IG	HERTZ RENTAL. P.O. 782601		30.00

Pts: 0.00 Lbr: 0.00 Other: 30.00 Total Line D: 30.00

Story: 7233 SUPPLIED CUSTOMER WITH A HERTZ RENTAL. P.O. 782601

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 7,228
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 02/29/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

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

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 12,072
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 08:38 AM
Promised date: 04/06/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A 2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0800743	WG	2014/15/16 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.80	89.86

Tech(s): 6572

19330000	1 (S)FILTER	6.02
19259487	8 OIL	38.40

Pts: 44.42 Lbr: 89.86 Other: 0.00 Total Line A: 134.28

Story: 12072 OIL CHANGE/ROTATE CHANGED OIL & FILTER, TOPPED OFF FLUIDS

B TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6572

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 12072 TP SET TIRE PRESSURES TO 35 PSI PER DOOR PLACARD

C DO NOT ROTATE TIRES

MIS	ISS	MISC	0.00	0.00

Tech(s): 6572

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 12072 DID NOT ROTATE TIRES

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

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 2,954
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/04/2015

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A INSTALL FRONT TOW HOOKS AND TOW HOOK COVERS, TOW HOOKS ARE IN THE REAR SEAT AND THE HOOK COVERS ARE IN PARTS DEPT

MIS	CG	MISC	2.00	200.00

Tech(s): 6614

Pts: 0.00 Lbr: 200.00 Other: 0.00 Total Line A: 200.00

Story: 2955 INSTALL TOW HOOKS ON FRONT AND HOOK INSERTS

B 2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION

0600743	WG	2014 MY GMC PRO GRADE PROTECTION - OIL AND FILTER CHANGE/TIRE ROTATION/MULTI-POINT INSPECTION	0.80	87.67

Tech(s): 6614

19259487	8 OIL		39.12

Pts: 39.12 Lbr: 87.67 Other: 0.00 Total Line B: 126.79

Story: 2955 8QTS DEXOS OIL AND ROTATE TIRES AND CK BRAKES FRONT 7MM REARS 7MM. CUSTOMER BROUGHT IN THEIR OWN FILTER TO BE REPLACED. REPLACED OIL FILTER.

C THE CUSTOMER HAS PROVIDED HIS OWN OIL FILTER THAT IS IN THE BACK SEAT.

MIS	ISS	MISC	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 2955 TOP OFF ALL FLUIDS

E TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6614

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 2955 SET PSI IN ALL TIRES

F** RENTAL CAR.

RENTAL	IG	RENTAL CAR.	0.00	0.00

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell [redacted]
Vehicle: 3GTP1VEC5F[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 2,954
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/04/2015

Waiter: Yes
Estimate: 0.00
Customer Comments: No

Tech(s): 96

SUBL	IG	PO 780138 GREENLEAF IN ESC1901	30.00

Pts: 0.00 Lbr: 0.00 Other: 30.00 Total Line F: 30.00

Story: 2955 SUPPLIED CUSTOMER WITH A GREENLEAF RENTAL. P.O. 780138

Customer Pay	
Labor	200.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	200.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	200.00

TRANSMISSION VERIFICATION REPORT

TIME : 09/22/2017 12:13
NAME : FEDEX OFFICE 2699
FAX : 7607479887
TEL : 7607472945
SER.# : U63314L6J358881

DATE,TIME	09/22 12:07
FAX NO./NAME	15859200891
DURATION	00:06:14
PAGE(S)	19
RESULT	OK
MODE	STANDARD

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 47,054
Service advisor: 26544
Tag number: [redacted]

Payment type: CASH, PORT
Promised time: 10:30 AM
Promised date: 09/11/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES DRIVEABILITY // 6 OUT OF 10 TIMES WHEN BRAKING GOING UP TO A STOP SIGN THE BREAKE PEDAL WILL GO TO THE FLOOR,ADVISE

DRI	CPORG	DRIVEABILITY // CUSTOMER STATES	2.30	264.50

Tech(s): 6582

20925765	1 (S)CYLINDER	92.33
19353126	1 FLUID	6.43

Pts: 98.76 Lbr: 264.50 Other: 0.00 Total Line A: 363.26

Story: 47054 MASTER CYLINDER FAILURE VERIFIED CUSTOMERS CONCERN OF BRAKE PEDAL INTERMITTENTLY SINKING WHILE APPLING PEDAL. CHECKED BRAKE SYSTEM AND FOUND ALL HARD PARTS TO BE GOOD AND HAVE NO EXTERNAL LEAKS. SUSPECT MASTER CYLINDER TO HAVE INTERNAL FAILURE. REPLACED MASTER CYLINDER WITH NEW AND BLED AIR FROM BRAKE SYSTEM. ROAD TESTED VEHICLE AFTER REPAIRS. NO ABNORMAL BRAKING ISSUES FELT AT THIS TIME.

B CUSTOMER STATES DRIVEABILITY //UPON ACCLERATION FROM A STOP SIGN CUSTOMER FEELS THERE IS A HESITATION,ADVISE

DRI	ISS	DRIVEABILITY // CUSTOMER STATES	0.00	0.00

Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 47054 COULD NOT DUPLICATE CUSTOMERS CONCERN OF HESITATION ON TAKE OFF. ROAD TESTED VEHICLE WITH CUSTOMER. VERIFIED TRANSMISSION FLUID LEVEL IS GOOD. CHECKED FOR POSSIBLE SOFTWARE UPDATE. VEHICLE HAS CURRENT PROGRAMMING. RESET SHIFT ADAPTS AND ROAD TESTED VEHICLE.

C CUSTOMER STATES BODY INTERIOR //DR SIDE SEAT BOTTOM CUSHION HAS SHIFTED ADVISE

BOI	CPORG	BODY INTERIOR // CUSTOMER STATES	0.00	0.00

Tech(s): 6582

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 47054 VERIFIED CUSTOMERS CONCERN OF SEAT CUSHION MOVING. SEAT WILL NEED TO COME APART FOR FURTHER INSPECTION. NO GUARANTEE THAT SEAT CUSHION WILL BE TIGHTER AFTER INSPECTION. EXTENDED WARRANTY COMPANY DECLINED REPAIRS. CUSTOMER DECLINED ANY FURTHER ACTION.

D CUSTOMER STATES $100.00 DEDUCTIBLE CUSTOMER MUST PAY

100DED	CG	$100.00 DEDUCTIBLE CUSTOMER MUST PAY	0.00	0.00

Tech(s): 6582

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 47,054
Service advisor: 26544
Tag number: [redacted]

Payment type: CASH, PORT
Promised time: 10:30 AM
Promised date: 09/11/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E CUSTOMER STATES CUSTOMER WOULD LIKE TO GO FOR A RIDE WITH TECH TO CONFIRM ISSUES WITH CAR
MIS CG MISC 0.00 0.00
Tech(s): 6582
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F CUSTOMER STATES PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID
MULTI ISS Multi Point 0.00 0.00
Tech(s): 6582
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

G CUSTOMER STATES TIRE PRESSURE LF.....RF.....LR.....RR.....
TP ISS TIRE PRESSURE 0.00 0.00
Tech(s): 6582
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00
Story: 47054 SET TIRES TO 35 PSI.

Customer Pay	
Labor	264.50
Parts	98.76
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	363.26
Less Insurance/Adjustment	0.00
Sales Tax	7.65
Total	370.91

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 42,642
Service advisor: 26574
Tag number: [redacted]
Payment type: CASH
Promised time: 08:43 AM
Promised date: 07/24/2017
Waiter: Yes
Estimate: 0.00
Customer Comments: No

A PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.

ALIGN	CG	PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.	1.50	99.95

Tech(s): 6539
Pts: 0.00 Lbr: 99.95 Other: 0.00 Total Line A: 99.95
Story: 42644 PERFORMED ALIGNMENT, PRINTOUT ATTACHED. NO PULLS, STEERING WHEEL IS CENTERED

B ELECTRICAL // CUSTOMER STATES:THE CENTER CONSOLE USB PORTS ARE INOP. PLEASE CHECK AND ADVISE.

ELE	ISS	ELECTRICAL // CUSTOMER STATES:	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00
Story: 42644 COULD NOT VERIFY CONCERN, ALL USB PORTS ARE WORKING AT THIS TIME

C BRAKES // CUSTOMER STATES:THE REAR BRAKES ARE WEARING DIFFERENTLY ON THE LEFT SIDE COMPARED TO THE RIGHT SIDE. THE CUSTOMER ALSO STATES THAT THE ROTORS ARE SCORED, PLEASE CHECK AND ADVISE.

BRA	IG	BRAKES // CUSTOMER STATES:	2.50	57.50

Tech(s): 6539

23164777	1	(S)PAD KIT	54.00
23279394	1	(S)CALIPER	0.00
PSROC-P	1	PART	71.45
19353126	1	FLUID	4.87

Pts: 58.87 Lbr: 57.50 Other: 71.45 Total Line C: 187.82
Story: 42644 BRAKE DRAG VERIFIED CONCERN, RIGHT REAR BRAKE CALIPER HAD BRAKE DRAG. PERFORMED REPLACEMENT OF BRAKE PADS AND RESURFACED ROTORS 19.43MM LR AND 19.38MM RR. REPLACED CALIPER AND BLED BRAKE SYSTEM. NO FURTHER ACTION REQUIRED.

D CUSTOMER IS A WAITER FOR DIAG.

MIS	ISS	MISC	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 42,642
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 08:43 AM
Promised date: 07/24/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6539
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 42644 SET TO DOOR PLACARD

Customer Pay	
Labor	99.95
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	99.95
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	99.95

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: ([redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG [redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 33,567 Payment type: CASH Waiter: No
Service advisor: 26574 Promised time: 03:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 03/30/2017 Customer Comments: No

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A ELECTRICAL // CUSTOMER STATES:THE VEHICLE IS HAVING A TOUGH TIME STARTING, THE VEHICLE NEEDED A JUMP START THIS MORNING. PLEASE CHECK AND ADVISE.

4041512	WG	BATTERY CHARGING AND TESTING	0.20	23.03

Tech(s): 6572

Pts: 0.00 Lbr: 23.03 Other: 0.00 Total Line A: 23.03

Story: 33567 TESTED BATTERY WITH GR-8 PASSED TEST COULD NOT VERIFY CUSTOMERS CONCERN AT THIS TIME

B MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, ROT& BALANCE TIRES, BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION

MAJOR	CG	MAJOR SVC. LUBE, OIL, FILTER, AIR FILTER, CABIN FILTER, ROTATE TIRES , BRAKE INSPECT & ADJUST, FUEL INDUCTION SERVICE /W THROTTLE BODY CLEANING. TRANS FLUID EXCHANGE. BATT. SERVICE & CHARGING SYSTEM TEST, 23 PT INSPECTION	4.60	374.95

Tech(s): 6572

THW	C/P TRANSMISSION HAZARDOUS WASTE			2.00
OHW	C/P OIL HAZARDOUS WASTE			2.50
19330000		1 (S)FILTER		8.60
88864007		8 BULK 0W20 OIL OPT 2		23.84
88862156		14 FLUID		39.34
23281440		1 (S)FILTER		25.45
22845992		1 (S)ELEMENT		40.23
MISC	CCOR	MOC1941 PREMIUM ATF CLEANER		39.95
MISC	CCOR	MOC2591FUEL INJECTOR CLEANER		56.50

Pts: 137.46 Lbr: 374.95 Other: 100.95 Total Line B: 613.36

Story: 33567 MAJOR SERVICE PERFORMED MAJOR SERVICE. CHANGED OIL & FILTER TOPPED OFF FLUIDS ROTATED & BALANCED TIRES . PERFORMED TRASNMISSION FLUSH USING MOC PRODUCTS. PERFORMED

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 33,567
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 03:00 PM
Promised date: 03/30/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

F/I SERVICE USING MOC PRODUCTS

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6572
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
Story: 33567 MULTI POINT PERFORMED MULTI POINT INSPECTION

D TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6572
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00
Story: 33567 TP SET TIRE PRESSURES TO 35 PER DOOR PLACARD

Customer Pay	
Labor	374.95
Parts	137.46
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	100.95
Deductible	0.00
Total Charges	613.36
Less Insurance/Adjustment	0.00
Sales Tax	18.12
Total	631.48

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status:

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: Main: Cell:
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 26,108 Payment type: Waiter: Yes
Service advisor: 26574 Promised time: 11:00 AM Estimate:
Tag number: Promised date: 11/09/2016 Customer Comments: No

A THE SEAT WILL ROCK AND MAKE A CLICKING TYPE NOISE WHEN GOING IN AND OUT OF TURNS. PLEASE CHECK AND ADVISE.

7080188	WG	LUBRICATE FRONT SEAT PIVOT POINTS, INSTALL LATERAL RETAINER AND INSTALL SEAT ACTUATOR SHIM CLIP	0.60	67.40

Tech(s): 6531

1 19.58

Pts: 19.58 Lbr: 67.40 Other: 0.00 Total Line A: 86.98

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS AN OIL LEAK FROM THE FRONT OF THE THE ENGINE AREA, LEAK IS VISIBLE ON THE FRONT OF THE BLOCK. PLEASE CHECK AND ADVISE.

4064290	WG	CAMSHAFT POSITION ACTUATOR REPLACEMENT	0.20	22.47

Tech(s): 6531

1 8.93

Pts: 8.93 Lbr: 22.47 Other: 0.00 Total Line B: 31.40

C PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E** ENGINE // CUSTOMER STATES:ONCE THE VEHICLE GETS TO OPERATING TEMPERATURE THERE IS A SQUEELING NOISE COMING FROM THE ENGINE COMPARTMENT. PLEASE CHECK AND ADVISE.

4032750	WG	WATER PUMP REPLACEMENT	0.50	56.17

Tech(s): 6531

1 346.99

4032750	WG	ADD: To Fill Cooling System	0.30	33.70

Tech(s): 6531

Pts: 346.99 Lbr: 89.87 Other: 0.00 Total Line E: 436.86

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status:

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: Cell:
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 26,108 Payment type: Waiter: Yes
Service advisor: 26574 Promised time: 11:00 AM Estimate:
Tag number: Promised date: 11/09/2016 Customer Comments: No

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5F[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 24,358 Payment type: CASH Waiter: Yes
Service advisor: 26574 Promised time: 08:28 AM Estimate: 0.00
Tag number: [redacted] Promised date: 10/14/2016 Customer Comments: No

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A THE STEERING WHEEL IS ANGLED TO THE RIGHT WHILE THE VEHICLE IS DRIVING STRAIGHT AFTER THE LAST ALIGNMENT. PLEASE CHECK AND ADVISE.

MIS	WG	MISC	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 24358 ALIGNMENT PERFORMED ALIGNMENT ON CUSTOMERS VEHICLE ADJUSTED TO AND CENTERED STEERING WHEEL

B PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 24358 TOPPED OFF FLUIDS

C TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 24358 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD

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

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 22,557
Service advisor: 26574
Tag number: [redacted]

Payment type: CASH
Promised time: 10:30 AM
Promised date: 09/13/2016

Waiter: No
Estimate: 0.00
Customer Comments: No

A BRAKES // CUSTOMER STATES:WHEN APPLYING THE BRAKES THE FRONT WILL DIP REALLY LOW AND THE PEDAL SEEMS TO BE SQUEESHY AND PRESS REALLY FAR DOWN TO THE FLOOR. PLEASE CHECK AND ADVISE.

BRA	IG	BRAKES // CUSTOMER STATES:	1.00	20.00

Tech(s): 6531

Pts: 0.00 Lbr: 20.00 Other: 0.00 Total Line A: 20.00

Story: 22557 BRAKE FLUSH PERFORMED BRAKE FLUSH TEST DROVE VEHICLE PEDAL IS NOW STIFFER.

B ELECTRICAL // CUSTOMER STATES:THE RADIO WILL INTERMITTANTLY GO BLANK AND OTHER TIMES THE PLAY, REWIND AND FFW ICONS WILL BE BLANK. PLEASE CHECK AND ADVISE.

3420700	WG	RADIO CONTROL ASSEMBLY REPLACEMENT	0.50	56.17

Tech(s): 6531

Pts: 0.00 Lbr: 56.17 Other: 0.00 Total Line B: 56.17

Story: 22557 INOP RADIO COULD NOT VERIFY CUSTOMERS CONCERN. CONNECTED MDI TO PULL POSSIBLE CODES NO CODES WERE FOUND CALLED TAC THEY HAD ME REPLACE CENTER STACK. CASE NUMBER [redacted]

C FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

9102276	WG	INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS	0.30	33.70

Tech(s): 6531

Pts: 0.00 Lbr: 33.70 Other: 0.00 Total Line C: 33.70

Story: 22557 RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY PERFORMED RECALL 16007 FRONT AND PRETENSIONER NON DEPLOY. REPROGRAMMED SDM MODULE. WCCS3029

D PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.

ALIGN	CG	PERFORM 4 WHEEL ALIGNMENT, INCLUDING TOE SET, CASTER, AND CAMBER ADJUSTMENT; WERE APPLICABLE, EXCLUDES KNOCKOUTS.	1.50	89.95

Tech(s): 6531

Pts: 0.00 Lbr: 89.95 Other: 0.00 Total Line D: 89.95

Story: 22557 PERFORMED 4 WHEEL ALIGNMENT

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 22,557 Payment type: CASH Waiter: No
Service advisor: 26574 Promised time: 10:30 AM Estimate: 0.00
Tag numbe[redacted] Promised date: 09/13/2016 Customer Comments: No

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E PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 22557 TOPPED OFF FLUIDS

F TIRE PRESSURE LF.....RF.....LR.....RR.....

TP	ISS	TIRE PRESSURE LF.....RF.....LR..... RR.....	0.00	0.00

Tech(s): 6531

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

Story: 22557 TP SET FRONT AND REAR TIRE PRESSURE TO 35 PSI PER DOOR PLACARD

G** RENTAL CAR.

RENTAL	WG	RENTAL CAR.	0.00	0.00
Tech(s): 6531				
SUBL	WG	HERTZ RENTAL INV A10999181		76.00

Pts: 0.00 Lbr: 0.00 Other: 76.00 Total Line G: 76.00

Story: 22557 SUPPLIED CUSTOMER WITH A HERTZ RENTAL. P.O. 791339

Customer Pay	
Labor	89.95
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	89.95
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	89.95

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: ([redacted] Main: [redacted] Cell: ([redacted]
Vehicle: 3GTP1VEC5FG[redacted] 2015 SIERRAD STEEL_GRAY

Mileage: 17,963
Service advis[redacted]
Tag number: [redacted]

Payment type: CASH
Promised time: 11:00 AM
Promised date: 07/06/2016

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A BRAKE INSPECTION // CUSTOMER STATES THAT THERE IS SOME SQUEELING COMING FROM THE FRONT BRAKES WHEN APPLIED. PLEASE CHECK AND ADVISE.

2420671	WG	FRONT BRAKE ROTOR REPLACEMENT - BOTH SIDES	1.20	134.80

Tech(s): 6425

23144340	2 (S)ROTOR	190.40
22742382	1 (S)PAD KIT	120.40

Pts: 310.80 Lbr: 134.80 Other: 0.00 Total Line A: 445.60

Story: 179638 FRONT BRAKES PADS WORN OUT FROM INSIDE PAT PERFORMED PIT 5377D UNEVEN FRONT PAD WEAR AND FRONT ROTORS OUT SPECIFICATIONS. REPLACED FRONT BRAKES PADS AND 2 FRONT ROTORS DUE TO BE WORN OUT, VERIFY REPAIR.

B CHECK LEAKS // CUSTOMER STATES THAT THERE IS SEEPAGE COMING FROM THE FRONT OF THE ENGINE. PLEASE CHECK AND ADVISE.

LEAK	ISS	CHECK LEAKS // CUSTOMER REQUESTS CHECK FOR LEAKS.	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 179638 CHECK FOR LEAKS INSPECT VEHICLE AND NO FOUND ANY LEAKS AT THIS TIME. THERE IS SOME SEEPING COMING FROM THE TIMING ACTUATOR SEAL. NO WORK DONE AT THIS TIME.

C DRIVEABILITY // CUSTOMER STATES:THERE IS CLUNKING TYPE NOISE COMING FROM THE REAR END. NOISE HAPPENS WHEN GOING FROM A STOP AND ACCLERATING. PLEASE CHECK AND ADVISE.

DRI	ISS	DRIVEABILITY // CUSTOMER STATES:	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 179638 NOIESE COMING FROM REAR END\ TEST DROVE VEHICLE AND CAN'T DUPLICATED CUSTOMER CONCERN. NOISE COMING FROM REAR TOW HITCH AND LUG NUT ON THE FRAME WAS DROPPED AND IS LOOSE AND PLAYING NOT AVAILABLE TO REMOVED.

D PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID

MULTI	ISS	PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUID	0.00	0.00

Tech(s): 6425

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 179638 PERFORMED MULTI-POINT INSPECTION AND TOP OFF ALL

(WITH ARBITRATION PROVISION)

Dealer Number 71F079 Contract Number [redacted] R.O.S. Number SALESPERSON: DURANUE,CORNEALIS Stock Number [redacted]

[redacted] VALLEY CENTER CA [redacted]	Co-Buyer, Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address) NORTH COUNTY BUICK CADILLAC GM 1515 AUTO PARK WAY SOUTH SUITE ESCONDIDO, CA 92029

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC SIERRA DENAL	98	3GTP1VEC5F6[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 8000.00
0.00 %	$ 0.00 (e)	$ 47366.75	$ 47366.75 (e)	$ 55366.75 (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
One Payment of	N/A	N/A
One Payment of	N/A	N/A
1	47366.75	Monthly beginning 09/19/2015
N/A	N/A	N/A
One final payment		N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 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 financed.
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		$ 45450.00 (A)
1. Cash Price Vehicle	$ 45450.00	
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) PERTI CARE -EYD		$ 795.00 (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)		$ 3708.00 (J)
K. Electronic Vehicle Registration or Titling Service (not a governmental fee) (to whom paid) AVRS		$ 29.00 (K)
L. (Optional) Service Contract (to whom paid) Portfolio Elite		$ 2765.00 (L)
M. (Optional) [illegible]		$ N/A (M)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR [redacted]

Application for Optional Credit Insurance

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

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

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the final 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 more than 20 hours a week or more on the Effective

(not a governmental fee) (to whom paid) AMD $ 29.00 (K)
L. (Optional) Service Contract (to whom paid) Portfolio Elite $ 2245.00 (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $ 52805.00 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATE $ 301.00 (A)
B. Registration/Transfer/Titling Fees $ 232.00 (B)
C. California Tire Fee $ 8.75 (C)
D. Other SMOG ABATEMENT $ 20.00 (D)
Total Official Fees (A through D) $ 561.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ N/A (4)
5. Subtotal (1 through 4) $ 53366.75 (5)

6. Total Downpayment
A. Agreed Trade-in Value Y/2008 M/CHEVROLET $ 2500.00 (A)
Model TRAIL Odom 100691
VIN 1GNDS13S982 [redacted]
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-in (A less B) (Indicate if a negative number) $ 2500.00 (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 2500.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ N/A (G)
Total Downpayment (C through G) $ 6000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1C above)
7. Amount Financed (5 less 6) $ 47366.75 (7)

Wait. (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.
N/A X N/A
Date Buyer Signature Age
N/A X N/A
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 N/A Mos. N/A
Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.
1L Company Portfolio Elite
Term 84 Mos. to 100000 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company [redacted]
Term N/A Mos. or N/A Miles
Buyer X [redacted]

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 5D.

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:

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to the sale of the vehicle. Any change to the contract must be in writing and we must sign it.
Buyer Signs [redacted]
Co-Buyer Signs [redacted]

SELLER'S RIGHT TO CANCEL. Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract pursuant to the terms of the Assignment section apply.
X [redacted]
Buyer
X N/A
Co-Buyer

Agreement to Arbitrate. [redacted] that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs [redacted]
Co-Buyer Signs N/A

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

IMPORTANT: THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. [redacted] OFFERED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPA[redacted]CLE HAS BEEN REPOSSESSED AND SOLD.
FOR A[redacted]OTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BU[redacted]AT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
B/B X [redacted] N/A

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

Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
(or

☐ Name of autobroker receiving fee, if applicable:

Buyer Signs X [redacted]
Co-Buyer Signs X

[redacted]-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to
X
Buyer
N/A
Co-Buyer

Agreement [redacted] e that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbi Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs
Co-Buyer Signs N/A

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

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

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUCH COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOW [redacted] ED. THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BA CLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVIC OTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER T HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/B X N/A

Trade-In Payoff [redacted] from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in Item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payo 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 n in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, o pay the Prior Credit or Lease Balance shown in 6B or any refund.

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

Notice to buyer: (1) D 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 com h the seller.
Complaints conce seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles,
After this contrac payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair c ange.

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel for legal cause, such as fraud. However, California law does require a seller to offer a two-d ith a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory c rement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway mo a law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signatur 09/19/15 Co-Buyer Signature X N/A Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

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

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

Guarantor X 09/19/15
Address

Seller Sign NORTH COUNTY BUICK CADILLAC GM 09/19/15

[redacted]

LEXIS FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. 6,446,764
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CCF PGM [redacted]

BBB AUTO LINE
Customer Claim Form

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Manhattan Beach	State: CA	Zip code: [redacted]	
Day phone: [redacted]	Evening phone: [redacted]	Cell phone:	
Fax: [redacted]	E-mail address: [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Sierra	Year: 2015	Current mileage: 47,054
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: North County Buick Cadillac GMC in Escondido, CA			
Primary Servicing dealer/city/state: North County Buick Cadillac GMC in Escondido, CA			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 9/19/2015	Mileage at purchase/lease: 98		
First repair attempt date: 11/04/2015	First repair attempt mileage: 2,954		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business: 0	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☒ yes ☐ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3GTP1VEC5F[redacted] Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER

Lienholder/Leasing Company None **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	6/10/0 - 12,700 miles - 4 days	Yes
PLEASE	SEE		ENCLOSED	

Total days out of service for [redacted] No Lienholder

Signature of Titled Owner(s) _____ Date 1-15-18

I am submitting this dispute for [redacted] LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Date of Repair	Mileage	Description of Problem/Repair	Defects
11/4/2015	2,954	Install front tow hooks and tow hook covers, tow hooks are in the rear seat and the hook covers are in parts dept	Body/Trim
		2014 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Has provided his own oil filter that is in the back seat	Service
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
2/29/2016	7,228	Check leaks. There is two oil leaks coming from the front of the engine and around the oil cap	Leaks
		2014 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Tire pressure LF...RF....LR....RR.....	Tires
4/6/2016	12,072	2014/15/16 My GMC pro grade protection - oil and filter change / tire rotation/ multi point inspection	Service
		Tire pressure LF...RF....LR....RR.....	Tires
		Do not rotate tires	Tires
7/6/2016	17,963	There is some squeeling coming from the front brakes when applied	Brakes
		There is seepage coming from the front of the engine	Leaks
		There is clunking type noise coming from the rear end. Noise happens when going from a stop and accelerating.	Body/Trim
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
9/13/2016	22,557	When applying the brakes the front will dip really low and the pedal seems to be squeeshy and press really far down to the floor	Brakes

		The radio will intermittently go blank and other times the paly, rewind and FFW icons will be blank.	Electrical
		Frontal airbag and pertensioner non deploy	Recall
		Perform wheel alignment including toe set, caster and camber adjustment, were applicable, excludes knockouts.	Wheels
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
10/14/2016	24,388	The steering wheel is angled to the right while the vehicle is driving straight after the last alignment	Steering
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
11/9/2016	25,108	The seat will rock and make a clicking type noise when going in and out of turns	Body/Trim
		There is an oil leak from front of the engine area. Leak is visible on the front of the block.	Leaks
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
		Once the vehicle gets to operating temperature there is a squealing noise coming from the engine compartment.	Engine
3/30/2017	33,567	The vehicle is having a tough time starting. The vehicle needed a jump start this morning	Electrical
		Major svc. Lube, oil filter, air filter, rot and balance tires, brake inspect and adjust, fuel induction service w/ throttle body cleaning. Trans flud exchange. Batt. Service and charging system test, 23 pt inspection.	Inspection
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
7/24/2017	42,642	Perform wheel alignment including toe set, caster and camber adjustment, were applicable, excludes knockouts.	Wheels
		The center console usb ports are inop.	Electrical

		The rear brakes are weering differently on the left side compared to the right side. The customer also states that the rotors are scored.	Brakes
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires
9/11/2017	47,054	6 out of 10 times when braking going up to a stop sign the brake pedal will go to the floor	Brakes
		Upon acceleration from a stop sign customer feels there is a hesitation.	Transmission
		Dr side seat bottom cushion has shifted	Body/Trim
		Would like to go for a ride with tech to confirm issues with car	Inspection
		Perform multi point inspection and top off all fluids	Inspection
		Tire pressure LF...RF....LR....RR.....	Tires

PE18-012

GM

3-27-2019

Q3

[redacted]

DECISION

Submitted Date: 03/02/18
PGM[redacted]
VIN: 3GTP1VEC5E[redacted]
Customer[redacted] Hearing Date: 02/14/18
Arbitrator: George F Kossler

Question 1

Vehicle (Year, Make, Model)

2015, GMC, Sierra Danali 1500

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision:

Denial

CASE:[redacted] **Customer[redacted]**
Arbitrator: George F Kossler **Date: 03/02/18**

REASONS FOR DECISION

Submitted Date: 03/02/18
PGM[redacted]
VIN: 3GTP1VEC5F[redacted]
Customer:[redacted] Hearing Date: 02/14/18
Arbitrator: George F Kossler

Question 1

Vehicle (Year, Make, Model)

2015, GMC, Sierra Danali 1500

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Oil leak.
2. Transmission.
3. Radio.
4. Body & trim.
5. Electrical.
6. Wheel Alignment.
7. Engine.
8. Brakes.

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement, restitution}

Denial

a **decision is a fair resolution of this dispute:**

For the following reasons, I have determined that a DENIAL decision is a fair resolution of this dispute:

Jurisdiction

The [redacted] claim falls within the jurisdiction of the BBB AUTO LINE program. The asserted nonconformities arose within the time and mileage periods covered by the General Motors New Vehicle Limited Warranty. The basic warranty period on the 2015 GMC Sierra Denali 1500 pickup truck is 3 years or 36,000 miles, whichever comes first. The Powertrain warranty period is 5 years or 100,000 miles whichever comes first. The vehicle was purchased new on September 19, 2015 for personal or business use, and the vehicle is an eligible vehicle under AUTO LINE rules. [See, California Code of Regulations, Title 16, Division 33.1 Arbitration Certification Program.]

Desired Outcome

The BBB Auto Line Customer Claim Form [CCF] is dated January 15, 2018. It does not list any current problems under Section 4, Vehicle Problems. Section 4 of the CCF is blank but says, "please see enclosed." Attached is a self-made form, that fails to conform to BBB Auto Line Section 4 form protocols and fails to display in required format, the "number of repair attempts," the "days out of service for each repair attempt" and, more importantly, whether any issue or concern "currently exists."

On the BBB Customer Claim Form, [CCF] Section 3, Desired Outcome, [redacted] states, "Vehicle Repurchase plus attorney fees."

Submission on Writing

This is a matter in which both sides have submitted written documents to the

arbitrator, in lieu of live testimony, and based on the documents submitted and the written position of each party, arbitrator is to make a decision.

As noted above, Section 4 of the CCF lists no current issues. The attached self-made form fails to list any problems as current either.

While Section 4 of the CCF is blank, Claimant also failed to submit any "written position" concerning any issues or concerns. Inasmuch as the Customer Claim Form forms the outline for the issues to be addressed and decided, the lack of any written position by Claimant in a submitted matter seriously compromises the arbitrators ability to understand the nature and grounds for the outcome sought by Claimant.

A Manufacturer Response Form [Arbitration Position Statement] was included with the submitted documents, but it is blank. The arbitrator was later provided with a 3 page unsigned letter on GM letterhead from Kayla Sikes, Arbitration Specialist. Sikes' letter fails to state her authority or, more importantly, her qualifications, if any. She offers several opinions concerning the vehicle's mechanical status with no foundation. She states, "customer had 9 concerns with the vehicle," and then, in her letter, addressees only 4 of them. Significantly she ignores the very first oil leak repair invoice at 7,228 miles, when, on the test drive, the technician states, "the left rear wheel fell off." She completely disregards the 5 times her customer has brought the vehicle in for brake issues.

Applicable California Law

The Song-Beverly Consumer Warranty Act [California Civil Code, Section 1793.2(d)(2)] "is a remedial statute designed to protect consumers who have purchased products covered by an express warranty." (See, [redacted] v. Fleetwood Travel Trailers, (2006) 50 Cal. Rptr. 3d 731, 740.) It requires the manufacturer to "repurchase" or "replace" a vehicle if it is unable to repair one or more substantial nonconformities after a reasonable number of repair attempts. Thus, for [redacted] to qualify for "repurchase" or "replacement" under the Act, GMC must have been unable to repair the same nonconformity that substantially impaired the use, value or safety of the vehicle after a reasonable number of attempts during the warranty period. (See, [redacted] v. American Isuzu Motors, Inc., (2001) 90 Cal. App. 4th 1094, 1101.) For purposes of this hearing, what is a defect or nonconformity is necessarily circumscribed by the technical details and limits a particular manufacturer places upon mechanical tolerances and design characteristics. Whether the impairment to a vehicle's use, value or safety is "substantial" is determined by an objective test, based on what a reasonable person would understand to be a defect. This test is applied, however, within the specific circumstances of the claimant. (See, [redacted] v. Ford Motor Co (2001) 87 Cal. App. 4th 472, 104 Cal. Rptr. 2d 545.)

Asserted Nonconformities

While the BBB Customer Claim Form fails to identify any current concerns or issues, the self-made form attached to it does lists some claimed defects. As noted above, [redacted] does not explain or state how or in what manner or fashion the vehicle displayed any of these concerns. Moreover, [redacted] self-made form mis-characterizes some issues by mistaken reference, and improperly lists normal service inspections, normal tire pressure checks and recall notices as "defects."

Based upon the submitted repair invoices, the technician service notes, the claimed issues that arose within the warranty period and displayed on the self-made form will be analyzed and discussed below:

1. Oil Leak

The first time [redacted] took the vehicle in for this concern was on February 29, 2016, with mileage of 7,228. Customer stated, "there is two oil leaks coming from the front of the engine. Check and advise." The technician examined the vehicle and found no visible leaks. However, and according to the technician, during a test drive

the left rear wheel fell off. He replaced the left rotor, backing plate and both rear brake pads and the left rear wheel.

On July 6, 2016, with mileage of 17,963, [redacted] complained that, "there is seepage coming from the front of the engine. Check and advise." The technician inspected the vehicle and found no leaks. The vehicle was returned to [redacted] in good working order.

Unless a vehicle actually manifests a claimed defect or nonconformity, no repairs are called for and no remedial work is appropriate. Mere suspicion or claim of nonconformity, without more, does not trigger the imposition of the remedies afforded to a consumer under the Song-Beverly Consumer Warranty Act.

On November 9, 2016, with mileage of 26,108, Customer complained, "there is an oil leak from the front of the engine area. The technician determined that the source was the camshaft position actuator and he replaced it. The vehicle was returned to [redacted] in good working order.

2. Transmission

On July 6, 2016, with mileage of 17,963, Customer complained that, "a clunking type noise was coming from the rear end." The technician performed a diagnostic and could not duplicate the concern. However, he found that customer's own tow hitch was lose and making noise. On October 19, 2017 with mileage of 49,921 miles and during a regular maintenance visit, the technician determined that the left rear axle seal was leaking transmission fluid and he replaced the seal.

3. Radio:

On September 13, 2016, with mileage of 22,557, [redacted] complained that the "radio will intermittently go blank and other times icons will be blank." The technician could not duplicate the concern.

4. Body & Trim

On November 9, 2016, with mileage of 26,108, [redacted] complained that, "the seat will rock and make a clicking noise when going in and out of turns. Check and advise." The technician lubricated the front seat pivot points, installed a lateral retainer and installed a seal actuator shim clip. The vehicle was returned to [redacted] in good working order.

On September 11, 2017, with mileage of 47,054 customer complained, "that the driver side seat cushion shifted. Check and advise." [redacted] declined repairs.

5. Electrical

On July 24, 2017, with mileage of 42,642, customer complained that, "the center console USB ports are inoperative." The technician performed a thorough inspection, could not duplicate the concern and found all USB ports working properly.

6. Wheel Alignment

On October 14, 2016, with mileage of 24,358, Customer complained that "after the last alignment the steering wheel center spoke was not horizontal." The technician re-aligned the wheels to center the spoke.

7. Engine

On November 9, 2016, with mileage of 26,108, [redacted] complained that"there is a squealing noise coming from the engine. Check and advise." The technician determined that the noise was coming from the water pump. He replaced the water

pump and returned the vehicle in good working order.

On March 30, 2017, with mileage of 33,567, Customer complained that, "the vehicle was having a tough time starting. Check and advise." The technician could not duplicate the concern.

On September 11, 2017, with mileage of 47,054, Customer complained that, "upon acceleration, there is a hesitation. Check and advise." The technician could not duplicate the concern.

Again, Unless a vehicle actually manifests a claimed defect or nonconformity, no repairs are called for and no remedial work is appropriate. Moreover, when a vehicle is found to be functioning as designed and manufactured, that is not considered a warranty "repair attempt" under the applicable statute. [Cf., "A warranty covering defects in material or workmanship, therefore, would not extend to mere allegations." [redacted]v. Porsche Cars N.A., Inc., (7th Cir. 2003) 353 F. 3d 516.

8. Brakes

On July 6, 2016, with mileage of 17,963 [redacted] complained that, "some squealing noise is coming from the front brakes. Check and advise." The technician found that the front brakes were worn out from use and that the front rotors were out of specifications. He replaced the front brake pads and 2 front rotors.

On September 13, 2016, with mileage of 22,557 customer complained that, "when applying the brakes the front [of the vehicle] will dip and the pedal seems squishy. Check and advise." The technician performed a brake flush to remove any air in the lines, test drove the vehicle and found the vehicle operating as designed.

On July 24, 2017, with mileage of 42,642 Customer complained that, "the rear brakes are wearing differently on the left side. Check and advise." The technician verified the wear and replaced the brake pads, resurfaced the rotors and replaced the calipers. The vehicle was returned to Customer in good working order.

On September 11, 2017, with mileage of 47,054, [redacted] complained that, "the brake pedal will go to the floor. Check and advise." The technician determined that the brake master cylinder had an internal failure. He replaced it with a new master cylinder and verified the brakes in good working order.

On October 19, 2017, with mileage of 49,921 [redacted] complained that, "the brakes are dragging and there was an excessive noise from the right rear of the truck. Check and advise." The technician and a GMC representative tested the vehicle and found that the brake vacuum pump was worn. The pump was replaced and the brakes performed as designed.

Reasonable Number of Attempts

[redacted]oes not contend that the manufacturer did not repair a verified concern, broken part, defect or nonconformity with the vehicle nor did not repair the vehicle within a reasonable number of repair attempts. Most of the repair invoices show that [redacted] was offered a loaner vehicle and repairs were generally performed at normal maintenance visits.

The reasonableness of the number of repair attempts is a question of fact to be determined in light of all the circumstances, but at a minimum there must be at least two repair attempts to fix the same nonconformity. (See, [redacted]v. Ford Motor Co., (2003) 109 Cal. App. 4th 1205, 1208.) As a basic proposition a repair attempt must be qualified by a common sense approach to the complexity and mechanical nature of an automobile and its component parts.

The Tanner Consumer Protection Act [California Civil Code, Section 1793.22] presumes there have been a reasonable number of attempts to repair a substantial

nonconformity if any of the following happen within 18 months or 18,000 miles (whichever occurs first) from delivery to the buyer:

1. The "same nonconformity" results in a condition likely to cause death or serious bodily injury if the vehicle is driven and the substantial nonconformity has been subject to repair two or more times by the manufacturer or its agents;

2. The same substantial nonconformity has been subject to repair four or more times by the manufacturer or its agents; or;

3. The vehicle has been out of service more than 30 calendar days by reason of repair of one or more substantial nonconformities.

The evidence here displays that the vehicle had no substantial nonconformity and no component was subject to "repair" two or more times prior to 18,000 miles. Therefore the Tanner Consumer Protection Act statutory presumption does not apply in this case.

The Song-Beverly Consumer Warranty Act [California Civil Code, Section 1793.2(d)(2)] requires that the manufacturer repurchase or replace a vehicle if it is unable to repair one or more substantial nonconformities or defects after a reasonable number of repair attempts. I do not find that a nonconformity has been identified, much less unsuccessfully attempted to be repaired.

Because no problems [nonconformities] are currently presented, I cannot, and do not find, at this time, that there is any nonconformity associated with this vehicle, much less a substantial nonconformity.

To be clear, the statutory guidelines of the Song-Beverly Consumer Warranty Act [California Civil Code, Section 1793.2(d)(2)] require findings that: "(1) the vehicle had a substantial defect or substantial nonconformity covered by the express warranty; (2) the vehicle was presented to an authorized representative of the manufacturer for repair; and (3) that the manufacturer or its representative did not repair the defect or nonconformity after a reasonable number of repair attempts." (See, [redacted]v. Fleetwood Travel Trailers, (2006) 50 Cal. Rptr. 3d 731, 741.) If these elements are present the manufacturer must repurchase or replace the vehicle. Here, the repair service notes and use history submitted show that no unrepaired identical verifiable complaint was presented to the manufacturer, and on each occasion the vehicle was promptly examined and repaired and returned to Customer in normal operating condition.

The California lemon law does not cover vehicle problems that are caused by the active neglect or "unreasonable use of the vehicle." (See, California Code of Regulations, Title 16, Division 33.1, Section 3398.5(c)(5).) The evidence here does suggest that the operational concerns of the brakes might have some connection to Customer's driving pattern. Although unverified, the wear and usage of the brake system given the mileage driven, strongly suggests that the Consumer is braking improperly, waiting too long to apply the brakes and applying the brakes in an aggressive fashion, rather than gradually. This braking pattern might explain why the front brakes were worn out after only 18,000 miles of driving and why the brake system needed flushing to remove air in the lines after only 22,000 miles.

I have not determined that this vehicle has a nonconformity associated with any claim, much less a substantial nonconformity and inasmuch as the vehicle is presently in full operating condition, there is no nonconformity that would affect its use, value or safety.

Award

Pursuant to California Code of Regulations, Title 16, Division 33, Section 3398.5(c), and after a careful consideration of the relevant facts and invoices, I have determined that [redacted]s not entitled to a "repurchase" under the terms of

the Song-Beverly Warranty Act, and since no warranty repairs are indicated by the current evidence, the proper remedy in this case would be to deny the claim, including any request for attorney fees.

Question 4

If awarding a repurchase, replacement or restitution:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

PE18-012

GM

3-27-2019

Q3

Kayla Sikes (C)

From:	Kayla Sikes (C)
Sent:	Tuesday, March 06, 2018 7:15 AM
To:	steve.franklin@gm.com
Cc:	Daniel Leal (C)
Subject:	Written BBB case closure, customer [redacted] VIN: 3GTP1VEC5FG[redacted]
Attachments:	denial decision.pdf

RE: [redacted]
SR#[redacted]
VIN#: 3GTP1VEC5F[redacted]
Vehicle:2015 GMC Sierra

Good morning Steve,

This written BBB case has received a denial decision this case will be closed.

Sincerely,

Kayla Sikes - Arbitration Specialist & Scheduler
Business Resource Center
Alorica on behalf of General Motors
Phone: 1-866-790-5700, Ext. 5911131
Fax: 866-268-5529

PE18-012

GM

3-27-2019

Q3

Session Warning Message

You have initiated a Siebel session while another Siebel session is currently active. Please choose the option that applies to you.

- You already have a Siebel session with unsaved data running in another browser window. To save data from a second session go to the already open session and either save and exit or continue to use that data.
- You do not have unsaved data in your other session and wish to close it and launch a new session. Click here
- You have closed your previous Siebel browser instance using the Close instead of the Logoff feature and wish to open a new Siebel session. Click here

PE18-012

GM

3-27-2019

Q3

Recipient Data:
Time Finished: 2018-02-06 12:39:53 EST
IP: 198.208.47.83
ResponseID: R_3W5LP8vRP9gSyCR
Link to View Results: Click Here

[redacted]

Response Summary:

Personal Information (Required)
- Employee First Name Michael
- Employee Last Name Schultz
- Employee Phone Number 8108690092
- Employee Email michael.a.schultz@gm.com

Optional
- Employee City Fenton
- Employee State MI
- Employee Zip Code 48430

- Vehicle Identification Number (VIN) 3GTU2UECXE[redacted]
- Involved Dealership Vic Canever Chevrolet