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

PE18-012

GM

3-27-2019

Q3



FW: Customer Assistance Alert – Action Required: Case # [redacted] VIN 1GNSCJKC5FR[redacted] Mileage 85000

Eric Beyers

Mon 2/12/2018 2:20 PM

To:Jackie Whitaker <JackieW@bobstall.com>;

Cc:Jack Atkins <JackA@bobstall.com>;

we did not sell

Jackie,
Another request for documents. Thanks Jackie.
Eric B

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, February 12, 2018 9:14 AM
To: Eric Beyers <EricB@bobstall.com>; Jack Atkins <JackA@bobstall.com>
Subject: Customer Assistance Alert – Action Required: Case # [redacted] VIN 1GNSCJKC5FR[redacted] Mileage 85000

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a CA CEC case that pertains to one of our mutual customers. Please provide the following documentation:

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 confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

[redacted]

[SR[redacted]]

[redacted]

REPAIR ORDER - AUDIT COPY

[redacted]

Work Phone	R/O Open Date	R/O Number
	3/11/17	[redacted]
Home Phone	**R/O Close Date**	**Receipt No.**
[redacted]	5/17/17	Original
Body	**Mileage In**	**Mileage Out**
SUV	67619	67619

Year	Make	Model	License Number	Service Advisor
2015	CHEVROLET	C1500 SUBU	TU PIU	JUSTINE DAHLGREN
Vehicle Identification Number		**Color**	**Account No.**	**Delivery Date** / **In-Service Date**
1GNSCJKC5FR[redacted]		BLACK		5/26/14 / 5/26/14

Cell: [redacted] Email: [redacted]

#1 - QL EXLUBE: EXLUBE
GUEST CAME BACK AFTER PICKING UP VEHICLE YESTERDAY
DUE TO ENGINE OIL LIGHT COMING ON AND SQUEAKY BRA
KE PEDAL.
TECHS 479/A28
VEHICLE OIL LIGHT CAME ON, NEEDED TO ADD 2QTS OF
OIL

C

Line 1 3/11/17 Tech 479 Start 12:34 End 12:35 Hours .00

Account	Description	Control	Reference	Amount
*VOID		[redacted]	[redacted]	

	INTERNAL	SERVICE CONT	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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Bob Stall Chevrolet

7601 Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
6/30/16	[redacted]
R/O Close Date	Status
6/30/16	Final
Mileage In	Mileage Out
50226	50226
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	TU PIU

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* Monday-Friday 6:00am - 7:00pm *	
* Saturdays 8:00am - 5:00pm *	
**********	

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

[redacted]

LABOR	139.75
PARTS	630.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	8.00
SALES TAX OR TAX I.D.	55.20
	.00
	.00
	833.75
67344	833.75

7501 Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O [redacted]
6/30/16	[redacted]
R/O Close Date	
6/30/16	Pre-Invoice
Mileage In	Mileage Out
50226	50226
Service Advisor / Tag #	
ROSE WELLS/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	TU PIU

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - TIRE4: MOUNT AND BALANCE 4 TIRE. (TECHNICIAN PLEASE RECORD THE TIRES DOT NUMBERS)		
INSTALL P275/55/20 CONTINENTALS IN STOCK SAME AS W		
HATS ON THE VEHICLE NOW		
Caused by		
ALL 4 TIRES WERE BALD		
Work performed by Rafferty Hough (449)		59.80
Installed 22809730 :N-C2755520 (05880-BOPCKT)	4@153.33	613.32
Installed F,5805 :WGHT KIT	4@4.37	17.48
Hazardous Materials Charge		8.00
MOUNTED AND BALANCED 4 TIRES		
A32AWBDE2015		
A32AWBDE3715		
A32AWBDE4615		
A32AWBDE2915		
Sub Total: 698.60		
#2 - AL2: PERFORM 2-WHEEL ALIGNMENT		
Work performed by Rafferty Hough (449)		79.95
PERFORMED 2 WHEEL ALIGNMENT		
Sub Total: 79.95		
#3 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW.		
Sub Total: .00		
********** New Extended Service Hours **********		

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.

POWER OF ATTORNEY

The undersigned, hereinafter called "insured" for the consideration of repairs made to "Insured automobile, made to Insured's entire satisfaction by BOB STALL CHEVROLET does not hereby grant to BOB STALL CHEVROLET Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any release thereto, as settlement for Insured's claim for damages to the vehicle described herein.

SIGNED BY:_____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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BOB STALL CHEVROLET

7601 ALVARADO RD / P.O. BOX 339
LA MESA, CA 91944
(619)460-1311 FAX (619)460-1650 WWW.BOBSTALL.COM
B.A.R. REG # ARD 006361 EPA # CAR000015479

[redacted]

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNSCJKC5FR[redacted]	6405	08/18/14	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
15	CHEVROLET	C1500 SUBU	BLACK	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]	N/A	[redacted]	- -		00/00/00	923	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	00/00/00		6405	08/18/14	00/00/00

IMPORTANT NOTICE!!!! SOON YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET CORPORATION REGARDING YOUR RECENT SERVICE VISIT HERE AT BOB STALL CHEVROLET

IF THERE IS "ANY" REASON YOU CANNOT GRADE US "OUTSTANDING " ON EACH QUESTION, PLEASE CONTACT US.
NOTE:ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE STATED.

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

TOTAL-CUSTOMER 22500 NoCharge

ACCTING COPY - PAGE 02

[redacted]

OF

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

CUSTOMER SIGNATURE_____

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

BOB STALL CHEVROLET

7601 ALVARADO RD / P.O. BOX 339
LA MESA, CA 91944
(619)460-1311 FAX (619)460-1650 WWW.BOBSTALL.COM
B.A.R. REG # ARD 006361 EPA # CAR000015479

[redacted]

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNSCJKC5FR[redacted]	6405	08/18/14	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
15	CHEVROLET	C1500 SUBU	BLACK	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]	N/A	[redacted]	- -		00/00/00	923	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		6405	08/18/14	00/00/00	

IMPORTANT NOTICE!!!! SOON YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET CORPORATION REGARDING YOUR RECENT SERVICE VISIT HERE AT BOB STALL CHEVROLET

IF THERE IS "ANY" REASON YOU CANNOT GRADE US "OUTSTANDING " ON EACH QUESTION, PLEASE CONTACT US.
NOTE:ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE STATED.

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A *
Com PERFORM ENGINE OIL & FILTER CHANGE (DEXOS1 OIL), ROTATE TIRES,CK & ADJUST ALL FLUID LEVELS, PERFORM VEHICLE MULTI-POINT INSPECTION.
Cau YOUR SERVICE IS COMPLETE.
Cor THANK YOU FOR CHOOSING BOB STALL CHEVROLET.
completed oil change
rotated tires
filled tires to 35 psi
a39
w/ .42 Z2328 A39 .50 W
A39 W 08/18/14 09:11-09:36= 00.42
89017525 OIL FILTER 1 W
19293003 5W30 DEXOS1 6 W
Line Total.....

B *
Com TIRE PRESSURE CHECK / INFLATE
TPS A39
Line Total.....

C *
Com LUBE WORK ONLY REPAIR ORDER.
LWO A39
Line Total.....

ACCTING COPY - PAGE 01

STATEMENT OF DISCLAIMER

THE FACTORY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OR THIS ITEM/ITEMS.

CUSTOMER SIGNATURE

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

CUSTOMER SIGNATURE

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

WARRANTY REPAIR ORDER

[redacted]

Work Phone	R/O Open Date	R/O Number
	12/31/15	[redacted]
Home Phone	**R/O Close Date**	**Cross Reference #**
[redacted]	1/05/16	Original
Body	**Mileage In**	**Mileage Out**
SUV	40770	40770

Year	Make	Model	License Number	Service Advisor
2015	CHEVROLET	C1500 SUBU	[redacted]	ROSE WELLS [redacted]

Vehicle Identification Number	Color		Delivery Date	In-Service Date
1GNSCJKC5FR[redacted]	BLACK		5/26/14	5/26/14

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
Cell: [redacted]				
#1 - MR TRIM: PERFORM TRIM, SEATBELT, BODY, SEATS DIAGNOSIS AND REPAIR. THE CUSTOMER STATES THE SUNSHADE FOR REAR HATCH WONT ROLL BACK IN AND WAS ORDERED BEFORE SHE WENT OUT OF WARRANTY AND WA S ORDRED WRONG SOP MIN WITH CORRECT SHADE				
Cause: REAR HATCH CARGO SHADE WONT RETRACT BACK IN				
Op: 1046510:				
Tech: A19/2418	0.20hrs		6.00	21.54
Part: 22964397 :N-SHADE KIT (16577-CT)		1	136.50	191.10
Sub-Total Labor:	6.00	21.54		
Sub-Total Parts:	136.50	191.10		
Sub-Total:	142.50	212.64		
REPLACED REAR CARGO SHADE RETRACTOR				

ACCOUNT #			
	LABOR	6.00	21.54
	PARTS	136.50	191.10
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	142.50	212.64

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[redacted] Chevrolet

7601 Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/13/15	[redacted]
R/O Close Date	Status
3/17/15	Pre-Invoice
Mileage In	Mileage Out
23234	23234
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 1/01/00

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU		BLACK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - EMAJ: PERFORM ELECTRICAL DIAGNOSIS. THE CUSTOMER STATES CUSTOMER STATES THAT THE PASS SIDE FRONT WINDOW WO NT ROLL ALL THE WAY DOWN, FRONT DRIVERS SEAT WHEN IT GOES BACK TO THE RECALL MODE FOR THE DEAL IT MA KES A MECHANICAL NOISE. CHECK AND ADVISE.	
Caused by REMOVED DOOR PANEL AND FOUND THE FOAM PART CAME UN STUCK FROM THE DOOR AND CUASED THE WINDOW REGULATO R TO BIND AND BREAK.	
STUCK FOAM PART BACK TO DOOR AND INSTALLED A NEW W INDOW REGULATOR.	
Sub Total: .00	
#2 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW.	
#3 - EMAJ: PERFORM ELECTRICAL DIAGNOSIS. THE CUSTOMER STATES WHEN YOU MOVE THE DRIVERS SIDE FRONT SEAT FORWARD AND BACKWARDS THE SEAT MAKES A GRINDING TYPE NOISE ADVISE	
Caused by MOVED DRIVERS SEAT FORWARD AND BACK. FOUND A CLICK NOISE COMING FROM SEAT TRACK. NEEDS A NEW SEAT TR ACK.	
Installed 23422491 :SL-N-REGULATOR (16260-CT)23422 Qty: 1 REPLACED DRIVERS SEAT TRACK AND TESTED. NO LONGER MAKING NOISE.	Warranty

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 ne[redacted] the sa[redacted]

Th[redacted] au[redacted] gre[redacted] an[redacted] da[redacted] SI[redacted]

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

[redacted] Chevrolet

[redacted] Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/13/15	[redacted]
R/O Close Date	Status
3/17/15	Pre-Invoice
Mileage In	Mileage Out
23234	23234
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR [redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 1/01/00

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU		BLACK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - EMAJ: PERFORM ELECTRICAL DIAGNOSIS. THE CUSTOMER STATES CUSTOMER STATES THE CARPET ON THE PASSENGER SIDE R EAR DOOR AT THE TRIM PANEL ON FLOOR BOARD IS COMIN G OUT FROM UDER THE TRIM PANEL ADVISE	
Caused by	
FOUND THE CARPET IS COMING OUT OF POSITION.	
Installed 13582540 :N-FRAME (16716-CT) Qty: 1	Warranty
Installed 13272975 :N-BOLT (14896-BCKT) 13272 Qty: 1	Warranty
REPMOVED RIGHT REAR SILL PLATE AND INSTALLED CARPE T CORRECTLY	
**********	
* New Extended Service Hours Monday *	
* - Friday 7:00am to 9:00pm Saturdays *	
* 8:00am to 5:00pm *	
**********	
Your next service is due on 09/14/2015 at 30734 miles	

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.

POWER OF ATTORNEY

The undersigned, hereinafter called "insured" for the consideration of repairs made to "Insured automobile, made to Insured's entire satisfaction by BOB STALL CHEVROLET does not hereby grant to BOB STALL CHEVROLET Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any release thereto, as settlement for Insured's claim for damages to the vehicle described herein.

SIGNED BY:_____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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Chevrolet

[redacted]ado Road
[redacted]esa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
10/27/15	[redacted]
R/O Close Date	**Status**
10/27/15	Pre-Invoice
Mileage In	**Mileage Out**
37550	37550
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
**********	
Your next service is due on 04/25/16 at 45050 miles	
Service Due NEXTAPPT THIS APPOINTMENT WAS AUTOMATICALLY SET WHEN THE CUSTOMER S LAST VISIT WAS COMPLETED.	

OCT 27 2015

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."

[redacted]

X

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LABOR	12.97
PARTS	39.97
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	1.87
SALES TAX OR TAX I.D.	3.50
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	58.31

Chevrolet

ado Road
sa, CA 91942
619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
10/27/15	[redacted]
R/O Close Date	**Status**
10/27/15	Pre-Invoice
Mileage In	**Mileage Out**
37550	37550
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

	Work Phone	Vehicle Identification Number	
[redacted]		1GNSCJKC5FR [redacted]	
	Home Phone	**Delivery Date**	**In-Service Date**
	[redacted]	5/26/14	5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - EXPDEXO: PERFORM ENGINE OIL & FILTER CHANGE USING SEMI-SYNTHETIC DEXOS1 OIL. ROTATE TIRES, CHECK AND ADJUSTALL FLUID LEVELS AND TIRES PRESSURES. PERFORMMULTI-POINT INSPECTION.		
Work performed by TIN LUONG (A28)		6.49
Work performed by DAN PEARSON (942)		6.48
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@6.45	6.45
Installed 88864004 :N-OIL (08800-BOPCK)	8@4.19	33.52
Hazardous Materials Charge		1.87
OIL CHANGE AND TIRE ROTATION COMPLETE		
942		
A28		
Sub Total: 54.81		
#3 * GENDIAG: PERFORM DIAGNOSIS. THE CUSTOMER STATES ADDED OPERATION		
PERFORM RECALL 14450 INSPECT AIR CONDITIONING REFR G. WARNING LABEL		
Caused by		
WC RECALL		
Installed 23256364 :N-LABEL (08808-CT)	Qty: 1	Warranty
REPLACE REFRIGERANT LABEL AND RECOVER/ RECHARGE A/C SYSTEM TO .92 KGS. 9100757 .5		
**********		
* New Extended Service Hours Monday - Friday 7:00am to 9:00pm * Saturdays 8:00am to 5:00pm *		

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.

POWER OF ATTORNEY

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SIGNED BY: _____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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[redacted] Chevrolet

[redacted] Parado Road
[redacted]Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
5/26/16	[redacted]
R/O Close Date	Status
5/26/16	Pre-Invoic
Mileage In	Mileage Out
48961	48961
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Work performed by KENNETH HUNNICUTT (A64)		200.0
REPLACED FRONT BRAKES AND MACHINE ROTORS		
Sub Total: 200.00		
#6 * FIS1: PERFORM GAS-POWERED VEHICLE FUEL SUPPLY AND AIRINDUCTION SERVICE.		
ADDED OPERATION		
Work performed by KENNETH HUNNICUTT (A64)		
Installed 7551 :INJECTOR KIT	1@27.92	93.9(
PERFORMED FUEL INDUCTION SERVICE CLEANED THROTTLE BODY AND UPPER INTAKE		27.9:
Sub Total: 121.82		
Please Note: 5.26.16 11 09 A.M. 619-318-6831 SOPKE WITH ANN SHR E AUTHORIZED PERFORMING FRONT BRAKE JOB AND PERFOR MING FUEL INDUCTION SERVICE ADDITIONAL $426.70 TOT AL $516.65. RECOMMENDED REPLACING ALL 4 TIRES AND AN ALIGNMENT DECLINED AT THIS TIME.		
**********		
* New Extended Service Hours *		
* Monday-Friday 6:00am - 7:00pm *		
* Saturdays 8:00am - 5:00pm *		
**********		

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."

[redacted]

y are those made by
r express or implied,
rpose, and the seller
n connection with the
hibited by law.

rs made to "Insured
LET does not hereby
endorse any checks,
for Insured's claim for

CIAL ORDERS.

X

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LABOR	293.90
PARTS	121.44
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	10.63
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	425.97

953

[redacted] Chevrolet

[redacted] Parado Road
[redacted] Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
5/26/16	[redacted]
R/O Close Date	**Status**
5/26/16	Pre-Invoi
Mileage In	**Mileage Out**
48961	48961
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

B.A.R. REG# ARD 006361 [redacted] 5479

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR [redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#2 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW. ALL TIRES 35PSI Sub Total: .00	
#3 - MPVI: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION Sub Total: .00	
#4 * SSA: STEERING/SUSPENSION/ALIGNMENT DIAGNOSIS AND REPAIRS. THE CUSTOMER STATES ADDED OPERATION WHEN APPLYING BRAKES AT 30 MPH COMING TO A STOP TH E BRAKE PEDAL FEELS LIKE ITS UNDER PRESSURE AND YO U HEAR A GRINDING SQUEEZING TYPE OF NOISE CHECK AND ADVISE Caused by TEST DROVE CAR HEARD DRAGING NOISE FRONT FRONT END WHEN BRAKES WERE APPLIED DURING INSPECTION FOUND FRONT BRAKES DOWN TO WEAR INDACATORS Installed 23135915 :SL-N-PAD KIT (05017-CT) 1@93.52 REC FRONT BRAKES AND MACHINE ROTORS Sub Total: 93.52	93.52
#5 * MAINT: PERFORM MAINTENANCE SERVICE ADDED OPERATION PERFORM FRONT BRAKE JOB	

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POWER OF ATTORNEY

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SIGNED BY: _____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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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]all Chevrolet

[redacted] Alvarado Road
[redacted] Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
11/30/15	[redacted]
R/O Close Date	Status
11/30/15	Pre-Invoice
Mileage In	Mileage Out
38958	38958
Service Advisor / Tag #	
SIMON FREESE, [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - GENDIAG: PERFORM DIAGNOSIS. THE CUSTOMER STATES PASS WINDOW MAKES NOISE WHILE ROLLING UP OR DOWN Caused by FOUND THE FOAM PART THAT ATTATCHES TO THE INSIDE OF THE DOOR CAME OFF AND CAUSED THE WINDOW TO BIND AND THE REGULATOR TO BREAK. Installed 23422491 :SL-N-REGULATOR (16260-CT) Qty: 1 USED A STRONGER GLUE TO ATTACH FOAM PART TO DOOR AND INSTALLED A NEW WINDOW REGULATOR.	Warranty
#2 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW. 35 PSI	
#3 * TRIM: PERFORM TRIM, SEATBELT, BODY, SEATS DIAGNOSIS ANDREPAIR. THE CUSTOMER STATES ADDED OPERATION TRUNK PRIVACY COVER IS NO LONGER WORKING. PLEASE A DVISE WRONG SIZE SHADE. TOO SHORT AND WILL NOT FIT. ORDERED CORRECT SIZE.	
********** * New Extended Service Hours Monday * * - Friday 6:00am to 7:00pm Saturdays * * 8:00am to 5:00pm * **********	

Good will Per Glenn G
x15
x352
20141110.9

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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[redacted]

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

Bob Stall Chevrolet

7601 Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/23/17	[redacted]
R/O Close Date	**Status**
3/24/17	Pre-Invoice
Mileage In	**Mileage Out**
68446	68449
Service Advisor / Tag #	
SIMON FREESE/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

	Work Phone	Vehicle Identification Number	
[redacted]		1GNSCJKC5FR [redacted]	
	Home Phone	Delivery Date	In-Service Date
	[redacted]	5/26/14	5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - GENDIAG: CUSTOMER CONCERN	
THE GPS PUTS THE VEHICLE IN VERY ODD LOCATIONS WHE	
N TURNED ON	
Caused by	
CONFIRMED CONCERN	
Work performed by Doug Vick (441)	Internal
Unrealized 23258394 :N-ANTENNA (09645-CT)	Internal
ORDERED HIGH FREQUENCY ANTENNA	
#2 - SSA: CUSTOMER CONCERN	
THE BRAKE PEDAL SQUEAKS WHEN PRESSED	
Caused by	
VERIFIED CONCERN - ORDERED BRAKE BOOSTER	
Work performed by Doug Vick (441)	Internal
#3 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW.	
**********	
* New Extended Service Hours *	
* Monday-Friday 7:00am - 6:00pm *	
* Saturday 8:00am - 4:00pm *	
**********	

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[redacted]

'Insured
hereby
checks,
claim for

RS.

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] Chevrolet

[redacted] Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
3/09/17	[redacted]
R/O Close Date	**Status**
3/10/17	Pre-Invoice
Mileage In	**Mileage Out**
67557	67558
Service Advisor / Tag #	
ROSE WELLS/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		1GNSCJKC5FR[redacted]
	Home Phone	**Delivery Date** / **In-Service Date**
	[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* New Extended Service Hours *	
* Monday-Friday 7:00am - 6:00pm *	
* Saturday 8:00am - 4:00pm *	
**********	

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ade to "Insured oes not hereby se any checks, sured's claim for

ORDERS.

LABOR	601.78
PARTS	401.96
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	1.87
SALES TAX OR TAX I.D.	34.17
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1039.78

340

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Chevrolet
Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/17	[redacted]
R/O Close Date	**Status**
3/10/17	Pre-Invoice
Mileage In	**Mileage Out**
67557	67558
Service Advisor / Tag #	
ROSE WELLS/[redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

	Work Phone	Vehicle Identification Number	
[redacted]		1GNSCJKC5FR[redacted]	
	Home Phone	**Delivery Date**	**In-Service Date**
	[redacted]	5/26/14	5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
PERFORM REAR BRAKE JOB		
Work performed by ADRIAN GUERRERO (A35)		210.00
Installed 23164777 :SL-N-PAD KIT (05017-CT)	1@108.00	108.00
CUT BOTH ROTORS		
AND REPLACE REAR BRAKE PADS		
COMPLETE		
A35		
Sub Total: 318.00		
#10 *MAINT: PERFORM MAINTENANCE SERVICE		
ADDED OPERATION		
REPLACE IN CABIN A./C FILTER		
Work performed by ADRIAN GUERRERO (A35)		52.50
Installed 23281440 :SL-N-FILTER (09786-CT)	1@29.44	29.44
REPLACE CABIN FILTER		
COMPLETE		
A35		
Sub Total: 81.94		
Please Note: NIGHT DROP FOR THURSDAY 3.9.17 8 30 P.M. 619-318-6831 SPOKE WITH ANN SHE A UTHORIZED LUBE OIL FILTER TIRE ROTATION, DIFFERENT IAL SERVICE, COOLING SYSTEM SERVICE AND TRANSMISSI ON SERVICE TOTAL $670.00. 3.9.17 1 50 P.M. 619-318-6831 ANN LEFT A VOICEMAIL AND AUTHORIZED PERFORMING REAR BRAKE JOB, REPLACI NG ENGINE AIR FILTER AND INCABIN A/C FILTER ADDITI ONAL $452.18 TOTAL $1122.00.		
**********		

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POWER OF ATTORNEY

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SIGNED BY: _____

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X

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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] Chevrolet

[redacted] Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/17	[redacted]
R/O Close Date	**Status**
3/10/17	Pre-Invoice
Mileage In	**Mileage Out**
67557	67558

B.A.R. REG# ARD 006361 EPA# CAR000015479

Service Advisor / Tag #: ROSE WELLS/[redacted]

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/26/14 / 5/26/14

Model			Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed 5581 :COOL SYS KIT	1@17.86	17.86
Installed 12346290 :N-COOLANT (08800-BOPCKT)	2@15.90	31.80
PERFORM MAINTENANCE TYPE ENGINE COOLANT EXCHANGE COMPLETE		
A35		
Sub Total: 148.66		
#7 * BGDIFF3: PERFORM MAINTENANCE TYPE DIFFERENTIAL FLUIDEXCHANGE UP TO 3 QUARTS		
ADDED OPERATION		
Work performed by ADRIAN GUERRERO (A35)		101.00
Installed 8001 :DRIVELINE KIT QT 3	1@87.15	87.15
PERFORM MAINTENANCE TYPE DIFFERENTIAL FLUID EXCHANGE COMPLETE		
A35		
Sub Total: 188.15		
#8 * RAF: REPLACE ENGINE AIR FILTER		
ADDED OPERATION		
Work performed by ADRIAN GUERRERO (A35)		7.95
Installed 22845992 :SL-N-ELEMENT (03410-CT)	1@29.95	29.95
REPLACE ENGINE FILTER COMPLETE		
A35		
Sub Total: 37.90		
#9 * MAINT: PERFORM MAINTENANCE SERVICE		
ADDED OPERATION		

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POWER OF ATTORNEY

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SIGNED BY:_____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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[redacted] Chevrolet
[redacted] Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/17	[redacted]
R/O Close Date	Status
3/10/17	Pre-Invoice
Mileage In	Mileage Out
67557	67558
Service Advisor / Tag #	
ROSE WELLS/[redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

[redacted]	Work Phone	Vehicle Identification Number	
		1GNSCJKC5FR[redacted]	
	Home Phone	Delivery Date	In-Service Date
	[redacted]	5/26/14	5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
SYNTHETIC DEXOS1 OIL. ROTATE TIRES, CHECK AND ADJUSTALL FLUID LEVELS AND TIRES PRESSURES. PERFORMMULTI-POINT INSPECTION.		
ADDED OPERATION		
Work performed by ADRIAN GUERRERO (A35)		12.97
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@6.45	6.45
Installed 88864004 :N-OIL (08800-BOPCK)	8@3.44	27.52
Hazardous Materials Charge		1.87
PERFROM OIL CHANGE		
ROTATE TIRES		
COMPLETE		
A35		
Sub Total: 48.81		
#5 * BGTRANS: PERFORM MAINTENANCE TYPE AUTOMATIC TRANSMISSION FLUID EXCHANGE		
ADDED OPERATION		
Work performed by ADRIAN GUERRERO (A35)		118.36
Installed 5535 :TRANS SERVICE KIT	1@25.03	25.03
Installed 88862156 :N-FLUID (08800-BOPCKT)	12@3.23	38.76
PERFORM MAINTENANCE TYPE AUTOMATIC TRANSMISSION FLUID EXCHANGE		
COMPLETE		
A35		
Sub Total: 182.15		
#6 * BGCOOL: PERFORM MAINTENANCE TYPE ENGINE COOLANT EXCHANGE		
ADDED OPERATION		
Work performed by ADRIAN GUERRERO (A35)		99.00

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.

POWER OF ATTORNEY

The undersigned, hereinafter called "insured" for the consideration of repairs made to "Insured automobile, made to Insured's entire satisfaction by BOB STALL CHEVROLET does not hereby grant to BOB STALL CHEVROLET Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any release thereto, as settlement for Insured's claim for damages to the vehicle described herein.

SIGNED BY:_____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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Chevrolet
Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/17	[redacted]
R/O Close Date	Status
3/10/17	Pre-Invoice
Mileage In	Mileage Out
67557	67558
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

[redacted]	Work Phone	Vehicle Identification Number
		1GNSCJKC5FR [redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - GENDIAG: CUSTOMER CONCERN RECALL 16007- FRONTAL AIRBAG Work performed by ADRIAN GUERRERO (A35) ACCESS SPS AND RFEPROGRAMM MODULE K36. THE REPROGRAMMING WAS SUCCESSFUL, CLEAR DTCS. RECORD WARRANTY CLAIM CODE S303F COMPLETE A35	Warranty
#2 - GENDIAG: CUSTOMER CONCERN RECALL 16049, TIRE INSPECTION 16049: PRODUCT SAFETY RECALL - CONTINENTAL TIRE RE ALL 4 TIRES DO NOT MATCH THE DOTB 1815. THE CURRENT DOTS ON ALL 4 TIRES ARE 4615, 3715,2915 AND 2015. NO FURTHER ACTION IS REQUIRED COMPLETE A35	
#3 - 60K: PERFORM 60000 MILE SERVICE UPON INSPECTION THE REAR BRAKES ARE AT 3 MM, AIR F ILTER AND CABIN FILTER ARE DIRTY. RECOMMEND TO REPLACE CABIN, AIR AND TURN ROTORS AN D REPLACE REAR PADS. Sub Total: .00	
#4 * PDEXO: PERFORM ENGINE OIL & FILTER CHANGE USING FULL	

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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POWER OF ATTORNEY

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SIGNED BY:_____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

hevrolet

oad
91942
311
19) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
3/28/17	[redacted]
R/O Close Date	**Status**
3/28/17	Pre-Invoice
Mileage In	**Mileage Out**
68446	68610
Service Advisor / Tag #	
SIMON FREESE/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		1GNSCJKC5FR[redacted]
	Home Phone	**Delivery Date** / **In-Service Date**
	[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* Saturday 8:00am - 4:00pm *	
**********	

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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[redacted]

LABOR	323.59
PARTS	254.67
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	21.65
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-28.91
TOTAL DUE	571.00

...evrolet

...ad
...1942
...311
...9) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/17	[redacted]
R/O Close Date	**Status**
3/28/17	Pre-Invoice
Mileage In	**Mileage Out**
68446	68610
Service Advisor / Tag #	
SIMON FREESE/ [redacted]	

B.A.R. REG# ARD 006361 EPA# CAR000015479

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - GENDIAG: CUSTOMER CONCERN THE BRAKE PEDAL SQUEAKS. PLEASE ADVISE SOP IN Caused by CONFIRMED CONCERN FOUND THE SQUEAK COMING FROM THE BRAKE BOOSTER. REC REPLACING THE BRAKE BOOSTER .		
Work performed by Doug Vick (441)		216.00
Installed 23135220 :SL-N-BOOSTER (04805-CT)	1@158.91	158.91
REPLACED BRAKE BOOSTER AND TEST DROVE VEHICLE TO VERIFY NO FURTHER ISSUES. Sub Total: 374.91		
#2 - GENDIAG: CUSTOMER CONCERN THE GPS ISNT WORKING PEOPERLY. SOP IN Caused by CONFIRMED CONCERN FOUND GPS ANTENNA HAS FAILED INTERNALLY. REC REPLACING GPS ANTENNA.		
Work performed by Doug Vick (441)		107.59
Installed 23258394 :N-ANTENNA (09645-CT)	1@95.76	95.76
REPLACED GPS ANTENNA. Sub Total: 203.35		
Costco Member Discount		-28.91
Please Note: Opened from 6050973 on 032717 ********** * New Extended Service Hours * * Monday-Friday 7:00am - 6:00pm *		

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.

POWER OF ATTORNEY

The undersigned, hereinafter called "insured" for the consideration of repairs made to "Insured automobile, made to Insured's entire satisfaction by BOB STALL CHEVROLET does not hereby grant to BOB STALL CHEVROLET Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any release thereto, as settlement for Insured's claim for damages to the vehicle described herein.

SIGNED BY: _____

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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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] Chevrolet

7601 Alvarado Road
La Mesa, CA 91942
(619) 460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
1/11/18	[redacted]
R/O Close Date	**Status**
1/12/18	Pre-Invoice
Mileage In	**Mileage Out**
87180	87183
Service Advisor / Tag #	
SIMON FREESE/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC5FR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/26/14 / 5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - HVAC: CUSTOMER CONCERN A/C IS NOT BLOWING COLD. PLEASE ADVISE Caused by CONFIRMED CONCERN A/C DOES NOT BLOW COLD. UPON VISUAL INSPECTION, FOUND A/C CONDENSER LEAKING. REC. REPLACING A/C CONDENSER, RECOVER AND RECHARGE A/C SYSTEM.	
Tech: Doug Vick (441)	440.00
Installed 84211191 :SL-*-N-CONDENSER (09190-CT) 1@195.03	195.03
REPLACED A/C CONDENSER AND RECHARGED SYSTEM. Sub Total: 635.03	
#2 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE WITHCALIFORNIA STATE LAW. Sub Total: .00	
**********	
* New Extended Service Hours *	
* Monday-Friday 7:00am - 6:00pm *	
* Saturday 8:00am - 4:00pm *	
**********	

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[redacted]

LABOR	440.00
PARTS	195.03
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	16.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	651.61

...evrolet

...oad
...CA 91942
...460-1311
Fax: (619) 388-2134

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

B.A.R. REG# ARD 006361 EPA# CAR000015479

R/O Open Date	R/O Number
2/08/18	[redacted]
R/O Close Date	**Status**
2/09/18	Pre-Invoice
Mileage In	**Mileage Out**
88924	88925
Service Advisor / Tag #	
ROSE WELLS/ [redacted]	

	Work Phone	Vehicle Identification Number	
[redacted]		1GNSCJKC5FR [redacted]	
	Home Phone	**Delivery Date**	**In-Service Date**
	[redacted]	5/26/14	5/26/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	C1500 SUBU	SUV	BLACK	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - SSA: CUSTOMER CONCERN	
BRAKE PEDAL GOT REAL HARD CHECK AND ADVISE	
1 TIME GM POLICY WITH CUSTOMER PARTICIPATION	
Caused by	
CONFIRMED CUSTOMER CONCERN FOUND BRAKE BOOSTER VAC	
UUM PUMP NOT SUPPLYING ENOUGH VACUUM TO BRAKE BOOS	
TER DUE TO INTERNAL FAILURE OF VACUUM PUMP. NEEDS	
NEW BRAKE BOOSTER VACUUM PUMP ASSEMBLY	
Tech: SHAUN COUSINEAU (A21)	Warranty
Installed 12669488 :SL-N-PUMP (03280-CT) Qty: 1	Warranty
REMOVED AND REPLACED BRAKE BOOSTER VACUUM PUMP	
ASSEMBLY WITH NEW AND TEST DROVE VEHICLE ALL OK SY	
STEM WORKING AS INTENDED MILES OUT 88926	
#2 - TPS: CHECK AND ADJUST TIRE PRESSURES IN ACCORDANCE	
WITHCALIFORNIA STATE LAW.	
ALL TIRES SET TO 35PSI	
Sub Total: .00	
**********	
* New Extended Service Hours *	
* Monday-Friday 7:00am - 6:00pm *	
* Saturday 8:00am - 4:00pm *	
**********	

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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POWER OF ATTORNEY

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SIG[redacted]

X[redacted]

LABOR	.00
PARTS	.00
DEDUCTIBLE	135.14
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	135.14

PE18-012

GM

3-27-2019

Q3



ENTE HILLS
HEVROLET
OF PENEGON EAST, INC.
00 EAST GALE AVENUE
NDUSTRY, CALIFORNIA 91748
HONE (626) 913-0440

Z, HECTOR M

MILEAGE IN/ OUT	TAG
25517/	[redacted]

PAYMENT	INV. DATE
CASH	

LITER SIDI
ATIC W/OD

K TIRE PRESSURE

S WHEN BRAKING

EARLY BIRD / NITE OWL SERVICE

IMPORTANT
1. Park on our lot and LOCK YOUR CAR.
2. Write your service request on this envelope.
3. Place keys in this envelope.
4. Drop envelope in Early Bird/Nite Owl slot.

DATE 2/11
TIME 4:15 PM

NAME [redacted]
ADDRESS [redacted]
CITY [redacted] STAT [redacted] ZIP [redacted]
DAYTIME PHONE NUMBER(S) [redacted]
E-MAIL ADDRESS

Year 2014 Make CHEVY Model SILVERADO Color WHITE
License Plate No. [redacted] Mileage

☑ *INSPECT, SERVICE OR PERFORM THE FOLLOWING:*

- ☐ Routine Service: _____ Months or _____ Miles
- ☐ Air Conditioner / Heating System
- ☑ Brakes
- ☐ Cooling System
- ☐ Engine Tune Up
- ☐ Exhaust / Smog System
- ☐ Lube, Oil & Filter
- ☐ Rotate / Balance Wheels
- ☐ Steering Alignment & Shocks
- ☐ Transmission
- ☐ Other _____

OTHER ITEMS / DESCRIPTION OF PROBLEM(S):

BRAKES LOCKED UP TWICE TODAY
I EVEN HIT THE CURB..

AMOUNT OF REPAIRS NOT TO EXCEED: $_____

Do you want your old parts?: ☐ Yes ☐ No

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. [redacted] responsible for loss or damage to vehicle or articles left in vehicle [redacted] understand, because of the EARLY BIRD/NITE OWL SERVICE, I a[redacted]

Signature [redacted]

RY ESTIMATE $_____

EBENV-L (Rev. 9/10) Reorder from Garn Enterprises (800) 999-7426 www.garnenterprises.com

purchased; and that in no event shall dealer be liable [illegible] out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer are limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

*I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # AM EPA #

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 03/09/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTR1UEH7EZ[redacted] **Make:** GMC
Component Warranty Coverage: Certified Pre-Owned Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 07/02/2018
Job Card Date: 02/19/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 48,044
Current Mileage: 56,309
Miles out of Warranty: 8,265

Repair

Total Repair Cost At Warranty Rates: $673.00
Job Card / Repair Order : cm
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount: $269.20
Cust/Dlr Participation Amount: $403.80 / 60%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 03/05/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2VEC0FG[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 03/02/2018
Job Card Date: 02/19/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,027
Current Mileage: 58,790
Miles out of Warranty: 22,763

Repair

Total Repair Cost At Warranty Rates: $887.31
Repair Group: HVAC
Job Card / Repair Order : cm

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

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

GM Participation Amount: $221.83 - $399.29
Cust/Dlr Participation Amount: $488.02 - $665.48
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 02/20/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREH8FG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 07/08/2018
Job Card Date: 02/20/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,055
Current Mileage: 60,000
Miles out of Warranty: 23,945

Repair

Total Repair Cost At Warranty Rates: $600.00
Repair Group Brake
Job Card / Repair Order : [redacted]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount: $330.00 - $450.00
Cust/Dlr Participation Amount: $150.00 - $270.00
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i 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 con ideration

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

SAPAUGH GM COUNTRY
Great Products · Great Service · Midwest Values
GMC
1507 McNutt Street · Herculaneum, MO 63048
(636) 931-0055 · Toll Free: (888) 937-0065
www.sapaugh.com

SERVICE ADVISOR: 959 RON MCKINNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEEP RUBY	15	CHEVROLET SILVERADO	3GCUKREH8FG[redacted]	[redacted]	61510/61515	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JUL15 IS 08JUL15 DL			17:00 19FEB18			CASH	20FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] TRN:AUTOMATIC
14:37 16FEB18	12:43 20FEB18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE BRAKE PEDAL IS VERY STIFF TO DEPRESS/ADVISE						
	CAUSE: diagnose the hard brake pedal and found that the vacum pump is not producing any vacum and it will have to be replaced.						
	DIAG	PERFORM DIAGNOSIS					
		1054	CPS			74.50	74.50
	BRAKES	REPLACED BRAKE VACUUM PUMP					
		1054	CPS			232.00	232.00
	1 12669488	(S)PUMP			242.13	242.13	242.13
PARTS: 242.13 LABOR: 306.50 OTHER: 0.00 TOTAL LINE A: 548.63							
	61510 diagnose the hard brake pedal and found that the vacum pump is not producing any vacum and it will have to be replaced. Replaced the vacum pump and the brakes operate normally know						
	**********						
B	PERFORM OPEN CAMPAIGN 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY						
	CAUSE: open recall 16007						
	9102276	Inspect Inflatable Restraint Sensing and Diagnostic Module calibrations					
		1054	WS				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
	61510 open recall 16007 Perform open recall 16007 reprogram the sdm tis2web code s30f9						
	**********						
C	PERFORM OPEN CAMAPIGN 15822 SEATBELT LAP ANCHOR TENSIONER CABLE						
	CAUSE: open recall 15822						
	9102843	Install Driver Side Front Seat Belt Anchor Plate Tensioner					
		1054	WS				(N/C)
	1 84160781	BRACKET					(N/C)
	1 84147952	SUPERSEDED: 12/2017					(N/C)
	1 23462096	HANDLE					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							
	61510 open recall 15822 Perform recall 15822 replaced the drivers seat cover and the lever for the lumbar, and installed the seat belt						

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

DISCLAIMER OF WARRANTIES. Any warranties on the product 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.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS

Monday - Friday
6:30 a.m. to 6:00 p.m.

Saturday
7:30 a.m. to 4:00 p.m.

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

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CUSTOMER #: [redacted]

[redacted]

INVOICE

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PAGE 2

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14:37 16FEB18	12:43 20FEB18		[redacted]	AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

anchor bracket

****

D PERFORM MULTI-POINT VEHICLE INSPECTION
OAR RECOMMENDED SERVICES:TRANSMISSION
SERVICE/COMPLETE 4 WHEEL DRIVE SERVICE/BRAKE
FLUID/DIRECT INJECTION SERVICE/CPR SERVICE
A/C FRESH N COOL
1054 ISD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
61510 PERFORM MULTI POINT INSPECTION

****

E** ADDED OPERATION 2-19-18 15:16(A.S.)PROVIDE SAPAUGH RENTAL DUE TO
PART DELAY IN JOB-A
RENTS PROVIDE SAPAUGH RENTAL CAR
1054 ISD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
61510 rental car

****

PAID
FEB 20 2018

BY: .....

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SUBLET AMOUNT	0.00
MISC. CHARGES	23.20
TOTAL CHARGES	571.83
LESS INSURANCE	0.00
SALES TAX	26.14
PLEASE PAY THIS AMOUNT	597.97

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3-27-2019

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CUSTOMER #: [redacted]

[redacted]

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BY: .....

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STATE OF MISSOURI
CERTIFICATE OF TITLE

[redacted] ORIGIN [redacted] [redacted]

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	BODY STYLE
3GCUKREH8FG[redacted]	2015	CHEV	PICKU

HP	PREVIOUS STATE	MILEAGE AT TIME OF TRANSFER	TAX	PURCHASE DATE	DATE ISSUED
		55*	PAID	07/08/2015	10/02/2015

OWNER [redacted]

MAIL TO [redacted]

VEHICLE SUBJECT TO FOLLOWING LIEN(S)

Lien release - To release any lien shown on the face of this title, the lienholder must complete a **notarized** Lien Release (DOR-4809) to be attached to this title before the purchaser applies for a Certificate of Title.

FIRST LIEN
GM FINANCIAL
PO BOX 1510
COCKEYSVILLE
MD 21030

LIEN DATE
07/08/2015

SECOND LIEN

LIEN DATE

Any person who knowingly and intentionally submits a separate document releasing a lien of another without authority to do so shall be guilty of a class C felony. (301.640 RSMo)

BUYER ON REVERSE SIDE MUST TITLE IN 30 DAYS TO AVOID PENALTY

MILEAGE STATEMENT

*ACTUAL MILEAGE.
ANNUAL ODOMETER UPDATES MAY BE AVAILABLE FROM THE DEPARTMENT OF REVENUE.
EFFECTIVE 1/1/06 YOU MUST SUBMIT A NOTICE OF SALE TO THE DEPARTMENT OF REVENUE WITHIN 30 DAYS OF SELLING THIS VEHICLE.

[redacted] [redacted]

(04/2015)

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

MUST BE COMPLETED AT TIME OF SALE **NOTICE OF SALE/TRANSFER** SEE INSTRUCTIONS ON REVERSE

	PURCHASER NAME - LAST, FIRST (REQUIRED) (PRINTED)			DOR USE ONLY - CODE
	ADDRESS (REQUIRED)			
	CITY (REQUIRED)	STATE (REQ.)	ZIP CODE (REQUIRED)	COUNTY
	DATE OF SALE __ __ / __ __ / __ __ __ __	NET PRICE		

SIGNATURE OF PURCHASER	DRIVER LICENSE NUMBER OF PURCHASER	DATE OF BIRTH OF PURCHASER
		__ __ / __ __ / __ __ __ __

KOV	YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER	TITLE NUMBER
	2015	CHEV	3GCUKREH8FG[redacted]	[redacted]

SIGNATURE OF SELLER	DEALER NUMBER	PRINTED NAME OF SELLER

SELLER MUST SUBMIT TO DEPARTMENT OF REVENUE. SEE REVERSE SIDE.

DOR-5049A (04/2015)

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 02/21/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKSEC1GG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/08/2019
Job Card Date: 01/21/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 47,000
Miles out of Warranty: 11,000

Repair

Total Repair Cost At Warranty Rates: $2,739.24 **Job Card / Repair Order :** Exec
Repair Group: Driveline / Axle

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount: $684.81 - $1,232.66 **Cust/Dlr Participation Amount:** $1,506.58 - $2,054.43
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:44:39 AM]:

Welcome to chat.

Serena [9:45:04 AM]:

Thank you for contacting Chevrolet customer assistance, [redacted]. My name is Serena. What vehicle concern are you experiencing?

[redacted] [9:45:55 AM]:

Saturday night while driving with my wife (luckily not my [redacted] year old son). My brakes on my 2016 Chevy Silverado failed. I pressed the pedal to the ground and nothing happened. I was on the 4th story of a parking garage with pedestrians and vehicles everywhere. My truck has 25,000 miles and this should happen. Very scary experience. I bought a new vehicle so things like this don't happen.

[redacted] [9:46:34 AM]:

SInce i was on the 4th story of a parking garage a tow truck couldnt get to me so i had to dangerously ride my e brake down 4 stories to be towed to the local chevy dealership.

Serena [9:47:28 AM]:

I can certainly understand how that would be upsetting, [redacted]

[redacted] [9:48:18 AM]:

What if my brakes would have failed 7 minutes before the did and my family was on the freeway driving?????

[redacted] [9:49:09 AM]:

Im not sure if im at the right area to talk about this issue but if not can you point me to the right person?

Serena [9:49:42 AM]:

You are in the correct place. I'd be happy to provide you with whatever assistance I can if I may know what sort of assistance you're seeking.

[redacted] [9:50:27 AM]:

Im not sure what im seeking but i know that i pay alot of money for my truck and with it being so new this should be a major safety concern for you

Serena [9:51:33 AM]:

I can certainly document a record of your concern, [redacted] But if your vehicle is already at the dealership being repaired under warranty I am unsure what other assistance I could offer in this situation.

[redacted] [9:53:07 AM]:

an "im sorry that your family could have died in our expensive faulty vehicle" would have been nice.

Serena [9:53:57 AM]:

I do apologize if you feel that I am unsympathetic to your situation, [redacted]. I can assure you that is not the case.

Serena [9:55:05 AM]:

I've documented a record of your concern. Your reference number is [redacted]. Thank you for taking the time to share your experience with us.

Serena [9:55:23 AM]:

Can you please confirm if the contact information that you provided in the pre-chat form is correct? Also, would you mind providing your home mailing address?

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



Notice of Service of Process

null / WARBREACH
Transmittal Number: [redacted]
Date Processed: 02/23/2018

Primary Contact:
Rosemarie Williams
General Motors LLC
Mail Code 482-C22-SOP
300 Renaissance Center
Detroit, MI 48265-0001

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Los Angeles County Superior Court, California
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	02/22/2018
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	California Lemon Law Center Inc (Glendale, CA) 818-547-5777
Client Requested Information:	Year: 2016 Make: Chevrolet Model: Suburban VIN: 1GNSCHKC3GR[redacted]

Notes: California Lemon Law Center Inc 535 West Glenoaks Blvd Glendale, CA 91202
CSC Location document was served: Corporation Service Company which will do business in California as CSC-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC
251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

GENERAL MOTORS LLC, A CORPORATION; and DOES 1-25, INCLUSIVE.

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

[redacted] AN INDIVIDUAL

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

FEB 20 2018

Sherri R. Carter, Executive Officer/Clerk

By Shaunya Bolden, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. *¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a* continuación

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es):
SUPERIOR COURT OF LOS ANGELES COUNTY
111 N. HILL STREET
LOS ANGELES, CA 90012

CASE NUMBER:
(Número) [redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
LUCY KASPARIAN SBN: 228932
CALIFORNIA LEMON LAW CENTER, INC.
535 WEST GLENOAKS BLVD
GLENDALE, CA 91208 Phone: (818) 547-5777 Fax: (818) 547-9777

SHAUNYA BOLDEN

DATE: FEB 20 2018 Clerk, by SHAUNYA BOLDEN, Deputy
(Fecha) SHERRI R. CARTER *(Secretario)* *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

(SEAL)

NOTICE TO THE PERSON SERVED: You are served
1. [ ] as an individual defendant.
2. [ ] as the person sued under the fictitious name of *(specify):*
3. [x] on behalf of *(specify):* General Motors LLC
   under: [ ] CCP 416.10 (corporation) [ ] CCP 416.60 (minor)
   [ ] CCP 416.20 (defunct corporation) [ ] CCP 416.70 (conservatee)
   [ ] CCP 416.40 (association or partnership) [ ] CCP 416.90 (authorized person)
   [x] other *(specify):* Corporation Code 17061 (limited liability company)
4. [ ] by personal delivery on *(date):*

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Legal Solutions Plus

Code of Civil Procedure §§ 412.20, 465

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OF ORIGINAL FILED
Los Angeles Superior Court

FEB 20 2018

Sherri R. Carter, Executive Officer/Clerk

By Shaunya Bolden, Deputy

Lucy Kasparian, Esq. (S.B. # 228932)
Aram E. Aslanian Esq. (S.B. #272464)
California Lemon Law Center, Inc.
535 West Glenoaks Blvd
Glendale, CA 91202
Tel: (818) 547-5777, Fax: (818) 547-9777

Attorneys for Plaintiff: [redacted]

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF LOS ANGELES

[redacted]an Individual,

Plaintiff,

vs.

GENERAL MOTORS LLC, a Corporation; and DOES 1-25, Inclusive,

Defendants

Case No.: [redacted]

COMPLAINT FOR:

1. Violation Of Song Beverly Consumer Warranty Act;

2. Breach Of Implied Warranties Pursuant To Song-Beverly;

JURY TRIAL DEMANDED

BY FAX

Plaintiff alleges as follows:

INTRODUCTORY ALLEGATIONS

1. Plaintiff [redacted] (herein, "Plaintiff") is an individual who purchased a new motor vehicle from GENERAL MOTORS LLC (herein, "MANUFACTURER").

2. Defendant MANUFACTURER is a distributor for the manufacturer and as a distributor has assumed and stands in the shoes of the manufacturer and is thus responsible for all warranty obligations of the manufacturer. MANUFACTURER

is doing business in the State of California, County of Los Angeles.

3. Plaintiff does not know the true names and capacities of Defendants sued herein as DOES 1-25, Inclusive and therefore sues them by fictitious names. Plaintiff will amend this complaint to allege their true names and capacities when ascertained. Plaintiff is informed and believes and hereby alleges that each of the fictitiously named Defendants are responsible in some manner for the occurrences herein alleged, and that Plaintiff's damages were proximately caused by such occurrences.

4. Plaintiff is informed and believes and hereby alleges that at all times mentioned herein, Does 1-25 were the agents, servants, employees and/or joint venturers of the named Defendants and as such, were acting within the course, scope and authority of said agency, employment and/or venture. Plaintiff further alleges that each act of any individual Doe Defendant alleged herein was expressly authorized or ratified, by an officer, director and/or managing agent of the named Defendant. Plaintiff further alleges, on information and belief, that at all times herein mentioned, the agents, servants, employees, partners and/or joint venturers of the named Defendant were acting within the course and scope of said employment and with the consent of, and under the close direction and control of the officers, directors, partners or managing agents of the named Defendant, and that said officers, directors, partners or managing agents personally authorized, approved of, adopted and/or ratified the acts alleged herein.

FIRST CAUSE OF ACTION

Violation Of Song-Beverly Consumer Warranty Act

(against all defendants and Does 1-25)

5. Plaintiff expressly incorporates the preceding paragraphs as though set forth fully in this cause of action.

6. In 2015, MANUFACTURER and DOES 1-25, Inclusive, manufactured the following consumer goods item: 2016 CHEVROLET SUBURBAN, Vehicle Identification Number 1GNSCHKC3GR[redacted] ("VEHICLE"). MANUFACTURER and DOES 1-25, Inclusive, manufactured this VEHICLE for its eventual sale/lease to retail buyers. Defendants MANUFACTURER and DOES 1-25, Inclusive, appended to this VEHICLE an express warranty, undertaking to preserve or maintain the utility or performance of the VEHICLE by means of a written statement designed to accompany the VEHICLE.

7. On or about December 10, 2015, in the City of Monterey Park, State of California, County of Los Angeles, a retail merchant, Camino Real Chevrolet ("DEALER") sold this VEHICLE to Plaintiff for her personal use. The total sale price of the VEHICLE was $54,255.60. The vehicle had 105 miles on the odometer and was accompanied by the manufacturer's warranty.

8. In connection with this purchase transaction, Plaintiff received the express warranty of the MANUFACTURER in the written statement of Defendants, MANUFACTURER and DOES 1-25, Inclusive, which accompanied the product.

9. Plaintiff subsequently discovered that the VEHICLE failed to conform to the MANUFACTURER'S specifications, in that it was defectively manufactured, designed and/or assembled. Plaintiff thereon attempted to act on the express warranty, as subject to the requirements of California's Song-Beverly Act (the "Act"), under which Defendants, MANUFACTURER and DOES 1-25, Inclusive, were required to and did maintain local service and repair facilities.

10. Manufacturer has refused to repair and has refused to honor its warranty. This refusal to repair substantially impairs the use, value and/or safety of the VEHICLE.

11. On June 27, 2017, Plaintiff presented the vehicle to Manufacturer's authorized repair facility because of brake pedal, engine, and transmission

concerns. The mileage at the time was 19,529. The Manufacturer's authorized repair facility was unable to duplicate the engine and transmission concerns but verified the brake pedal concern and replaced the vacuum pump, vacuum pump hose, vacuum booster, two belts and master cylinder. The vehicle was out of service for 4 days.

12. On July 1, 2017, Plaintiff presented the vehicle to Manufacturer's authorized repair facility because of transmission and engine concerns. The mileage at the time was 19,614. The Manufacturer's authorized repair facility found all clutches burnt and replaced the 1-2-3-4 housing, clutches, and the torque converter as well as the vehicle's battery. The vehicle was out of service for 12 days.

13. On July 26, 2017, Plaintiff presented the vehicle to Manufacturer's authorized repair facility because of a grinding noise on acceleration and buzzing sound from the exhaust. The mileage at the time was 22,426. The Manufacturer's authorized repair facility was unable to duplicate the grinding noise but verified the exhaust buzzing sound and resecured the pipe to pipe mid joint clamp. The vehicle was out of service for 1 day.

14. On December 26, 2017, Plaintiff presented the vehicle to Manufacturer's authorized repair facility because of an engine concern, oil leak, and transmission concerns. The mileage at the time was 26,031. The Manufacturer's authorized repair facility replaced the left engine mount, resealed the lower oil pan, and found the transmission control module faulty and replaced all clutches seal and gaskets, reconfigured the transmission, and reprogrammed the transmission center module. The Manufacturer's authorized repair facility also discovered an engine coolant leak and replaced the inlet heater hose. The vehicle was out of service for 14 days.

15. The cumulative time out of service for the repair attempts for the

transmission, engine, and brake pedal defects was 31 days from the date of purchase until the client took possession of the vehicle from the last repair on December 26, 2017.

16. Defendants MANUFACTURER and DOES 1-25, Inclusive, failed to correct, repair, replace or otherwise rectify, and agree to correct, repair, replace, or otherwise rectify within a reasonable time, the above-mentioned violations of Subdivision d (2) of §1793.2 of the Civil Code.

17. Not later than December 26, 2017, Defendants MANUFACTURER and DOES, 1-25, Inclusive, willfully violated the provisions of the Act and breached the express and implied warranties made to Plaintiff, including the implied warranties of merchantability and fitness for use, by failing to repair the VEHICLE. This was the date for the final repair attempt on the VEHICLE for the brake, transmission and engine concerns. In addition, Defendants failed to return the consideration paid by Plaintiff, or failed to replace the defective VEHICLE. Plaintiff performed all conditions precedent necessary to require the contractual performance of services by Defendants, MANUFACTURER and DOES 1-25, Inclusive. Plaintiff gave notification to these Defendants, but these Defendants, although receiving such notification, failed to replace the VEHICLE or return the consideration paid, although Plaintiff persisted in reminding these Defendants of their warranty obligations.

18. The complaints that Plaintiff has had with the VEHICLE, as described above, substantially impair the use, value and/or safety of the VEHICLE, and thus constitute nonconformity within the meaning intended in California Civil Code §1793 (e)(4)(A).

19. Plaintiff was damaged as a result of such willful violation in that Plaintiff was obligated, and has paid Defendants MANUFACTURER, and DOES 1-25, Inclusive, the sum of not less than $54,255.60 and has incurred incidental and

consequential damages, including, without limitation, attorney's fees.

20. By December 26, 2017, Manufacturers willfully violated the Song Beverly Consumer Warranty Act in that Manufacturer refused to comply with the Song Beverly Consumer Warranty Act by repairing Plaintiff's Vehicle. As a proximate result of Manufacturers' willful failure to observe their obligations under the Song-Beverly Act, as alleged, Plaintiff is entitled to a civil penalty of not less than two times the amount of actual damages, along with reasonable attorney fees according to proof, against Defendants.

SECOND CAUSE OF ACTION

Breach Of Implied Warranties Song-Beverly Consumer Warranty Act

(against all defendants and Does 1-25)

21. Plaintiff expressly incorporates the preceding paragraphs as though set forth in full in this paragraph.

22. Based upon the facts as described above, Plaintiff was sold a product that was neither merchantable, nor fit for the purposes it was ordinarily used, as they clearly stated to the DEALER. California Civil Code §1791.1 reads, in part, as follows:

> "(a) 'Implied warranty of merchantability' or 'implied warranty that goods are merchantable' means that the consumer goods meet each of the following"
>
> ..... (2) Are fit for the ordinary purposes for which goods are used."
>
> "(b) 'Implied warranty of fitness' means (1) that when the retailer, distributor, or manufacturer has reason to know any particular purpose for which the consumer goods are required, and further, that the buyer is relying on the skill and judgment of the seller to select and furnish suitable goods, then there is an implied warranty that the goods shall be fit for such purpose.

23. On or about December 10, 2015, Defendants MANUFACTURER, and DOES 1-25, Inclusive, breached the implied warranty made to Plaintiff by injecting into the stream of commerce, for ultimate retail purchase, goods which did not conform to the implied warranties of merchantability and fitness, and by failing to furnish a VEHICLE suitable to Plaintiff's needs and purposes. Plaintiff required and requested, and believed he was purchasing, a reliable and safe VEHICLE. In fact, subject VEHICLE had serious brake, transmission and engine defects, which would cause the VEHICLE to be out of service. In addition, Defendants MANUFACTURER, and DOES 1-25, Inclusive, failed to return the consideration paid by Plaintiff as requested by Plaintiff. Plaintiff has performed all conditions precedent necessary to require the contractual performance of services by Defendants MANUFACTURER and DOES 1-25, Inclusive. Plaintiff gave notification to these Defendants, but these Defendants, although receiving such notification, refused to return the consideration paid, although Plaintiff persisted in demanding that these Defendants honor their warranty obligations.

24. The complaints that Plaintiff has had with the subject VEHICLE, as described above, substantially impair the use, value and/or safety of the VEHICLE to the buyer, and thus constitute nonconformities within the meaning intended in California Civil Code §1793.2(e)(4)(A).

25. Plaintiff was damaged as a result of such willful violation in that Plaintiff was obligated, and has paid Defendants MANUFACTURER, and DOES 1-25, Inclusive, the sum of not less than $54,255.60 and has incurred incidental and consequential damages, including, without limitation, attorney's fees.

///

///

///

26. On or about December 26, 2017, Defendants MANUFACTURER and DOES, 1-25, Inclusive, willfully violated the provisions of the Act and breached the express and implied warranties made to Plaintiff, including the implied warranties of merchantability and fitness for use, by failing to repair the VEHICLE. This was the date for the final repair attempt on the VEHICLE for the brake, transmission and engine defects. Manufacturer refused to comply with the Song Beverly Consumer Warranty Act. As a proximate result of Manufacturer's willful failure to observe their obligations under the Song-Beverly Act, as alleged, Plaintiff is entitled to a civil penalty of not less than two times the amount of actual damages, along with reasonable attorney fees according to proof, against Defendants.

Plaintiff prays for judgment as follows:

For the first cause of action against all defendants (Song-Beverly):

1. For three times general and special damages according to proof;

2. For incidental and consequential damages pursuant to Commercial Code §2715 according to proof;

3. For reasonable attorney's fees as provided by Civil Code §1794;

4. For costs of suit herein; and,

5. For such other and further relief as the Court may deem proper.

For the second cause of action against all defendants (Song-Beverly implied):

1. For general and special damages according to proof as provided by California Civil Code beginning at §1794;

2. For incidental and consequential damages pursuant to California Commercial Code §2715 according to proof;

3. For general damages according to proof, and specifically as allowed by California Commercial Code §2715(b);

4. For reasonable attorney fees as provided by California Civil Code §1794;

5. For costs of suit herein; and

6. For such other and further relief as the Court may deem proper.

Dated: February 19, 2018 **California Lemon Law Center**

By: [redacted]

Lucy Kasparian, Esq.
Aram E. Aslanian, Esq.
Attorneys for Plaintiff

[redacted]

CM-010

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
LUCY KASPARIAN SBN 228932
CALIFORNIA LEMON LAW CENTER, INC.
535 WEST GLENOAKS BOULEVARD
GLENDALE, CA 91202
lucy@cllclaw.com
TELEPHONE NO.: (818) 547-5777 FAX NO.: (818) 547-9777
ATTORNEY FOR (Name): [redacted]

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Los Angeles Superior Court

FEB 20 2018

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
STREET ADDRESS: 111 N. HILL STREET
MAILING ADDRESS:
CITY AND ZIP CODE: LOS ANGELES, CA 90012-3117
BRANCH NAME: CENTRAL JUDICIAL DISTRICT

CASE NAME: [redacted] v GENERAL MOTORS LLC

CASE NU[redacted]

JUDGE:
DEPT:

BY FAX

CIVIL CASE COVER SHEET
[X] Unlimited (Amount demanded exceeds $25,000) [ ] Limited (Amount demanded is $25,000 or less)

Complex Case Designation
[ ] Counter [ ] Joinder
Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1-6 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:

Auto Tort
- [ ] Auto (22)
- [ ] Uninsured motorist (46)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- [ ] Asbestos (04)
- [ ] Product liability (24)
- [ ] Medical malpractice (45)
- [ ] Other PI/PD/WD (23)

Non-PI/PD/WD (Other) Tort
- [ ] Business tort/unfair business practice (07)
- [ ] Civil rights (08)
- [ ] Defamation (13)
- [ ] Fraud (16)
- [ ] Intellectual property (19)
- [ ] Professional negligence (25)
- [ ] Other non-PI/PD/WD tort (35)

Employment
- [ ] Wrongful termination (36)
- [ ] Other employment (15)

Contract
- [X] Breach of contract/warranty (06)
- [ ] Rule 3.740 collections (09)
- [ ] Other collections (09)
- [ ] Insurance coverage (18)
- [ ] Other contract (37)

Real Property
- [ ] Eminent domain/Inverse condemnation (14)
- [ ] Wrongful eviction (33)
- [ ] Other real property (26)

Unlawful Detainer
- [ ] Commercial (31)
- [ ] Residential (32)
- [ ] Drugs (38)

Judicial Review
- [ ] Asset forfeiture (05)
- [ ] Petition re: arbitration award (11)
- [ ] Writ of mandate (02)
- [ ] Other judicial review (39)

Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403)
- [ ] Antitrust/Trade regulation (03)
- [ ] Construction defect (10)
- [ ] Mass tort (40)
- [ ] Securities litigation (28)
- [ ] Environmental/Toxic tort (30)
- [ ] Insurance coverage claims arising from the above listed provisionally complex case types (41)

Enforcement of Judgment
- [ ] Enforcement of judgment (20)

Miscellaneous Civil Complaint
- [ ] RICO (27)
- [ ] Other complaint *(not specified above)* (42)

Miscellaneous Civil Petition
- [ ] Partnership and corporate governance (21)
- [ ] Other petition *(not specified above)* (43)

2. This case [ ] is [X] is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
   a. [ ] Large number of separately represented parties
   b. [ ] Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve
   c. [ ] Substantial amount of documentary evidence
   d. [ ] Large number of witnesses
   e. [ ] Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
   f. [ ] Substantial postjudgment judicial supervision
3. Remedies sought *(check all that apply)*: a. [X] monetary b. [ ] nonmonetary; declaratory or injunctive relief c. [X] punitive
4. Number of causes of action *(specify)*: Two
5. This case [ ] is [X] is not a class action suit.
6. If there are any known related cases, file and serve a notice of related cas[redacted]

Date: FEBRUARY 19, 2018
LUCY KASPARIAN SBN 228932
(TYPE OR PRINT NAME)

[redacted]

NOTICE
- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

Form Adopted for Mandatory Use
Judicial Council of California
CM-010 [Rev. July 1, 2007]

CIVIL CASE COVER SHEET

Legal Solutions Plus

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740;
Cal. Standards of Judicial Administration, std. 3.10

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

CM-010

To Plaintiffs and Others Filing First Papers. If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 6 on the sheet. In item 1, you must check one box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Rule 3.740 Collections Cases. A "collections case" under rule 3.740 is defined as an action for recovery of money owed in a sum stated to be certain that is not more than $25,000, exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a rule 3.740 collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A rule 3.740 collections case will be subject to the requirements for service and obtaining a judgment in rule 3.740.

To Parties in Complex Cases. In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort
- Auto (22)—Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) *(if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)*

Other PI/PD/WD (Personal Injury/ Property Damage/Wrongful Death) Tort
- Asbestos (04)
  - Asbestos Property Damage
  - Asbestos Personal Injury/ Wrongful Death
- Product Liability *(not asbestos or toxic/environmental)* (24)
- Medical Malpractice (45)
  - Medical Malpractice–Physicians & Surgeons
  - Other Professional Health Care Malpractice
- Other PI/PD/WD (23)
  - Premises Liability (e.g., slip and fall)
  - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
  - Intentional Infliction of Emotional Distress
  - Negligent Infliction of Emotional Distress
  - Other PI/PD/WD

Non-PI/PD/WD (Other) Tort
- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) *(not civil harassment)* (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
  - Legal Malpractice
  - Other Professional Malpractice *(not medical or legal)*
- Other Non-PI/PD/WD Tort (35)

Employment
- Wrongful Termination (36)
- Other Employment (15)

Contract
- Breach of Contract/Warranty (06)
  - Breach of Rental/Lease Contract *(not unlawful detainer or wrongful eviction)*
  - Contract/Warranty Breach—Seller Plaintiff *(not fraud or negligence)*
  - Negligent Breach of Contract/ Warranty
  - Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
  - Collection Case—Seller Plaintiff
  - Other Promissory Note/Collections Case
- Insurance Coverage *(not provisionally complex)* (18)
  - Auto Subrogation
  - Other Coverage
- Other Contract (37)
  - Contractual Fraud
  - Other Contract Dispute

Real Property
- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
- Other Real Property (e.g., quiet title) (26)
  - Writ of Possession of Real Property
  - Mortgage Foreclosure
  - Quiet Title
  - Other Real Property *(not eminent domain, landlord/tenant, or foreclosure)*

Unlawful Detainer
- Commercial (31)
- Residential (32)
- Drugs (38) *(if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential)*

Judicial Review
- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
  - Writ–Administrative Mandamus
  - Writ–Mandamus on Limited Court Case Matter
  - Writ–Other Limited Court Case Review
- Other Judicial Review (39)
  - Review of Health Officer Order
  - Notice of Appeal–Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)
- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims *(arising from provisionally complex case type listed above)* (41)

Enforcement of Judgment
- Enforcement of Judgment (20)
  - Abstract of Judgment (Out of County)
  - Confession of Judgment *(non-domestic relations)*
  - Sister State Judgment
  - Administrative Agency Award *(not unpaid taxes)*
  - Petition/Certification of Entry of Judgment on Unpaid Taxes
  - Other Enforcement of Judgment Case

Miscellaneous Civil Complaint
- RICO (27)
- Other Complaint *(not specified above)* (42)
  - Declaratory Relief Only
  - Injunctive Relief Only *(non-harassment)*
  - Mechanics Lien
  - Other Commercial Complaint Case *(non-tort/non-complex)*
  - Other Civil Complaint *(non-tort/non-complex)*

Miscellaneous Civil Petition
- Partnership and Corporate Governance (21)
- Other Petition *(not specified above)* (43)
  - Civil Harassment
  - Workplace Violence
  - Elder/Dependent Adult Abuse
  - Election Contest
  - Petition for Name Change
  - Petition for Relief from Late Claim
  - Other Civil Petition

SHORT TITLE	CASE NUMBER
[redacted] V GENERAL MOTORS LLC	[redacted]

BY FAX

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? [X] YES CLASS ACTION? [ ] YES LIMITED CASE? [ ] YES TIME ESTIMATED FOR TRIAL 5 [ ] HOURS/[X] DAYS

Item II. Indicate the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column **A**, the Civil Case Cover Sheet case type you selected.

Step 2: Check <u>one</u> Superior Court type of action in Column **B** below which best describes the nature of this case.

Step 3: In Column **C**, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.0.

Applicable Reasons for Choosing Courthouse Location (see Column C below)

1. Class actions must be filed in the Stanley Mosk Courthouse, central district.
2. May be filed in central (other county, or no bodily injury/property damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	[ ] A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	[ ] A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	[ ] A6070 Asbestos Property Damage [ ] A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	[ ] A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	[ ] A7210 Medical Malpractice - Physicians & Surgeons [ ] A7240 Other Professional Health Care Malpractice	1., 4. 1., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	[ ] A7250 Premises Liability (e.g., slip and fall) [ ] A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) [ ] A7270 Intentional Infliction of Emotional Distress [ ] A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 4. 1., 4. 1., 3. 1., 4.

SHORT TITLE: [redacted] V GENERAL MOTORS LLC	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons See Step 3 Above
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Business Tort (07)	☐ A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 3.
	Civil Rights (08)	☐ A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	☐ A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	☐ A6013 Fraud (no contract)	1., 2., 3.
	Professional Negligence (25)	☐ A6017 Legal Malpractice ☐ A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
	Other (35)	☐ A6025 Other Non-Personal Injury/Property Damage tort	2.,3.
Employment	Wrongful Termination (36)	☐ A6037 Wrongful Termination	1., 2., 3.
	Other Employment (15)	☐ A6024 Other Employment Complaint Case ☐ A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Contract	Breach of Contract/ Warranty (06) (not insurance)	☐ A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) ☐ A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) ☐ A6019 Negligent Breach of Contract/Warranty (no fraud) ☒ A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
	Collections (09)	☐ A6002 Collections Case-Seller Plaintiff ☐ A6012 Other Promissory Note/Collections Case	2., 5., 6. 2., 5.
	Insurance Coverage (18)	☐ A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
	Other Contract (37)	☐ A6009 Contractual Fraud ☐ A6031 Tortious Interference ☐ A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Real Property	Eminent Domain/Inverse Condemnation (14)	☐ A7300 Eminent Domain/Condemnation Number of parcels _____	2.
	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case	2., 6.
	Other Real Property (26)	☐ A6018 Mortgage Foreclosure ☐ A6032 Quiet Title ☐ A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Residential (32)	☐ A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Post-Foreclosure (34)	☐ A6020F Unlawful Detainer-Post-Foreclosure	2., 6.
	Unlawful Detainer-Drugs (38)	☐ A6022 Unlawful Detainer-Drugs	2., 6.

[redacted] V GENERAL MOTORS LLC	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons (See Step 3 Above)
Judicial Review	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2., 6.
	Petition re Arbitration (11)	☐ A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
	Writ of Mandate (02)	☐ A6151 Writ - Administrative Mandamus ☐ A6152 Writ - Mandamus on Limited Court Case Matter ☐ A6153 Writ - Other Limited Court Case Review	2., 8. 2. 2.
	Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	☐ A6003 Antitrust/Trade Regulation	1., 2., 8.
	Construction Defect (10)	☐ A6007 Construction Defect	1., 2., 3.
	Claims Involving Mass Tort (40)	☐ A6006 Claims Involving Mass Tort	1., 2., 8.
	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1., 2., 8.
	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	☐ A6141 Sister State Judgment ☐ A6160 Abstract of Judgment ☐ A6107 Confession of Judgment (non-domestic relations) ☐ A6140 Administrative Agency Award (not unpaid taxes) ☐ A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax ☐ A6112 Other Enforcement of Judgment Case	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
Miscellaneous Civil Complaints	RICO (27)	☐ A6033 Racketeering (RICO) Case	1., 2., 8.
	Other Complaints (Not Specified Above) (42)	☐ A6030 Declaratory Relief Only ☐ A6040 Injunctive Relief Only (not domestic/harassment) ☐ A6011 Other Commercial Complaint Case (non-tort/non-complex) ☐ A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
Miscellaneous Civil Petitions	Partnership Corporation Governance (21)	☐ A6113 Partnership and Corporate Governance Case	2., 8.
	Other Petitions (Not Specified Above) (43)	☐ A6121 Civil Harassment ☐ A6123 Workplace Harassment ☐ A6124 Elder/Dependent Adult Abuse Case ☐ A6190 Election Contest ☐ A6110 Petition for Change of Name ☐ A6170 Petition for Relief from Late Claim Law ☐ A6100 Other Civil Petition	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

SHORT TITLE: [redacted] V GENERAL MOTORS LLC	CASE NUMBER

Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected for this case. ☐1. ☒2. ☐3. ☐4. ☐5. ☐6. ☐7. ☐8. ☐9. ☐10.	ADDRESS: 8028 LLOYD AVENUE		
CITY: N HOLLYWOOD	STATE: CA	ZIP CODE: 91605	

Item IV. *Declaration of Assignment:* I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Los Angeles courthouse in the Central District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., § 392 et seq., and Local Rule 2.0, subds. (b), (c) and (d)].

Dated: FEBRUARY 19, 2018

[redacted]
(SIGNATURE OF ATTORNEY/FILING PARTY)
LUCY KASPARIAN

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 03/11).
5. Payment in full of the filing fee, unless fees have been waived.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGEL
NOTICE OF CASE ASSIGNMENT - UNLIMITED CIVIL CASE -

[redacted]

Case Number _____

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

Your case is assigned for all purposes to the judicial officer indicated below.

ASSIGNED JUDGE	DEPT	ROOM	ASSIGNED JUDGE	DEPT	ROOM
Hon. Debre K. Weintraub	1	534	Hon. Elizabeth Allen White	48	506
Hon. Barbara A. Meiers	12	636	Hon. Deirdre Hill	49	509
Hon. Terry A. Green	14	300	Hon. Teresa A. Beaudet	50	508
Hon. Richard Fruin	15	307	Hon. Michael J. Raphael	51	511
Hon. Rita Miller	16	306	Hon. Susan Bryant-Deason	52	510
Hon. Richard E. Rico	17	309	Hon. Howard L. Halm	53	513
Hon. Stephanie Bowick	19	311	Hon. Ernest M. Hiroshige	54	512
Hon. Dalila Corral Lyons	20	310	Hon. Malcolm H. Mackey	55	515
Hon. Robert L. Hess	24	314	Hon. Holly J. Fujie	56	514
Hon. Yvette M. Palazuelos	28	318	Hon. John P. Doyle	58	516
Hon. Barbara Scheper	30	400	Hon. Gregory Keosian	61	732
Hon. Samantha Jessner	31	407	Hon. Michael L. Stern	62	600
Hon. Daniel S. Murphy	32	406	Hon. Mark Mooney	68	617
Hon. Michael P. Linfield	34	408	Hon. William F. Fahey	69	621
Hon. Gregory Alarcon	36	410	Hon. Monica Bachner	71	729
Hon. Marc Marmaro	37	413	Hon. Ruth Ann Kwan	72	731
Hon. Maureen Duffy-Lewis	38	412	Hon. Rafael Ongkeko	73	733
Hon. Elizabeth Feffer	39	415	Hon. Michelle Williams Court	74	735
Hon. David Sotelo	40	414	Hon. Gail Ruderman Feuer	78	730
Hon. Holly E. Kendig	42	416			
Hon. Mel Red Recana	45	529			
Hon. Frederick C. Shaller	46	500			
Hon. Randolph Hammock	47	507			

Given to the Plaintiff/Cross-Complainant/Attorney of Record on _____
(Date)

SHERRI R. CARTER, Executive Officer/Clerk of Court

By _____, Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the California Rules of Court, Title 3, Division 7, as applicable in the Superior Court, are summarized for your assistance.

APPLICATION
The Division 7 Rules were effective January 1, 2007. They apply to all general civil cases.

PRIORITY OVER OTHER RULES
The Division 7 Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE
A challenge under Code of Civil Procedure Section 170.6 must be made within **15** days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS
Cases assigned to the Independent Calendaring Courts will be subject to processing under the following time standards:

COMPLAINTS
All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days.

CROSS-COMPLAINTS
Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

STATUS CONFERENCE
A status conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE
The Court will require the parties to attend a final status conference not more than 10 days before the scheduled trial date. All parties shall have motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested form jury instructions, special jury instructions, and special jury verdicts timely filed and served prior to the conference. These matters may be heard and resolved at this conference. At least five days before this conference, counsel must also have exchanged lists of exhibits and witnesses, and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Three of the Los Angeles Superior Court Rules.

SANCTIONS
The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party, or if appropriate, on counsel for a party.

This is not a complete delineation of the Division 7 or Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is imperative.

Class Actions
Pursuant to Local Rule 2.3, all class actions shall be filed at the Stanley Mosk Courthouse and are randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be a class action it will be returned to an Independent Calendar Courtroom for all purposes.

***Provisionally Complex Cases**
Cases filed as provisionally complex are initially assigned to the Supervising Judge of complex litigation for determination of complex status. If the case is deemed to be complex within the meaning of California Rules of Court 3.400 et seq., it will be randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be complex, it will be returned to an Independent Calendar Courtroom for all purposes.

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS

Superior Court of California
County of Los Angeles

LACBA

Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section

Consumer Attorneys
Association of Los Angeles

ASCLA

Southern California
Defense Counsel

abtl

Association of
Business Trial Lawyers

CELA

California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆Los Angeles County Bar Association Litigation Section◆

◆ Los Angeles County Bar Association Labor and Employment Law Section◆

◆Consumer Attorneys Association of Los Angeles◆

◆Southern California Defense Counsel◆

◆Association of Business Trial Lawyers◆

◆California Employment Lawyers Association◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – DISCOVERY RESOLUTION		CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.

2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.

3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:

    a. The party requesting the Informal Discovery Conference will:

        i. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;

        ii. Include a brief summary of the dispute and specify the relief requested; and

        iii. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.

    b. Any Answer to a Request for Informal Discovery Conference must:

        i. Also be filed on the approved form (copy attached);

        ii. Include a brief summary of why the requested relief should be denied;

iii. Be filed within two (2) court days of receipt of the Request; and

iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.

c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.

d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.

e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.

4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.

5. The parties hereby further agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.

   It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.290(c).

6. Nothing herein will preclude any party from applying *ex parte* for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.

7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.

8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE:	CASE NUMBER:

The following parties stipulate:

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR PLAINTIFF)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➢ _____
(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – EARLY ORGANIZATIONAL MEETING		CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, *to discuss and consider whether there can be agreement on the following*:

   a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?

   b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");

   c. Exchange of names and contact information of witnesses;

   d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;

   e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;

   f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;

   g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;

i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at ***www.lacourt.org*** under "*Civil*" and then under "*General Information*").

2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ (INSERT DATE) for the complaint, and _____ (INSERT DATE) for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at *www.lacourt.org* under "*Civil*", click on "*General Information*", then click on "*Voluntary Efficient Litigation Stipulations*".

3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.

4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR PLAINTIFF)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME) ➢ _____ (ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)		CASE NUMBER:

1. This document relates to:
   - ☐ Request for Informal Discovery Conference
   - ☐ Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).
4. **For a Request for Informal Discovery Conference, briefly describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, briefly describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.**

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION AND ORDER – MOTIONS IN LIMINE		CASE NUMBER:

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least ____ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.

2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:

   a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.

   b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.

3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE	CASE NUMBER

The following parties stipulate:

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR PLAINTIFF)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR DEFENDANT)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR DEFENDANT)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR DEFENDANT)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR _____)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR _____)

Date: _____
(TYPE OR PRINT NAME)

> _____
(ATTORNEY FOR _____)

THE COURT SO ORDERS.

Date: _____

_____
JUDICIAL OFFICER

Superior Court of California
County of Los Angeles

ALTERNATIVE DISPUTE RESOLUTION (ADR)
INFORMATION PACKET

The person who files a civil lawsuit (plaintiff) must include the ADR information Packet with the complaint when serving the defendant. Cross-complainants must serve the ADR Information Packet on any new parties named to the action together with the cross-complaint.

There are a number of ways to resolve civil disputes without having to sue someone. These alternatives to a lawsuit are known as alternative dispute resolution (ADR).

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals. For example, in mediations, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help resolve disputes without having to go to court.

LAADR 005 (Rev. 03/17)
LASC Adopted 10-03
Cal. Rules of Court, rule 3.221

Advantages of ADR

- Often faster than going to trial
- Often less expensive, saving the litigants court costs, attorney's fees and expert fees.
- May permit more participation, allowing parties to have more control over the outcome.
- Allows for flexibility in choice of ADR processes and resolution of the dispute.
- Fosters cooperation by allowing parties to work together with the neutral to resolve the dispute and mutually agree to remedy.
- There are fewer, if any, court appearances. Because ADR can be faster and save money, it can reduce stress.

Disadvantages of ADR - ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.
- The neutral may charge a fee for his or her services.
- If the dispute is not resolved through ADR, the parties may then have to face the usual and traditional costs of trial, such as attorney's fees and expert fees.

The Most Common Types of ADR

- **Mediation**

  In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the parties, rather than the mediator, decide how the dispute is to be resolved.

  - **Mediation is particularly effective** when the parties have a continuing relationship, like neighbors or business people. Mediation is also very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to express their feelings and find out how the other sees things.

  - **Mediation may not be effective** when one party is unwilling to cooperate or compromise or when one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

- **Arbitration**

  In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is typically less formal than a trial, and the rules of evidence may be relaxed. Arbitration may be either "binding" or "non-binding." Binding arbitration means the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Non-binding arbitration means that the parties are free to request a trial if they reject the arbitrator's decision.

  Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

- **Mandatory Settlement Conference (MSC)**

  Settlement Conferences are appropriate in any case where settlement is an option. Mandatory Settlement Conferences are ordered by the Court and are often held near the date a case is set for trial. The parties and their attorneys meet with a judge who devotes his or her time exclusively to preside over the MSC. The judge does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement.

  The Los Angeles Superior Court Mandatory Settlement Conference (MSC) program is free of charge and staffed by experienced sitting civil judges who devote their time exclusively to presiding over MSCs. The judges participating in the judicial MSC program and their locations are identified in the List of Settlement Officers found on the Los Angeles Superior Court website at http://www.lacourt.org/. This program is available in general jurisdiction cases with represented parties from independent calendar (IC) and Central Civil West (CCW) courtrooms. In addition, on an ad hoc basis, personal injury cases may be referred to the program on the eve of trial by the personal injury master calendar courts in the Stanley Mosk Courthouse or the asbestos calendar court in CCW.

  In order to access the Los Angeles Superior Court MSC Program the judge in the IC courtroom, the CCW Courtroom or the personal injury master calendar courtroom must refer the parties to the program. Further, all parties must complete the information requested in the Settlement Conference Intake Form and email the completed form to mscdept18@lacourt.org.

Additional Information

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs (www.dca.ca.gov) Consumer Information Center toll free at 800-952-5210, or;
- Contact the local bar association [redacted]) or;
- Look in a telephone directory or search online for "mediators; or "arbitrators."

There may be a charge for services provided by private arbitrators and mediators.

A list of approved State Bar Approved Mandatory Fee Arbitration programs is available at [redacted]

To request information about, or assistance with, dispute resolution, call the number listed below. Or you may call a Contract Provider agency directly. A list of current Contract Provider agencies in Los Angeles County is available at the link below.

[redacted]

County of Los Angeles Dispute Resolution Program
3175 West 6th Street, Room 406
Los Angeles, CA 90020-1798
TEL: (213) 738-2621
FAX: (213) 386-3995

LAADR 005 (Rev. 03/17)
LASC Adopted 10-03
Cal. Rules of Court, rule 3.221

PE18-012

GM

3-27-2019

Q3



Global Warranty

Jeralyn Vara

March 16, 2018

Logout

Global Warranty Management Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GR[redacted]	CC15906		001265651920
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
		1	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114[redacted] - CAMINO REAL CHEVROLET		114549

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZPDI - Pre-Delivery Inspection	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
11/02/2015	11/02/2015	11/03/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

0590072 - Pre-Delivery Inspection - Base Time

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Pre-Delivery Inspection	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**

Service Advisor	Technician	Flag Count	Repair Group
0000009999	9999	0	06-Non Warranty / Miscellaneous

Number of TAC Cases	Number of CAC Cases	SA Installed Option Flag	Special Coverage
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	10.62	148 64	0 00	148.64
Parts & Parts Handling	0.00	0.00	0 00	0.00
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	10.62	148 64	0 00	148.64

Parts Return Status

Job Card Header

Repairing BAC:	114549 - CAM NO REAL CHEVROLET
Service Advisor Number:	0000009999
Job Card Number	[redacted]
Job Card Open Date:	11/02/2015
VIN:	1GNSCHKC3GR[redacted]
Sales Model Code:	CC15906
Odometer:	1
Reference Number:	
Job Card Line:	1
Labour Operation Code:	0590072 - Pre-Delivery Inspection - Base Time
Repair completion date:	11/02/2015
Transaction Type:	ZPDI - Pre-Delivery Inspection

Project ID [redacted]

Complaint/Cause/Correction

Complaint

Cause

Correction

Auto PDI

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAI	[redacted]	07/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAI		12/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAI		07/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAI		11/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAI		06/27/2017	1GNSCHKC3G

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GR[redacted]	CC15906		001337381590
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	19529	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	40	ZFAT - Field Action	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
06/27/2017	06/30/2017	07/03/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Field Action Recall	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	211360588	0	90 - Field Actions
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	
2016007			

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	44.59	44 59	0 00	44.59
Parts & Parts Handling	0.00	0.00	0 00	0.00
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	44.59	44 59	0 00	44.59

Parts Return Status

Job Card Header

Repairing BAC:	259[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number:	[redacted]
Job Card Open Date:	06/27/2017
VIN:	1GNSCHKC3GR[redacted]
Sales Model Code:	CC15906
Odometer:	19529
Reference Number:	
Job Card Line:	40
Labour Operation Code:	9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations
Repair completion date:	06/30/2017
Transaction Type:	ZFAT - Field Action

Project ID

Request Nbr [redacted]

Complaint/Cause/Correction

Complaint

Cause

Correction

PROGRAMMED SDM WCC S309A

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3G

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		001337381681
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	19529	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	51	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
06/27/2017	06/30/2017	07/03/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000012669488		

Labour Operation

2480118 - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	211360588	6	24-Brakes
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
19525	564	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	416.16	416.16	0 00	416.16
Parts & Parts Handling	535.62	535 62	0 00	535.62
Net Items	0.00	0.00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	951.78	951.78	0 00	951.78

Parts Return Status

Project ID	Request Nbr

Job Card Header

Repairing BAC:	[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number:	[redacted]
Job Card Open Date:	06/27/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	19529
Reference Number:	
Job Card Line:	51
Labour Operation Code:	2480118 - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder
Repair completion date:	06/30/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

001337381681

Complaint/Cause/Correction

Complaint 0131 - Brakes - Low Pedal/Spongy

CUSTOMER STATES WHEN PRESSING ON BRAKES AND PUMPS BRAKES ON THE 3RD PUMP BRAKE PEDAL GETS HARD AND VEHICLE WON'T STOP.

Cause 6061 - Module/Component - Leaks

VERIFIED CONCERN LACH OF BRAKE ASSIST VACUUM HOSE HAS OIL, REFERRED TO PI T5361C

Correction

REPLACED VACUUM PUMP, VACUUM PUMP HOSE, VACUUM BOOSTER AND MASTER CYLINDER REPLACE 2 BELTS CONCERN IS NO LONGER PRESENT.

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(●) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3G

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Transaction Detail

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Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		001337404667
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	19164	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1006	[redacted] - ALLSTATE - SIGNATURE MOTOR CLUB, N		257619

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
07/01/2017	07/01/2017	07/03/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

0600022 - ROADSIDE SERVICE (TOWING)

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			[redacted]
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0000257619	257619	0	06-Non Warranty / Miscellaneous
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
19160	568	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	0.00	0.00	0 00	0.00
Parts & Parts Handling	0.00	0 00	0 00	0.00
Net Items	66.03	66 03	0 00	66.03
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	66.03	66 03	0 00	66.03

Job Card Header

Repairing BAC:	[redacted] - ALLSTATE - SIGNATURE MOTOR CLUB, N
Service Advisor Number:	0000257619
Job Card Number:	[redacted]
Job Card Open Date:	07/01/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	19164
Reference Number:	[redacted]
Job Card Line:	1
Labour Operation Code:	0600022 - ROADSIDE SERVICE (TOW NG)
Repair completion date:	07/01/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

Parts Return Status

Project ID

Request Nbr [redacted]

Complaint/Cause/Correction

Complaint 0090 - No Customer Complaint - Other issues

Roadside service

Cause 9094 - Other - Follow operation

Tow

Correction

Tow

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code
		M9	M9

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3G

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Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	19164	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1006	[redacted] - ALLSTATE - SIGNATURE MOTOR CLUB, N		257619

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	2	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
07/01/2017	07/01/2017	07/03/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

0600642 - Roadside - Over Mileage

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			[redacted]
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0000257619	257619	0	06-Non Warranty / Miscellaneous
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
19160	568	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	0.00	0.00	0 00	0.00
Parts & Parts Handling	0.00	0 00	0 00	0.00
Net Items	24.38	24 38	0 00	24.38
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	24.38	24 38	0 00	24.38

Job Card Header

Repairing BAC:	[redacted] - ALLSTATE - SIGNATURE MOTOR CLUB, N
Service Advisor Number:	0000257619
Job Card Number:	[redacted]
Job Card Open Date:	07/01/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	19164
Reference Number:	[redacted]
Job Card Line:	2
Labour Operation Code:	0600642 - Roadside - Over Mileage
Repair completion date:	07/01/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

Parts Return Status

Project ID

Request Nbr [redacted]

Complaint/Cause/Correction

Complaint 0090 - No Customer Complaint - Other issues

Roadside service

Cause 9094 - Other - Follow operation

Overmileage

Correction

Overmileage

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code
		M9	M9

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Retrieving Date											
Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	V N	Labour Operation	Base Labour Hours	

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GR[redacted]	CC15906		001338818921
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	19614	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	62	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
07/01/2017	07/12/2017	07/25/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000088865934		X

Labour Operation

4041510 - Battery Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D		NAU9042DHU[redacted]	
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	6		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	837882592	14	40-Engine Propulsion
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
19610	568	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	118.91	118 91	0 00	118.91
Parts & Parts Handling	186.68	186 68	0 00	186.68
Net Items	0.00	0.00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	305.59	305 59	0 00	305.59

Parts Return Status

Project ID	Request Nbr

Job Card Header

Repairing BAC:	[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number:	[redacted]
Job Card Open Date:	07/01/2017
VIN:	1GNSCHKC3GR[redacted]
Sales Model Code:	CC15906
Odometer:	19614
Reference Number:	
Job Card Line:	62
Labour Operation Code:	4041510 - Battery Replacement
Repair completion date:	07/12/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

[redacted]

Complaint/Cause/Correction

Complaint 0328 - Engine/Fuel/Exhaust - No Start

ADD-ON. 07-11-17 @ 2:36 PM. SHOP FOREMAN VERIFIED VEHICLE WILL NOT CRANK. UNABLE TO JUMP START

Cause 6571 - Module/Component - Discharge

FOUND VEHICLE WILL NOT START PERFORM BATTERY LOAD TEST BATTERY FAILED LOAD.

Correction

REPLACE BATTERY.

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code
Dakota Rocha	Warranty Support Center (WSC)	K8	K8

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3

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[redacted]

Global Warranty

Jeralyn Vara

March 16, 2018

Logout

Global Warranty Management Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	26031	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	51	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/26/2017	01/08/2018	01/26/2018	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000084175583		

Labour Operation

4067080 - Engine Mount Replacement - Left Side

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	684534439	2	40-Engine Propulsion
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
26027	746	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	350.41	350.41	0 00	350.41
Parts & Parts Handling	103.82	103 82	0 00	103.82
Net Items	0.00	0.00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	454.23	454 23	0 00	454.23

Parts Return Status

Project ID	Request Nbr
	[redacted]

Job Card Header

Repairing BAC:	[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number:	[redacted]
Job Card Open Date:	12/26/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	26031
Reference Number:	
Job Card Line:	51
Labour Operation Code:	4067080 - Engine Mount Replacement - Left Side
Repair completion date:	01/08/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

[redacted]

Complaint/Cause/Correction

Complaint 0322 - Engine/Fuel/Exhaust - Engine Performance

CUSTOMER STATES ENGINE MOUNTS ARE BROKEN CHECK AND ADVISE.

Cause 6017 - Module/Component - Broken

INSPECTED VEHICLE FOUND LEFT ENGINE MOUNT COMING APART

Correction

REMOVED AND REPLACED LEFT ENGINE MOUNT

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3

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[redacted]

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Global Warranty

Jeralyn Vara

March 16, 2018

Logout

Global Warranty Management Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	26031	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	52	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/26/2017	01/08/2018	01/26/2018	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000088864346		

Labour Operation

4065910 - Lower Oil Pan Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	684534439	2	40-Engine Propulsion
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
26027	746	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	198.06	198 06	0 00	198.06
Parts & Parts Handling	11.00	11 00	0 00	11.00
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	209.06	209 06	0 00	209.06

Parts Return Status

Project ID	Request Nbr
	[redacted]

Complaint/Cause/Correction

Complaint 0327 - Engine/Fuel/Exhaust - Fluid Leaks

CUSTOMER STATES OIL LEAKS ON DRIVE WAY CHECK AND ADVISE.

Cause 4061 - Interface (Gasket, Seal, Hose, Weld..) - Leaks

INSPECTED VEHICLE FOUND LOWER OIL PAN LEAKING

Correction

REMOVED AND RESEALED LOWER OIL PAN

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	7/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAID		2/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAID		7/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAID		1/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAID		6/27/2017	1GNSCHKC3G

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[redacted]

Jeralyn Vara

March 16, 2018

Logout

Global Warranty Management Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	26031	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] - KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	54	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/26/2017	01/08/2018	02/09/2018	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000024248008		

Labour Operation

8466430 - 4-5-6 Clutch Plate Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D		CB67EA0	
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	12		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	837882592	2	84-Transmission
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
26027	746	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	1,112.16	1,112.16	0 00	1,112.16
Parts & Parts Handling	990.06	990 06	0 00	990.06
Net Items	126.00	126 00	0 00	126.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	2,228.22	2,228.22	0 00	2,228.22

Parts Return Status

Project ID	Request Nbr

Job Card Header

Repairing BAC:	[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number:	[redacted]
Job Card Open Date:	12/26/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	26031
Reference Number:	
Job Card Line:	54
Labour Operation Code:	8466430 - 4-5-6 Clutch Plate Replacement
Repair completion date:	01/08/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

001356682077

Complaint/Cause/Correction

Complaint 0341 - Transmission - Transmission Performance

CUSTOMER STATES THERE IS A DELAY IN SHIFTING WHEN SHIFTING FROM DRIVE TO REVERSE AND FROM REVERSE TO DRIVE. SM DROVE WITH CLIENT.

Cause 6021 - Module/Component - Damaged/Cracked

SCAN VEHICLE FOR CODES P0989 CURRENT DIAG DTC W/DOC #2654753
FOLLOW ALL STEP THRU DOCUMENT FOUND
TRANSMISSIONCONTROLMODULEFAULTY,WHEN REMOVING....

Correction

4-5-6 CLUTCH HUB REPLACEMENT ALL CLUTCHES SEAL AND GASKET,
TRANSMISSION CONTROL MODULE DISASSEMBLE
VALVEBODYFORINSPECTION:REASSEMBLE AND CLEAN UP. RECON
TRANSMISSION, FLUSH TRANSMISSION COOLER -LINES REPROGRAM
TRANSMISSIONCONTROLMODULE.ROAD TESTVEHICLE FOR 8 MILES.. IN 26031

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code
Dakota Rocha	Warranty Support Center (WSC)	E7P8	E7P8

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(●) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3G[redacted]
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3G
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3G
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3G
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3G

Global Warranty Management: Site Map

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[redacted]

Global Warranty

Jeralyn Vara

March 16, 2018

Logout

Global Warranty Management Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCHKC3GF[redacted]	CC15906		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	26031	12/11/2015
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	[redacted] KEYES CHEVROLET		259910

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	62	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/26/2017	01/26/2018	03/02/2018	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023492578		X

Labour Operation

4413100 - Heater Inlet Hose Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0161870348	684534439	0	44-HVAC
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
26027	746	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	152.36	152 36	0 00	152.36
Parts & Parts Handling	45.72	45.72	0 00	45.72
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	198.08	198 08	0 00	198.08

Parts Return Status

Project ID	Request Nbr
	[redacted]

Job Card Header

Repairing BAC:	[redacted] - KEYES CHEVROLET
Service Advisor Number:	0161870348
Job Card Number	[redacted]
Job Card Open Date:	12/26/2017
VIN:	1GNSCHKC3GF[redacted]
Sales Model Code:	CC15906
Odometer:	26031
Reference Number:	
Job Card Line:	62
Labour Operation Code:	4413100 - Heater Inlet Hose Replacement
Repair completion date:	01/26/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

Complaint/Cause/Correction

Complaint 0722 - Heating/Ventilation/Air conditioning - A/C Performance

ADD-ON. 12-28-17 @ 9:05 AM. SHOP FOREMAN VERIFIED ENGINE COOLANT LEAK AT INLET HEATER HOSE. CALLED CUSTOMER ON 12/28/17 @ 9AM

Cause 4061 - Interface (Gasket, Seal, Hose, Weld..) - Leaks

INSPECTED VEHICLE FOUND INLET HEATER HOSE LEAKING

Correction

REMOVED AND REPLACED INLET HEATER HOSE, FILLED COOLING SYSTEM RAODTEST END MILEAGE 26043

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(●) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
12	259910	[redacted]	14	X	ACC/PAID	[redacted]	07/01/2017	1GNSCHKC3GR[redacted]
2	259910		12	X	ACC/PAID		12/26/2017	1GNSCHKC3GR
14	259910		6	X	ACC/PAID		07/01/2017	1GNSCHKC3GR
0	114549		2	X	ACC/PAID		11/02/2015	1GNSCHKC3GR
6	259910		2	X	ACC/PAID		06/27/2017	1GNSCHKC3GR

Global Warranty Management: Site Map

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[redacted]

PE18-012

GM

3-27-2019

Q3



[redacted]

STATE OF CALIFORNIA
DMV
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

TO OBTAIN A TITLE OR REGISTRATION CARD, MAIL THE ATTACHED DOCUMENTS AND REQUESTED ITEMS TO: DMV, PO BOX 942869, SACRAMENTO, CA 94269-0001. PENALTIES ARE DUE IF RENEWAL FEES ARE PAID AFTER THE EXPIRATION DATE. PLANNED NON-OPERATION (PNO) REQUESTS MUST BE SUBMITTED WITHIN 90 DAYS OF THE EXPIRATION DATE (ON OR BEFORE THE EXPIRATION DATE FOR OFF-HIGHWAY VEHICLES) OR ALL FEES AND PENALTIES ARE DUE. FOR A DMV OFFICE APPOINTMENT, GO ONLINE AT WWW.DMV.CA.GOV OR CALL 1-800 777-0133.

POSTING FEES ONLY

* * *

[redacted]

REPORT OF
DEPOSIT
OF FEES
PAGE 1 OF 1

[redacted]

[redacted]

* INCOMPLETE APPLICATION**SEE ABOVE**THIS IS NOT AN OPERATING PERMIT *

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2015	PL	11S	00	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE/VESSEL ID NUMBER
LL	G	WZ	1GNSCHKC3GR[redacted]

TYPE VEHICLE/VESSEL USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	12/28/15	19	12/28/15	0

[redacted] DF REASONS: U

AMOUNT PAID
$ 454.00

AMOUNT DUE	AMOUNT RECVD	
$ 454.00	CASH :	
	CHCK :	454.00
	CRDT :	

L
/
O

[redacted]

A Public Service Agency

FOR DEPARTMENT USE ONLY

STOCK # [redacted] CASHIER DATE LINE STAMP [redacted]

DATE FIRST SOLD AS A NEW VEHICLE *(MM/DD/YYYY)*	DATE FIRST OPERATED *(MM/DD/YYYY)*	NRM/IND
12/10/2015	12/10/2015	Sara

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	4D	GAS	2	

VEHICLE IDENTIFICATION NUMBER: 1GNSCHKC3GR[redacted]

M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER:

OHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES: LENGTH IN INCHES | WIDTH IN INCHES

GVWR *(PICKUPS ONLY)*:

COUNTY OF RESIDENCE: LOS ANGELES

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER:

(1) [redacted] *LAST FIRST MIDDLE SUFFIX*

DRIVER LICENSE/ID CARD NO.: [redacted]

☐ AND
☐ OR (2)

DRIVER LICENSE/ID CARD NO.:

BUSINESS OR RESIDENCE ADDRESS: [redacted] APT./STE. NO. | CITY: [redacted] | STATE: [redacted] | ZIP CODE: [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 (IF NONE, MUST PRINT "NONE" AND INITIAL)*: ALLY FINANCIAL

ELECTRONIC LIENHOLDER ID. #: ELT# X21

BUSINESS OR RESIDENCE ADDRESS: PO BOX 8128 | APT./STE. NO. | CITY: COCKEYSVILLE | STATE: MD | ZIP CODE: 21030

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 de[redacted]he State of California that the foregoing is true and correct.*

DATE: 12/10/2015 | BUYER'S SIGNATURE: (1) X [redacted] X

CERTIFICATE OF COST—The dealer signing the[redacted]under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includ[redacted]y 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	12/10/2015	54255.60
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 5 (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER: [redacted]

I/we certify (or[redacted]ws of the State of California that the foregoing is true and correct.

DATE: 12/10/2015 | HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT: CAMINO REAL CHEVROLET | [redacted]

DATE: 12/10/2015 | HAND PRINTED BUYER'S FULL NAME/COMPANY AGENT: [redacted] | [redacted]

REG 397 (REV 11/20[redacted]

– DMV copy –

DATE	REFERENCE	DESCRIPTION	CONTROL#	ACCOUNT NUMBER	DEBIT	CREDIT	STOCK#	GROSS
12/10	[redacted]			432A				-54,104.80
				632A				53,054.00
		CHEVROLET TRUCK 1GNSCHKC		237		53,054.00		
		3GR						
				432A				-150.80
				905				-80.00
		CHEVROLET TRUCK 1GNSCHKC		308		454.00		
		3GR						
				324		4,890.20		
				324T		8.75		
				68A		29.00		
		DELIVERY		331A		50.00		
				321S		268.77		
				321S		50.00		
		MJR		331A		268.77		
		NEXUS		331A		1,000.00		
		PACK		237R		100.00		
		SUPPLIER		632A				-1,146.58
		CHEVROLET TRUCK 1GNSCHKC		205	59,717.55			
		3GR						
		SUPPLIER		261R	1,146.58			
				857				318.77
		DELIVERY		632A				50.00
		NEXUS		632A				1,000.00
		MJR		632A				268.77
		PACK		632A				100.00
				806				-1,343.87
				262G	1,343.87			
				321S		499.24		
				11A	499.24			
				806@		0.01		
				432A@		0.01		
				237@		0.01		
		REFERENCE TOTALS			62,707.24	60,672.73		2,034.51

JOURNAL TOTALS	62,707.24	60,672.73	2,034.51

ACCOUNT NUMBER	DESCRIPTION.....	GL-AMOUNT.....	NO-OF-TRs
[redacted]	# OF SLS - SUBURBAN	-0.01	1
	# OF INV-NEW TRKS(GM)	-0.01	1
	INVENTORY, NEW TRUCKS RESERVE	-100.00	1
	RECEIVABLES REBATES	1,146.58	1
	DUE FROM GMAC	1,343.87	1
	SALES COMM. PAYABLE	-818.01	3
	TIRE TAXES PAYABLE	-8.75	1
	DUE BILL PAYABLES	-1,318.77	3
	SALES, NT - SUBURBAN	-54,255.60	2
	COST, NT - SUBURBAN	53,326.19	6
	# OF FINANCE INCOME-NEW	-0.01	1
	COMPENSATION - VEH. SALES NEW	499.24	1
	INFORMATION TECH. SERVICES NEW	-29.00	1
	CONTRACTS IN TRANSIT	59,717.55	1
	INVENTORY, NEW TRUCKS	-53,054.00	1
	DMV FEES	-454.00	1
	SALES TAXES PAYABLE	-4,890.20	1
	FINANCE INCOME - NEW	-1,343.87	1
	INSURANCE COMM PAID NEW	318.77	1
	OTHER INCOME	-80.00	1
		0.00	27

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

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

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	[redacted]

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU SUBURBAN	105	1GNSCHKC3GR[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 $ 0.00
6.90 %	$ 13380.45 (e)	$ 59717.55	$ 73098.00 (e)	$ 73098.00 (e) is

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	1015.25	Monthly beginning 01/10/2016
N/A	N/A	N/A
One final payment	1015.25	DUE ON 12/10/2021

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

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 54255.60 (A)
     - 1. Cash Price Vehicle $ 54104.80
     - 2. Cash Price Accessories $ 150.80
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 4890.20 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer X N/A
Seller X [redacted]

If any insurance is check[redacted] the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ 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 last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages

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) $ 59254.80 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 353.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED $ 101.00 (B)

C. California Tire Fees $ 8.75 (C)

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

Total Official Fees (A through D) $ 462.75 (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) $ 59717.55 (5)

6. Total Downpayment

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

Model N/A Odom N/A

VIN N/A

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

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

D. Deferred Downpayment $ N/A (D)

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

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

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 0.00 (6)

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

7. Amount Financed (5 less 6) $ 59717.55 (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A, $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

N/A

or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date X Buyer Signature Age

N/A X N/A 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

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 N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer X

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

Buyer Signs X

Co-Buyer Signs X N/A

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

X Buyer

X N/A Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X Co-Buyer Signs X 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 N/A

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

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF

THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X N/A

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

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

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

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

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

Buyer Signature X _____ Co-Buyer Signature X 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 this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 2/10/15 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 [redacted] any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs CAMINO REAL CHEVROLET _____ Date 2/10/15 By X _____ Title MGR

LAW® FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D480,782
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DEALER COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [redacted]

VIN: 1 /G /N /S /C /H /K /C /3 /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:

Incentive Program Reference	Amount	GM Incentive Code
N/A	$ N/A	N/A
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	$ N/A	

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 t[redacted]

I elect to receive [redacted].

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 12 10 15. I acknowledge receipt of incentive(s) as described in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ **Date:** 12 10 15

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.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

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 [redacted]ecomes due (at the then current rate). Notice of the payment due date, the monthly amou[redacted]information will be provided at least 30 days prior to any charges. Current pricing and [redacted]ww.onstar.com.

Purchaser/Lessee Signatu[redacted]te: 12 10 15

The undersigned person, as [redacted]application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] **Date:** 12 /10 /15

Dealership Name: CAMINO REAL CHEVROLET **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. ***(GM379509-06012014) Rev 06-01-2014***

FORM NO. GM-3795-OS Rev. 6/1/14
The Reynolds and Reynolds Company TO ORDER: www.reyscourse.com; 1-800-344-0996; fax 1-800-531-9055

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For *Car Buyer's Bill of Rights*, visit *www.dmv.ca.gov.*

ACQUISITION NUMBER (*DISMANTLER ONLY*)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
1GNSCHKC3GR[redacted]	2016 SUBURBAN	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We CAMINO REAL CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (BUYER'S NAME(S)) on 12 (MO) 10 (DAY) 2015 (YEAR) for the amount of $ (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ (GIFT VALUE)

ODOMETER

SECTION 3 — ODOMETER DISCLOSURE STATEMENT (*Void if Mileage is Altered or Erased*)

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

The odometer now reads [ ][ ][ ], [1][0][5] [10 ths] (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER (*MUST hand print his or her name, date and sign this section.*)

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the fore[redacted]

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
		12/10/15	[redacted]
PRINT BUYER'S NAME	X		
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
BUYER'S MAILING ADDRESS [redacted]	CITY [redacted] STATE	ZIP CODE	DAYTIME TELEPHONE NO.

SELLER'S SECTION

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

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
CAMINO REAL CHEVROLET	X	12/10/15	[redacted]
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
2401 S ATLANTIC BLVD	MONTEREY PARK	CA	91754	(323)264-3050

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/We [redacted] (PRINT NAME(S)) appoint CAMINO REAL CHEVROLET (PRINT NAME(S)) as my attorney in fact to complete all necessary documents, as needed, to transfer ownership as required by law.

[redacted] RNEY	DATE 12/10/2015
RNEY	DATE
X	

APPLICATION FOR REGISTRATION OF NEW VEHICLE

DMV — A Public Service Agency

FOR DEPARTMENT USE ONLY STOCK # [redacted] CASHIER DATE LINE STAMP [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
12/10/2015	12/10/2015	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	4D	GAS	2	

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	OHV/MOTORCYCLE DEALERS ONLY
1GNSCHKC3GR[redacted]		☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
				LOS ANGELES

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO.
	[redacted]

(1) [redacted] — LAST / FIRST / MIDDLE / SUFFIX

☐ AND ☐ OR (2) — DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]		[redacted]	[redacted]	[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 (IF NONE, MUST PRINT "NONE" AND INITIAL)

ALLY FINANCIAL

ELECTRONIC LIENHOLDER ID. #: ELT# X21

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO BOX 8128		COCKEYSVILLE	MD	21030

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 [redacted] *laws of the State of California that the foregoing is true and correct.*

DATE 12/10/2015 — BUYER (1) [redacted] (2) X

CERTIFICATE OF COST—The dealer [redacted] 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	12/10/2015	54255.40
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 5 **(no tenths)** miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER [redacted]

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

DATE	SI[redacted]PANY AGENT	HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT	ADDRESS
12/10/2015		CAMINO REAL CHEVROLET	2401 S ATLANTIC BLVD MONTEREY PARK CA 91754
DATE 12/10/2015	[redacted]	[redacted]COMPANY AGENT	[redacted]

REG 397 (REV 11/2011)

– DMV copy –

DMV — A Public Service Agency — STK# [redacted]

[redacted]EW VEHICLE DEALER NOTICE TEMPORARY IDENTIFICATION

(Must be affixed to the vehicle before delivery to the purchaser) [redacted]

MAKE	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
CHEVROLET	4D	1GNSCHKC3GR[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DEALER'S NUMBER	SALESPERSON'S NUMBER
12/10/2015	13228	

SOLD TO: PRINT TRUE FULL NAME(S) [redacted]

ADDRESS [redacted]

NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE: ☐☐☐,1 0 5

IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for registration or title.

REG 397 (REV. 11/2011)

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VIN: 1GNSCHKC3 GR[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20310	[redacted]		01/12/16	JPN	1,146.58
INCTV PAYMENT	13 20310			01/12/16	JPN	1,146.58
INCTV APPLICATN	13 20310			12/31/15	JPN	1,146.58
INCENTIVE MEMO	13 20310			12/29/15	FFC	74.47
INCTV PAYMENT	13 20310			12/29/15	FFC	74.47
INCTV APPLICATN	13 20310			12/12/15	FFC	74.47
DELIVERY D.O.E.	13 20310			12/11/15		0.00
DELIVERY TO CUS	13 20310			12/11/15		0.00
EXPIRATION TRAN	13 20310			11/10/15		0.00
SETTLEMENT DATE	13 20310			11/09/15		54,755.60 CR
ORIGINAL INVOIC	13 20310			10/26/15		54,755.60
SHIPMENT DATE	13 20310			10/26/15		0.00
PRODUCTION (BUI	13 20310			10/26/15		0.00
PREFERENCE TO P	13 20310			10/13/15		0.00
GM ORDER ACCEPT	13 20310			10/07/15		0.00
GM ORDER ACCEPT				10/07/15		0.00

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RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 01/14/17
PROCESSING SOURCE: CHEVROLET 08:33:40
PAGE: 1

VIN: 1GNSCHKC3 GR[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

ODATE: 10/07/15 ORDER FAN: OTYPE: 060 DLVY SS/SITE CD: 13 20310
DDATE: 12/11/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/11/15 ORDER BY: SMG
CANC: 3575 CAHUENGA
CANC DOE: LOS ANGELES CA 90068
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN:
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20310	[redacted]	12/29/15	74.47	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JPN	01	13 20310	[redacted]	01/12/16	1,146.58	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

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2016 SUBURBAN 2WD 1/2 TON LT GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/SRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SCHK C3 GR[redacted] VEHICLE INVOICE [redacted]
**********6669******13*20310S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
CC15906 SUBURBAN 2WD 1/2 TON LT	54730.00	50898.90	INVOICE 10/26/15
ATV SEATS, SECOND ROW BUCKET	590.00	536.90	SHIPPED 10/26/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	EXP I/T 11/10/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	INT COM 11/10/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 10/26/15
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STANDARD WHEELS)	1400.00	1274.00	KEYS V1473 V1473 WFP-S MTH OPT-2
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	BANK: GM FINANCIA CHG-TO 20-310
YF5 50-STATE EMISSIONS	N/C	N/C	SHIP WT: 5459
			HP: 45.7
			GVWR: 7300
			GAWR.FT: 3500
			GAWR.RR: 4200
			EMPLOY: 51996.41
			SUPPLR: 54104.80
			NTR: 1/2
			DAN: SARA
			EMPINC: 3254.97
			SUPINC: 1146.58

TOTAL MODEL & OPTIONS	56720.00	52709.80	ACT 237 52203.20
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1701.60
DEALER IMR CONTRIBUTION		283.60	ADV 261 283.60
LMA GROUP CONTRIBUTION		567.20	EXP 65A 567.20
TOTAL	57915.00	54755.60	PAY 310 54755.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		52233.05	

****

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.

****

CAMINO REAL CHEVROLET

PE18-012

GM

3-27-2019

Q3



Valentino Farias
Phone: 512-389-7057
Email: rocky.farias@gm.com

GENERAL MO
LEGAL STAFF
Mail Code: 48
P.O. Box 400
Detroit, MI 48

February 23, 2018

Attorney Work
Privileged and Co

Mary Arens
Erskine Law Group Pc
3995 E. La Palma Ave.
Anaheim, CA 92807

Re: ***GM File No.:*** [redacted]
[redacted] ***v. General Motors LLC***

Dear Ms. Arens:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of the Business Reso Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation i required on your part at this point. Rather, it is requested that you prepare an Answer for Staff's review and approval before filing with the court. Also, please inform Legal Staff anything else that is required to comply with the court rules or whether opposing counse served discovery. Any proposed discovery responses must be reviewed and approved by Staff before filing/serving upon opposing counsel. Once approved, please provide Legal with the as-filed version of the pleadings and discovery.

If this case is removed from the Early Resolution Program, the BRC will promptly advis

It is also important that you advise us of the names of any of your firm's **new** timekeepe will be working on this case. On all written communication, please be sure to include th Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product all GM's engineering assessment, or your own technical analysis of this case raises a poten safety- related issue, please take that concern promptly to me, the Executive Director of Litigation, the North American General Counsel, or the General Counsel. We expect ou counsel to be partners in identifying and elevating issues that may impact product safety attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Valentino Farias

PE18-012

GM

3-27-2019

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Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
California Lemon Law Center

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

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

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

5 Address (number, street, and apt. or suite no.)
535 W Glenoaks Blvd

Requester's name and address (optional)

6 City, state, and ZIP code
Glendale, CA 91202

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number
[redacted]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶** 12/8/2016

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.