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

PE18-012

GM

3-27-2019

Q3

[redacted]

GM Goodwrench

GREENWOOD CHEVROLET

270 San Felipe Road
Phone (831) 637-5328
HOLLISTER, CALIFORNIA 95023

[redacted]

CHEVROLET SERVICE

[redacted]

BAR # AM214044

EPA # CAL 000287664

CUSTOMER NO. [redacted]	ADVISOR ROGER DUTRA 344	TAG NO. [redacted]	INVOICE DATE 02/21/18
[redacted]	LABOR RATE [redacted]	MILEAGE 5,360	COLOR BRONZE/
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/EXT CAB 4WI 143.5		DELIVERY DATE 03/21/16
	VEHICLE I.D. NO. 1GTV2UEC3FZ[redacted]		DELIVERY MILES 30
	F.T.E. NO.	R.O.	SELLING DEALER NO.
	COMMENTS		R.O. DATE 02/20/18
			PRODUCTION DATE

MO: 5364

JOB# 1 CHARGES

LABOR

OP#				
1	09CVZ	ELECTRICAL	TECH(S):167	WARRANTY

OWNER REPORTS SERVICE BRAKE ASSIST MESSAGE TO BE COMING ON
CUSTOMER BROUGHT VEHICLE ON 2/15/18 WHEN IND WAS ON BUT AT
THIS TIME MESSAGE TO BE OFF,CHECK HISTORY & ADVISE
SCANNED SYSTEM CODES C025E-06 C025E-1F AND C025E-5A ALL BRRA
KE BOOSTER VACUUM SENSOR CODES IN HISTORY.CALLED TAC SPOKE
WITH COREY CASE # [redacted] WORKING AGAIN WITH THEM AT
THIS POINT RECOMMEDNED TO STRING NEW WIRES FROM VACUUM SESOR
TO THE EBCM UNDER VEHICLE
REPLACED THE HARNESS CONECTOR AT VACUUM BOOSTER AND RAN ALL
NEW WIRE FOR CIRCUITS 6031,6030,AND 6032 TO THE TERMANATED
LEADS AT THE EBCM TEST DROVE NO EVENT AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	13580873	CONNECTOR 3.107		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	0.00

JOB# 2 CHARGES

LABOR

OP#				
2	01CVZ0600743	GM SCHEDULED MAINT.	TECH(S):167	WARRANTY

CHANGE ENGINE OIL AND FILTER
ROTATE TIRES ,INSPECT TIRE INFLATION PRESSURES AND TIRE WEAR
33% OIL LIFE
GMC 2 Year Scheduled Maintenance
PERFORMED GM MULTIPOINT INSPECTION
SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19330000	FILTER 1.836		WARRANTY
	8	88865700	OIL 8.800		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	0.00

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE]

1:33pm

The Reynolds and Reynolds Company ERANTINVS
BF662436 Q (0504)

GM
Goodwrench

GREENWOOD CHEVROLET

270 San Felipe Road
Phone (831) 637-5328
HOLLISTER, CALIFORNIA 9502[illegible]

[redacted]
CHEVROLET
SERVICE

[redacted]

BAR # AM214044

EPA # CAL 000287664

CUSTOMER NO. [redacted]	ADVISOR ROGER DUTRA 344	TAG [redacted]	INVOICE DATE 02/21/18
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 5,360
	YEAR / MAKE / MODEL 15/GMC/SIERRA 1500/EXT CAB [illegible]D 143.5		COLOR BRONZE/
	VEHICLE I.D. NO. 1 G T V 2 U E C 3 F Z [redacted]		STOCK NO.
	P.T.E. NO.	P.O. NO.	DELIVERY DATE 03/21/16
	COMMENTS		R.O. DATE 02/20/18
			DELIVERY MILES 30
			BILLING DEALER NO.
			PRODUCTION DATE
			INVOICE NO. [redacted]

MO: 5364

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CHECK # [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER EXPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS !!
YOUR COMPLETE SATISFACTION IS OUR #1 GOAL.
WE ARE A FAMILY OWNED LOCAL DEALERSHIP.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ACCOUNTING COPY

[END OF INVOICE] 1:23pm

The Reynolds and Reynolds Company (DEALERSHIP)
DFB02455.0 (10/98)

PE18-012

GM

3-27-2019

Q3

REGISTRATION VALID FROM

COML 03/31/2018 TO 03/31/2019 TYPE 31 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GTV2UEC3FZ [redacted]

MAKE
GMC

DATE FIRST SOLD
00/00/2016

CLASS
LW

YR
2015

BODY TYPE MODEL
PK

DATE ISSUED
03/08/2018

TYPE VEH.	MP	AX	WC	UNLADEN/GVW	TOTAL FEES PAID
32P	G	2	E	05317	$590

3500

REGISTERED OWNER

[redacted]

LIENHOLDER

BK STOCKTON
PO BX 1110

STOCKTON

0

W0154

L0224

[redacted]

[redacted]

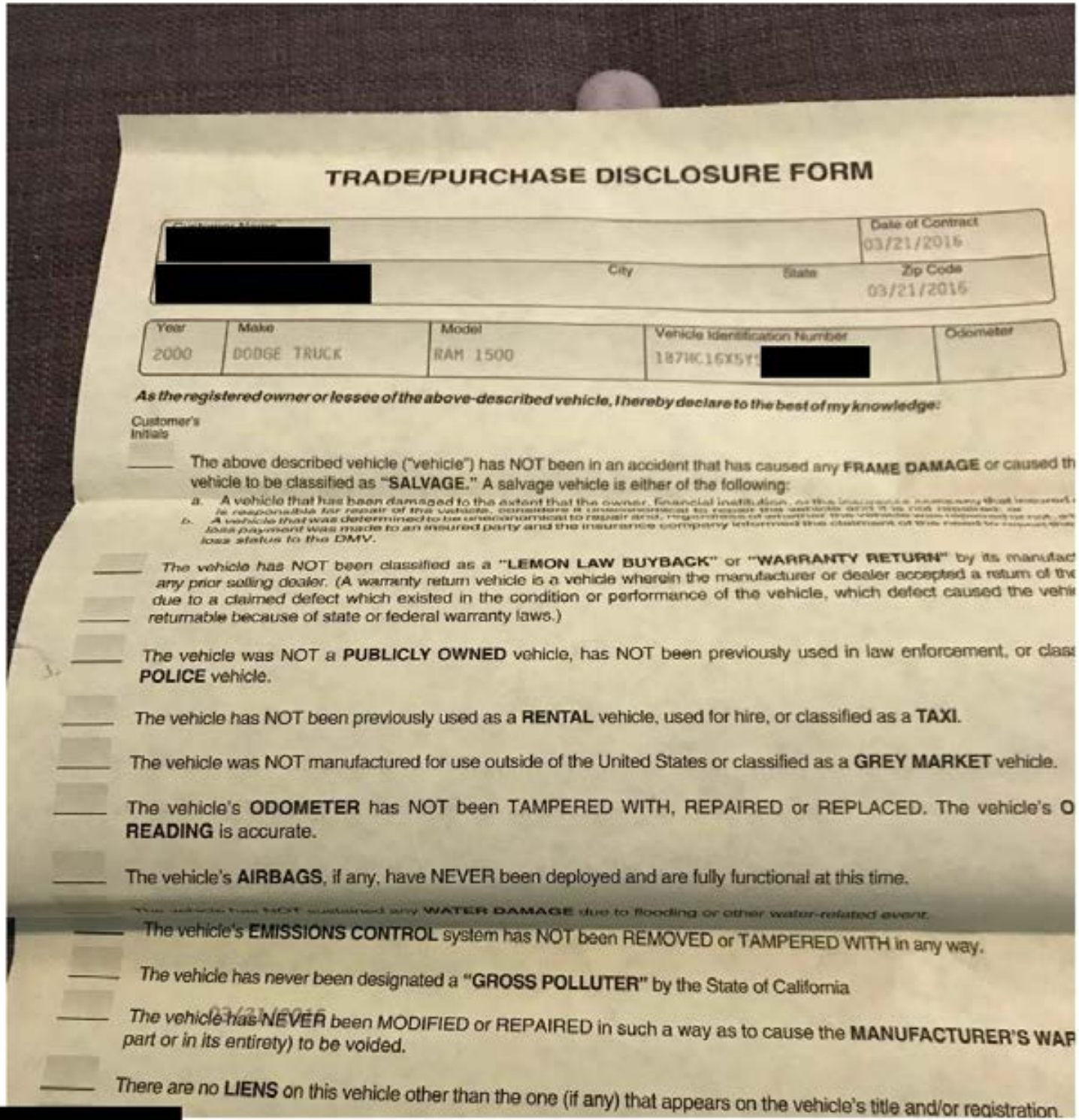
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

PE18-012

GM

3-27-2019

Q3



TRADE/PURCHASE DISCLOSURE FORM

Customer Name			Date of Contract
[redacted]			03/21/2016
[redacted]	City	State	Zip Code 03/21/2016

Year	Make	Model	Vehicle Identification Number	Odometer
2000	DODGE TRUCK	RAM 1500	1B7HC16X5Y[redacted]	

As the registered owner or lessee of the above-described vehicle, I hereby declare to the best of my knowledge:

Customer's Initials

_____ The above described vehicle ("vehicle") has NOT been in an accident that has caused any **FRAME DAMAGE** or caused th vehicle to be classified as **"SALVAGE."** A salvage vehicle is either of the following:

a. A vehicle that has been damaged to the extent that the owner, financial institution, or the insurance company that insured, is responsible for repair of the vehicle, considers it uneconomical to repair the vehicle and it is not repaired, or
b. A vehicle that was determined to be uneconomical to repair and, regardless of whether the vehicle was repaired or not, a loss payment was made to an insured party and the insurance company informed the claimant of the related requirement loss status to the DMV.

_____ *The vehicle has NOT been classified as a* **"LEMON LAW BUYBACK"** or **"WARRANTY RETURN"** by its manufac *any prior selling dealer. (A warranty return vehicle is a vehicle wherein the manufacturer or dealer accepted a return of the due to a claimed defect which existed in the condition or performance of the vehicle, which defect caused the vehi* _____ *returnable because of state or federal warranty laws.)*

_____ *The vehicle was NOT a* **PUBLICLY OWNED** vehicle, has NOT been previously used in law enforcement, or class ***POLICE*** vehicle.

_____ The vehicle has NOT been previously used as a **RENTAL** vehicle, used for hire, or classified as a **TAXI**.

_____ The vehicle was NOT manufactured for use outside of the United States or classified as a **GREY MARKET** vehicle.

_____ The vehicle's **ODOMETER** has NOT been TAMPERED WITH, REPAIRED or REPLACED. The vehicle's O **READING** is accurate.

_____ The vehicle's **AIRBAGS**, if any, have NEVER been deployed and are fully functional at this time.

_____ The vehicle's **EMISSIONS CONTROL** system has NOT been REMOVED or TAMPERED WITH in any way.

_____ *The vehicle has never been designated a* **"GROSS POLLUTER"** by the State of California

_____ *The vehicle has NEVER been MODIFIED or* REPAIRED in such a way as to cause the **MANUFACTURER'S WAR** *part or in its entirety) to be voided.*

_____ *There are no* **LIENS** *on this vehicle other than the one (if any) that appears on the vehicle's title and/or registration.*

[redacted]

[redacted]cle's most recent **REGISTRATION RENEWAL FEES** due to the state were NOT paid by a check that was [redacted]e) returned due to a STOP-PAYMENT ORDER, INSUFFICIENT FUNDS, or a CLOSED ACCOUNT.

I understand the dealer is relying on these representations in both agreeing to acquire th[redacted] acquisition. [redacted]shing a

3-21-16
Date

[redacted]

ORM# AFP-169 (REV 2/14) **American Automotive Forms & Products 800-996-2238**
printer makes no warranty, expressed or implied, as to content or fitness for purpose of this form. Consult your own legal counsel.

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

LOS ANGELES
CA 900
25 JAN '18
PM 8 L

RECEIVED JAN 29 2018

Mary Barra,
CEO General Motors
Chevrolet Customer Assist Ctr.
P.O. Box 33136
Detroit, MI 48232-5136

48232-513636

[redacted]

January 18, 2018

Chevrolet Customer Assistance Center
P.O. Box 33136
Detroit, MI 48323-5136

To Whom It May Concern:

I'm writing this letter to you because of a serious problem that I encountered with my 2015 Tahoe. This is a matter that needs to be brought to the attention of General Motors (GM), because it was a very scary and dangerous experience and could have resulted in death.

On Saturday, December 30, 2017, I took my 2015 Chevrolet Tahoe to Felix Chevrolet in Los Angeles, California due to a brake problem with my car. The night before, me and my [redacted] year old daughter were driving on the freeway, and as the traffic was slowing down, I had a problem stopping my car so I started pumping the brakes to slow the car down to avoid hitting the car in front of me. I proceeded to move off the freeway for safety reasons, and in order to stop the car, I had to engage my emergency brake. I called the Automobile Club (AAA), and my car had to be towed to my house.

I spoke to a service adviser at Felix Chevrolet on Tuesday, January 2, 2018, who informed me the failure with the brakes was probably due to one of two problems. One possibility was the Brake Vacuum Pump and the other being the Hydraulic System. I was given a $1,300 repair quote, which was extremely high so I asked the service adviser if it was covered under warranty, because it seemed unreasonable a 2015 car would have a serious problem as this.

On January 3, 2018, I spoke to the service adviser again, and he explained it could be two problems, but in order to know for sure, I had to give my consent to replace the Brake Vacuum Pump to actually know if either one or both were the problem. My understanding is the Brake Vacuum Pump and the Hydraulic System should have to work together in order to stop the car and they weren't. He stated that it appeared to be a factory problem and I should contact GM regarding this issue.

Fortunately, it was only one of the problems so the cost was reduced; however, still more than I expected, and my warranty didn't cover it. Because of the severity of this problem, and it happened on a major freeway in Los Angeles, we were fortunate we didn't cause an accident in

which someone could have been killed. As explained to me, this appeared to be a factory problem, which should have been recalled and the responsibility should be on General Motors. This was a very serious matter which cost me $743.95, and fortunately no one's life was loss. So I'm requesting General Motors to look into this matter and also reimburse me for the cost I incurred. I was traumatized by this situation, as well as my daughter, and I'm now very hesitant to drive the car, because our lives were put in danger. Hopefully, I can look forward to GM doing the right thing as I've been a long-time customer of GM automobiles. I thank you in advance for your cooperation in this matter.

PE18-012

GM

3-27-2019

Q3

Thanks.

Are you willing to run the numbers through the GM policy calculator?

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

From: Jocelyn Cea [mailto:jcea@felixchevy.com]
Sent: Tuesday, March 20, 2018 12:26 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR#[redacted]Customers concern: Request reimbursement for brake pump repair

Chris states he never mentioned anything about the pump being a known faulty issue.

He did not run the calculator for the repair.

We appreciate your business!

Jocelyn Cea

Customer Relations Manager

213-748-6141 ext 5212

jcea@felixchevy.com

From: Dawn Smith (C) <dawn.1.smith@gm.com>
Sent: Tuesday, March 20, 2018 9:18:31 AM
To: Jocelyn Cea
Subject: FW: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted]/ SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

From: Dawn Smith (C)
Sent: Monday, March 19, 2018 9:19 AM
To: 'jcea@felixchevy.com'
Cc: 'paul.byrne@gm.com'
Subject: RE: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

Greetings,

I am reaching out because I have not received an update from you in the past 24 hours for the below-referenced customer concern. I would appreciate that you email or call me as soon as possible confirming that you have successfully contacted the customer, and to provide your action plan to resolve the customer's concern. You have likely already contacted the customer and launched an action plan; if so, please send an update as soon as possible on the progress you have made.

If you have not yet contacted the customer, please note that they were referred to your dealership over 24 hours ago, and are waiting for a response from you. Please contact them as soon as possible.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Tahoe
- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- [redacted] purchased her vehicle used Non-Certified Pre-Owned

- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
- Customer is requesting reimbursement for her repair
- The Executive Office is requesting to confirm service advisor stated the above information to customer and we are requesting documents that supports the statement.

Thank you again for your customer focus, and the crucial role you fulfill to resolve the customer's issue and create long-term satisfaction and loyalty. I look forward to hearing from you and providing additional assistance as needed.

Sincerely,

Dawn Redding
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Concentrix on behalf of General Motors
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Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Dawn Smith (C)
Sent: Thursday, March 15, 2018 3:45 PM
To: 'jcea@felixchevy.com'
Cc: 'paul.byrne@gm.com'
Subject: REMINDER ACTION REQUIRED BY March 16, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

Greeting All,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Tahoe
- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number:[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- Ms. [redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
- Customer is requesting reimbursement for her repair
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Thank you again for your customer focus, and the crucial role you fulfill to resolve the customer's issue and create long-term satisfaction and loyalty. I look forward to hearing from you and providing additional assistance as needed.

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

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GLOBAL CONNECTED CUSTOMER EXPERIENCE

Nothing in this message is intended to constitute an electronic signature unless a specific

statement to the contrary is included in this message.

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

PE18-012

GM

3-27-2019

Q3

Good Morning Jocelyn,

Attached, please find the results from the Policy Evaluation Tool.

It shows $0 in cost assistance for customer. I will contact the customer and notify her of the findings.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jocelyn Cea [mailto:jcea@felixchevy.com]
Sent: Wednesday, March 21, 2018 2:26 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted]/ SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

THE CUSTOMER PAID $691.19 FOR THE DBRK VACUMN PUMP

We appreciate your business!

Jocelyn Cea

Customer Relations Manager

213-748-6141 ext 5212

jcea@felixchevy.com

From: Dawn Smith (C) <dawn.1.smith@gm.com>
Sent: Wednesday, March 21, 2018 7:20:34 AM
To: Jocelyn Cea
Subject: RE: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

Hi Jocelyn,

I'm not sure at the dealership level what system you all use to access the GM Policy Evaluation tool. You may want to ask you DMA or a service tech. I'm sure someone has used the tool before.

We access the tool through Siebel's cost assistance tab and cost assistance history.

If you send the me total cost for the repair, I can run the numbers if it will expedite the process.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jocelyn Cea [mailto:jcea@felixchevy.com]
Sent: Tuesday, March 20, 2018 5:49 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR#[redacted]/Customers concern: Request reimbursement for brake pump repair

How can I get access to the calculator.

We appreciate your business!

Jocelyn Cea
Customer Relations Manager
213-748-6141 ext 5212
jcea@felixchevy.com

From: Dawn Smith (C) <dawn.1.smith@gm.com>
Sent: Tuesday, March 20, 2018 1:54:45 PM
To: Jocelyn Cea
Subject: RE: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

I can run it but we prefer the dealership run it.

If you want me to run the calculator please provide the total cost for the repair.

Let me know which you prefer.

Thanks
Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jocelyn Cea [mailto:jcea@felixchevy.com]
Sent: Tuesday, March 20, 2018 2:32 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted]/Customers concern: Request reimbursement for brake pump repair

Who runs the calculator, me or the advisor?

We appreciate your business!

Jocelyn Cea
Customer Relations Manager
213-748-6141 ext 5212
jcea@felixchevy.com

From: Dawn Smith (C) <dawn.1.smith@gm.com>
Sent: Tuesday, March 20, 2018 9:26:46 AM
To: Jocelyn Cea
Subject: RE: REMINDER ACTION REQUIRED BY March 20, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/

VIN# 1GNSCBKC8FR[redacted] / SR#[redacted]/Customers concern: Request reimbursement for brake pump repair

Thanks.

Are you willing to run the numbers through the GM policy calculator?

Dawn Redding
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To: Jocelyn Cea
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- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- Ms. [redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
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dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Dawn Smith (C)
Sent: Thursday, March 15, 2018 3:45 PM
To: 'jcea@felixchevy.com'
Cc: 'paul.byrne@gm.com'
Subject: REMINDER ACTION REQUIRED BY March 16, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted] /Customers concern: Request reimbursement for brake pump repair

Greeting All,

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- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- [redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
- Customer is requesting reimbursement for her repair
- The Executive Office is requesting to confirm service advisor stated the above information to customer and we are requesting documents that supports the statement.

Thank you again for your customer focus, and the crucial role you fulfill to resolve the customer's issue and create long-term satisfaction and loyalty. I look forward to hearing from you and providing additional assistance as needed.

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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

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

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PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 03/22/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCBKC8FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 12/18/2017
Job Card Date: 03/22/2018
Days out of Warranty: 94

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 65,686
Miles out of Warranty: 29,677

Repair

Total Repair Cost At Warranty Rates: $691.00
Repair Group: Brakes
Job Card / Repair Order : executive

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: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $691.00

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

Greeting All,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Tahoe
- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- [redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
- Customer is requesting reimbursement for her repair
- The Executive Office is requesting to confirm service advisor stated the above information to customer and we are requesting documents that supports the statement.

Thank you again for your customer focus, and the crucial role you fulfill to resolve the customer's issue and create long-term satisfaction and loyalty. I look forward to hearing from you and providing additional assistance as needed.

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Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

PE18-012

GM

3-27-2019

Q3

Greetings,

I am reaching out because I have not received an update from you in the past 24 hours for the below-referenced customer concern. I would appreciate that you email or call me as soon as possible confirming that you have successfully contacted the customer, and to provide your action plan to resolve the customer's concern. You have likely already contacted the customer and launched an action plan; if so, please send an update as soon as possible on the progress you have made.

If you have not yet contacted the customer, please note that they were referred to your dealership over 24 hours ago, and are waiting for a response from you. Please contact them as soon as possible.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Tahoe
- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number:[redacted]
- Customer Last Name:[redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone:[redacted]
- Customer Email:[redacted]

Summary of Concern: Request reimbursement for brake pump repair

- Ms.[redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.
- Customer is requesting reimbursement for her repair
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Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

From: Dawn Smith (C)
Sent: Thursday, March 15, 2018 3:45 PM
To: 'jcea@felixchevy.com'
Cc: 'paul.byrne@gm.com'
Subject: REMINDER ACTION REQUIRED BY March 16, 2018/ Exec CAC Case/ 2015 Chevrolet Tahoe/ VIN# 1GNSCBKC8FR[redacted] / SR# [redacted] /Customers concern: Request reimbursement for brake pump repair

Greeting All,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Tahoe
- Mileage: 65,686
- VIN: 1GNSCBKC8FR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Request reimbursement for brake pump repair

- Ms. [redacted] purchased her vehicle used Non-Certified Pre-Owned
- Customer states, service advisor, Christopher Hines told her the issue with her brake pump is a known GM issue and faulty part. EA was not able to confirm this information.

- Customer is requesting reimbursement for her repair
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Fax : 586-920-0911
dawn.1.smith@gm.com

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 03/15/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCBKC8FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 12/18/2017
Job Card Date: 03/15/2018
Days out of Warranty: 87

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 65,686
Miles out of Warranty: 29,677

Repair

Total Repair Cost At Warranty Rates: $735.00
Repair Group: Brakes
Job Card / Repair Order : executive

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: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $735.00

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [4:30:07 PM]:

Welcome to chat.

Tyler [4:30:32 PM]:

Thank you for contacting General Motors Customer Assistance, [redacted] My name is Tyler! I would be happy to assist you with your vehicle concern.

[redacted] [4:32:24 PM]:

I am having breaks problems on my2015 GMC Yukon XL. I have about 91000 miles on it. It is in the dealer right know having these issues resolved. It seems like it is the booster vacuum hose and pump. Is there any recalls regarding this. It is to soon to see malfunction despite mileage.

Tyler [4:33:42 PM]:

We are sorry to hear that you're having a concern with the vehicles brakes.

Tyler [4:34:03 PM]:

I would be happy to check for open recalls on your vehicle. To better assist you may I have your VIN?

Tyler [4:34:13 PM]:

We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

[redacted] [4:35:25 PM]:

1gks1gec4fr[redacted]

Tyler [4:36:02 PM]:

I see this vehicle has no open recalls.

Tyler [4:36:15 PM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[redacted] [4:37:31 PM]:

Yes

Tyler [4:38:28 PM]:

Can you verify your full home mailing address?

[redacted] [4:39:01 PM]:

[redacted]

Tyler [4:39:58 PM]:

May I have the dealerships name?

[redacted] [4:40:12 PM]:

My Cheverlot

Tyler [4:40:59 PM]:

Thanks for this information; the service request number for today's concern is [redacted]

[redacted] [4:41:27 PM]:

Also the ac is not working do to a leakiing condenser.

Tyler [4:43:04 PM]:

We are sorry that you're having this experience with the vehicle, but the concerns you have listed are not covered under warranty. As the vehicles Bumper to Bumper Limited Warranty ended on 04/11/2017 or 36,100 miles whichever comes first.

[redacted] [4:44:57 PM]:

I am aware of that. I just concern because I am not the only one having this problem. I am reading lots of issues regarding break systems failure.

Tyler [4:45:34 PM]:

Any component on a vehicle has the ability to fail; the timeline or life expectancy of each component is dependent upon its use, and the options equipped on your vehicle. The amount of usage depends on many factors, including the driveability of the vehicle, the geographic area in which the vehicle is driven, and often the required maintenance needed for the related components in use on the vehicle. It's also worth noting that sometimes what seems to be a common symptom can be the result of very different root causes. This is important when reading online forum posts as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that was completed. Reading through a thread may not necessarily be comparing apples to apples.

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Tuesday, June 05, 2018

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Cadillac Escalade
VIN: 1GYS3BKJ6GR[redacted]
Ref SR: [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2016 Cadillac Escalade, VIN **1GYS3BKJ6GR**[redacted] and that our attempts to resolve your concerns have not met your expectations. Cadillac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Cadillac customer. Cadillac will repurchase your vehicle for **$79,145.68.** This offer was calculated by using the following figures:

Down Payment	$40,000.00
Payments (29 at $1,208.33)	$35,041.57
Less Usage	$4,354.32
Total Amount to Customer	**$70,687.25**
Less Payoff of Original Vehicle-Good until 06/29/2018	$8,458.43
Total Repurchase Amount (Includes Sales Tax of $6,842.48)	$79,145.68

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

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

[redacted]a the fax number or address
be required to complete the
ncerns.

[redacted]

The requirements of the straight repurchase are as follows:

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

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

Please return this signed document to fax number ***866-802-6668*** *by* Wednesday June 6, 2018

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

PE18-012

GM

3-27-2019

Q3

Case Number: [redacted]

Originator Name: Wade Murphy 866-790-5700x5911107 wade.murphy@gm.com
Created Date: 05/25/2018

Vehicle Info

***VIN:**	1GYS3BKJ6GR[redacted]	**MSRP:**	0.0	***TAC #:**	
Year:	2016	**Make:**	Cadillac	**Model:**	Escalade

Vehicle Comments & TAC Explanation:
Customer states brake squeak. Dealer replaced brakes and rotors, adjusted brakes, adjusted brakes again, installed tape, and replaced rear rotors.

***Date Reviewed with Customer:**	05/22/2018	***Repurchase Mileage:**	16300
Original Purchase Date:	11/21/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	CA		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	[redacted]	***State**	[redacted]	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**	[redacted]	***Fax Phone:**		***Exec Init Repurchase:**	N
***Reason Repurchase**	Brake Noise				

UCC Codes (H0110) Brakes - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	GM Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	MD	**ZIP Code:**	
Day Phone:	1 (800) 284-2271	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	[redacted]	**Dealer Name:**	PARKWAY BUICK GMC CADILLAC		
Region:	10	**District:**	1212		
***Phone:**	(661) 253-4441	**Fax:**	(661) 284-1160		
***Contact Name:**	M ke Roth	***Contact Title:**	Service Manager	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -

Case Number: [redacted]

Originator Name: Wade Murphy 866-790-5700x5911107 wade.murphy@gm.com
Created Date: 05/25/2018

Transaction Details

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

Repurchase:

*** Processing Instructions:** CA CEC recommends trade or straight repurchase, customer?s choice, with usage based on service event at 6884 miles, less mileage on vehicle when purchased.

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number	Customer Name	Worksheet Filled Out By:
[redacted]	[redacted]	Jair

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:	Date:
1GYS3BKJ6GR[redacted]	June 1, 2018

Sales Tax

USAGE FORMULAS

Usage

Lemon Law usage must be calculated for every case. Only fill out USAGE CHARGED section if case originator instructions differ from LL.

USAGE USING LEMON LAW	
Usage Using Base Price	
Base Price/Total Repurch Price	$75,947.52
Mileage	6,880
Denominator	120,000
Usage	$4,354.32
Usage Using Cents/Mile	
Mileage	0
Cents per mile	$0.000
Usage	$0.00
USAGE CHARGED	
Usage - Negotiated	$0.00
Usage Using Base Price	
Base Price/Total Repurch Price	$0.00
Mileage	0
Denominator	100,000
Usage	$0.00
Usage Using Cents/Mile	
Mileage	0
Cents per mile	$0.000
Usage	$0.00

STRAIGHT REPURCHASE - BASE

Base Price	$0.00
Conversion / Upfit cost	$0.00
Reg./Lic./Title Fees	$0.00
State Fees	$0.00
Aftermarket Items	$0.00
Sales Tax	$0.00
Finance Charges	$0.00
GMPP (* only for WI)	$0.00
Other-Explain	$0.00
Total Purchase Price	**$0.00**
*** Usage/Depreciation**	**$4,354.32**
Damage	$0.00
Late charges	$0.00
Over-Allowance	$0.00
Negative Equity	$0.00
Incentives	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Total Deductions	**$4,354.32**
Repurchase Subtotal	**-$4,354.32**
Loan Payoff good thru xx/xx/xx	$0.00
Total Refund to Customer	**-$4,354.32**
Attorney's Fees	$0.00
Total Repurchase	**-$4,354.32**
NADA (Legal Only)	$0.00
Estimated Auction Value	**$0.00**
Projected Loss	**-$4,354.32**

PAYMENT (CA, FL & WV) OR LEASE REPURCHASE

Down Pmt / Cap Cost Reduction	$40,000.00
Pmts (includes 1st month if lease)	$35,041.57
Reg/Lic/Title Fees (leases only)	$0.00
Tax (leases only)	$0.00
Aftermarket Items	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Other-Explain	$0.00
Total Additions	**$75,041.57**
*** Usage/Depreciation**	**$4,354.32**
Damage	$0.00
Late charges	$0.00
Over-Allowance	$0.00
Negative Equity	$0.00
Incentives	$0.00
Sec. Dep. (leases) if reimbursing above	$0.00
Extended Service Contract	$0.00
Gap Insurance	$0.00
Over Mileage Penalty	$0.00
Total Deductions	**$4,354.32**
Total Refund to Customer	**$70,687.25**
Dlr Buyout (lease) or Loan Payoff	$8,458.43
(GMAC=DL quote) good thru 06/29/18	
Attorney's Fees	$0.00
Total Repurchase	**$79,145.68**
NADA (Legal Only)	$0.00
Estimated Auction Value	**$0.00**
Projected Loss	**$79,145.68**

PURCHASE PRICE (before t/t/t)	$ 75,947.52	TRADE ALLOWANCE	
MSRP (FROM BARS INVOICE)	$ 79,635.00	PAYOFF OF TRADE	$ -
DIFFERENCE	$ (3,687.48)	DIFFERENCE	$ -
if positive look for over allowance		if negative=negative equity	
		TRADE ALLOWANCE	$ -
PURCHASE PRICE	$ 75,947.52	ACV OF TRADE	
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -
OVERALLOWANCE	$ -	ACV=actual cash value	
ACTUAL PRICE	$ 75,947.52		

LEMON LAW COMPARISON

USAGE PER LEMON LAW	$ 4,354.32
USAGE CHARGED	$ 4,354.32
LEMON LAW VARIANCE	$ -

Form Rev June 1, 2017

6842.48		Pmnts	1,208.33*29=35,041.57		

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 1054 RODRIGO B BARROS

			VIN	LICENSE	MILEAGE IN / OUT	TAG
16	CADILLAC ESCALADE ES		1GYS3BKJ6GR[redacted]		6884/6894	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 23SEP16		135.00	CASH	23SEP16

R.O. OPENED	BOOKED	OPTIONS:
10:15 23SEP16	16:11 23SEP16	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CADILLAC PREMIUM CARE - OIL CHANGE										
	CAUSE: MAINT										
	CONCERN CODE:										
	0600503	CADILLAC PREMIUM CARE - OIL CHANGE									
		1223	WG4	0.00	0.30	600	2440				(N/C)
	1	19330000	(S)FILTER			430	602	0			(N/C)
	8	88864004	DEXOS0W20			2760	3864	0			(N/C)
	FC: PART#: COUNT:					3190	4466	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						600	2440	TLABOR			
	VERSION 1 (EMP# 1223,23SEP16 14:01): 6884 LOF 0.30 PERFORMED LOF										
B	CADILLAC PREMIUM CARE - TIRE ROTATION										
	CAUSE: MAINT										
	CONCERN CODE:										
	0600513	CADILLAC PREMIUM CARE - TIRE ROTATION									
		1223	WG4	0.00	0.30	600	2440				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						600	2440	TLABOR			
	VERSION 1 (EMP# 1223,23SEP16 14:02): 6884 ROTATE 0.30 ROTATED TIRES										
C	CUSTOMER STATES THERE IS A RATTLE NOISE COMING FROM THE REAR END OF THE VEHICLE WHEN GOING OVER BUMPSOR DRIVING ON UNEVEN PAVEMENT PLEASE CHECK AND ADVISE										
	CAUSE: COULD NOT DUPLICATE CUSTOMER CONCERNS AT THIS TME										
	CONCERN CODE:										
	S100	COULD NOT DUPLICATE CUSTOMER CONCERNS AT THIS TIME									
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						0	0	TLABOR			

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

* PRE-INVOICE **

SERVICE ADVISOR: 1054 RODRIGO B BARROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		6884/6894	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 23SEP16		135.00	CASH	23SEP16

R.O. OPENED	BOOKED	OPTIONS:
10:15 23SEP16	16:11 23SEP16	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERSION 1 (EMP# 1223,23SEP16 14:02): 6894 RATTLE NOISE FROM REAR											
END TEST DROVE VEHICLE UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME											
D	CUSTOMER STATES BRAKES SQUEAK WHEN REVERSING PLEASE CHECK AND ADVISE										
CAUSE: UNEVEN BRAKE PAD											
CONCERN CODE:											
	S120	REPLACEDFRONT PADS AND ROTORS									
		1223	WG4	1.10	1.50	3000	16265				(N/C)
	1	22742382	(S)PAD KIT			8600	12040	0			(N/C)
	2	22950036	(S)ROTOR			14400	20160	0			(N/C)
	FC:	PART#:	COUNT:			23000	32200	TPARTS			
	CLAIM TYPE:	ZREG									
	AUTH CODE:										
						3000	16265	TLABOR			
VERSION 1 (EMP# 1223,23SEP16 14:12): 6894 BRAKES MAKING NOISE											
2420150 1.50 TEST DROVE VEHICLE DURING TEST DRIVE A SQUEAK NOISE IS											
HEARD WHEN BRAKES ARE APPLIED NO BRAKE PULL OR STICKING CALIPER FELT											
DURING TEST DRIVE. RAISED VEHICLE REMOVED WHEELS AND PERFORMED BRAKE											
INSPECTION. DURING INSPECTION FOUND UNEVEN BRAKE WEAR IN FRONT WHEELS											
PASS FRONT INBOARD PAD 1MM ALL OTHERS 9MM. CHECKED SI FOR RELATED											
BULLETINS AND FOUND PIT5377 FOR UNEVEN BRAKE WEAR. REMOVED AND REPLACED											
FRONT BRAKE AND ROTORS AS INSTRUCTED BY BULLETIN. AFTER REPAIR NOISE IS											
GONE AND BRAKES NOW OPERATING AS DESIGNED. NO FURTHER REPAIRS ARE											
NEEDED AT THIS TIME											
E	CUSTOMER STATES BRAKE PEDAL HAS TO BE PUSHED ALL THE WAY TO THE FLOOR										
	IN ORDER FOR THE BRAKES TO WORK. CUSTOMER STATES IT FEELS LIKE										
	IT TAKES MORE EFFORT THAN IT SHOULD PLEASE AND ADVISE										
CAUSE: PARKING BRAKE TENSION											
CONCERN CODE:											
	S100	ADJUSTED PARKING BRAKE PEDAL. CUSTOMER									
		STATED BRAKE PEDAL AND STATED AFTER WRITE UP									
		THE WAS PARKING BRAKE PEDAL AND NOT BRAKE									
		PEDAL									
		1223	WG4	0.80	1.00	2000	10843				(N/C)
	FC:	PART#:	COUNT:			0	0	TPARTS			

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9606022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 1054 RODRIGO B BARROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		6884/6894	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 23SEP16		135.00	CASH	23SEP16

R.O. OPENED	BOOKED	OPTIONS:
10:15 23SEP16	16:11 23SEP16	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							2000		10843	TLABOR	
	VERSION 1 (EMP# 1223,23SEP16 14:05): 6894 PARKING BRAKES GOES TO FLOOR 2450342 1.00 TEST DROVE VEHICLE. VEHICLE PARKING NEEDED TO GO TO THE FLOOR IN ORDER TO ENGAGE PARKING BRAKE. RAISED VEHICLE REMOVED REAR WHEELS AND PERFORMED INSPECTION PARKING BRAKE SHOE IN OK CONDITION PERFORMED PARKING BRAKE ADJ. AFTER ADJ PARKING BRAKE NOW OPERATING AS DESIGNED AND NO FURTHER REPAIRS ARE NEEDED AT THIS TIME.										
F	#16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy										
	CAUSE: RECALL 16007										
	CONCERN CODE:										
	S100 RECALL 16007										
		1223	WG4	0.25	0.30	600	3253				(N/C)
	FC: PART#: COUNT:						0		0	TPARTS	
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
							600		3253	TLABOR	
	VERSION 1 (EMP# 1223,23SEP16 14:06): 6894 RECALL 16007 9102276 0.30 PERFORMED SERVICE UPDATE FOR SIR MODULE THROUGH SPS										
G	TWO WAY SHUTTLE RIDE										
	CAUSE: MAINT										
	CONCERN CODE:										
	SHUTTLE2 TWO WAY SHUTTLE RIDE										
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:						0		0	TPARTS	
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							0		0	TLABOR	
H	PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES.										
	CAUSE: MAINT										
	CONCERN CODE:										
	MPI PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES.										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

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661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 1054 RODRIGO B BARROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		6884/6894	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 23SEP16		135.00	CASH	23SEP16

R.O. OPENED	BOOKED	OPTIONS:
10:15 23SEP16	16:11 23SEP16	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						0		0	TLABOR		

VERSION 1 (EMP# 1223,23SEP16 14:06): 6894 MPI
I INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS
CAUSE: MAINT
CONCERN CODE:
AIR INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS

		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						0		0	TLABOR		

VERSION 1 (EMP# 1223,23SEP16 14:07): 6894 PSI SET TIRE PSI TO 35
J CUSTOMER STATES THERE IS A PAPPER INSIDE THE FROM THE GRILL BY THE RADIATOR AND REQUESTED TO BE REMOVED PLEASE CHECK AND ADVISE
CAUSE: NO REPAIRS ATTMP. AT THIS TIME
CONCERN CODE:
S100 REMOVED PAPER ASPER CUSTOMER REQUEST

		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						0		0	TLABOR		

EST: 0.00 23SEP16 10:15 SA: 1054

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-23-16	14:01	15:07	1.10	W	1223		D
	15:07	15:55	0.80	W	1223		E

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
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WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		6884/6894	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 23SEP16		135.00	CASH	23SEP16

R.O. OPENED	BOOKED	OPTIONS: ENG:6.2_Liter_SFI
10:15 23SEP16	16:11 23SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		15:55	16:10		0.25	W	1223		F		

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	35241	6800		1/48000	32802	23430	
1/49100NT	3864	2760		1/26302	71907	*******	

COST, SALE, & COMP TOTALS 32990 71907 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9999022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
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Email: service@goparkway.com

* PRE-INVOICE **

SERVICE ADVISOR: 1510 MARK EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		12865/12865	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			16:00 19AUG17		135.00	CASH	19AUG17

R.O. OPENED	BOOKED	OPTIONS:
13:11 19AUG17	15:13 19AUG17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: 1-WEASEL SOUND WHEN BREAKING SINCE LAST SERVICE 2- SQUEAKING AND RATTLE NOISE WHILE ON HUMPS COMING FROM THE BACK WHEN ON MEDIUM TO HIGH SPEED. 3- VIBRATING NOISE FROM THE DRIVER SIDE DOOR. (THERE IS A CUT IN THE MOLDING THAT SEALS THE DOOR NOT SURE IF THIS IS THE CAUSE). 4-VIBRATING NOISE FROM THE STEERING WHEELS ROOT ON AND OFF 5-HITTING OR CRASHING SOUND WHEN BREAKING COMING FROM THE BACK. AND SOMETIMES WHEN TURNING 6-SQUEAKING NOISE FROM BREAK PADDLE.										
	S100	CUSTOMER TO RETURN FOR DIAGNOSE AND REPAIRS									
		223	IGM	0.00	0.00	0	0				(N/C)
B	CADILLAC PREMIUM CARE - OIL CHANGE										
	CAUSE: 0600503										
	0600503	CADILLAC PREMIUM CARE - OIL CHANGE									
		223	WG4	0.00	0.30	870	2501				(N/C)
	1	19330000	(S)FILTER			430	602	0			(N/C)
	8	88864004	DEXOS0W20			2760	3864	0			(N/C)
	FC: 0600503										
	PART#: 19330000										
	COUNT: 1					3190	4466	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						870	2501	TLABOR			
C	CADILLAC PREMIUM CARE - TIRE ROTATION										
	CAUSE: 0600513										
	0600513	CADILLAC PREMIUM CARE - TIRE ROTATION									
		223	WG4	0.00	0.20	580	1627				(N/C)
	FC: 0600513	PART#:	COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						580	1627	TLABOR			
D	CADILLAC PREMIUM CARE - ENGINE AIR FILTER										
	CAUSE: 0600533										
	0600533	CADILLAC PREMIUM CARE - ENGINE AIR FILTER									
		1477	WG4	0.00	0.20	220	1667				(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

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RF_____psi LF_____psi RR_____psi LR_____psi
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PARTS AMOUNT	
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WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

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SERVICE ADVISOR: 1510 MARK EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			16:00 19AUG17		135.00	CASH	19AUG17

R.O. OPENED	BOOKED	OPTIONS:
13:11 19AUG17	15:13 19AUG17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	22845992	(S)	ELEMENT			2011	2815	0			(N/C)
	FC: 0600533										
	PART#: 22845992										
	COUNT: 1					2011		2815	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						220		1667	TLABOR		
E PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES.											
	MPI PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES.										
	1477	IGM		0.00	0.00	0		0			(N/C)
F** CUSTOMER STATES BRAKE PEDAL SQEAKS WHEN APPLYING											
	S100 MAINTENACE SERVICE										
	1477	IGM		0.00	0.00	0		0			(N/C)

EST: 0.00 19AUG17 13:11 SA: 1510

CREATED 2017-08-18 11:13:00PM
TAKEN BY I WOUL D LIKE TO GET
THE DUE SERVICE TOO OIL CHANGE
/T IRE ROTATION AND CHANGING
CABIN AIR FILTER .
*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46300	0	0		1/46200	5795	1670	
1/48000	3417	2441		1/49100NT	3864	2760	
1/66006	0	*******		1/26302	13076	*******	

COST, SALE, & COMP TOTALS 6871 13076 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

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RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

SERVICE ADVISOR: 147 LINDA MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
74U	12	GMC SIERRA	3GTP2WE74CG[redacted]		76065/76065	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29MAR12 DL			17:00 06SEP17		135.00	CASH	06SEP17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted]
08:05 05SEP17	15:42 06SEP17	ENG:LC9_VORTEC_5.3L_VVT_V8_SFI_FLEXFUEL TRN:MYC_6-SPEED_AUTOMATIC AXL:GU6_3.42_REAR_AXLE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON-VEHICLE RUNS ROUGH AND CHUGS PLEASE ADVISE										
	CAUSE: LEAKING										
	4060870										
	VALVE ROCKER ARM COVER REPLACEMENT - LEFT SIDE										
		1389	CP	1.87	0.60	1980	8100			81.00	81.00
	1 12642655		(S)COVER			4681	8663	0	86.63	86.63	86.63
	VERSION 1 (EMP# 1389,06SEP17 13:15): 76065 SCANNED VEHICLE WITH TROUBLE CODES P0300. FOUND CYLINDER #7 MISSFIRING. REMOVED #7 SPARK PLUG AND FOUND IT TO BE OIL FOULED. PER SI DOCUMENT #PIP5161 STATES TO INSPECT DRIVERS SIDE VAVLE COVER FOR PCV LEAK. TO START REC REPLAMENT OF VAVLE COVER. 4060870 0.60 REPLACED DRIVERS SIDE VALVE COVER. CUSTOMER APPROVED REPLACEMENT OF SPARK PLUGS AND WIRES. CLEARED TROUBLE CODES. ROAD TESTED DROVE VEHICLE WITH NO FURTHER MISSFIRES AT THIS TIME. IF SPARK PLUGS FOALS AGAIN PISTONS AND RINGS WILL HAVE TO TO INSPECTED.										
B	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
	AIR										
	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
		1389WGMPT		0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1389,06SEP17 13:15): 76065 SET TO 35 PSI.										
C**	REPLACE SPARK PLUGS AND WIRES PER CUSTOMER REQUEST										
	S160										
	REPLACED SPARK PLUGS AND WIRES										
		1389	CP	0.02	3.00	9900	40500			405.00	405.00
	1 19351570		W-(S)WIRE KIT			7016	14523	0	145.23	145.23	145.23
	8 12680072		(S)SPARK PLUG			4760	10328	0	12.91	12.91	103.28
	VERSION 1 (EMP# 1389,06SEP17 13:16): 76065 3.00 REPLACED SPARK PLUGS AND WIRES.										
D**	DISCOUNT										
	DISC										
	DISCOUNT										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9656022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

PARKWAY MOTORS

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Email: service@goparkway.com

SERVICE ADVISOR: 147 LINDA MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
74U	12	GMC SIERRA	3GTP2WE74CG[redacted]		76065/76065	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29MAR12 DL			17:00 06SEP17		135.00	CASH	06SEP17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted]
08:05 05SEP17	15:42 06SEP17	ENG:LC9_VORTEC_5.3L_VVT_V8_SFI_FLEXFUEL TRN:MYC_6-SPEED_AUTOMATIC AXL:GU6 3.42 REAR AXLE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		99	CP	0.00	0.00	0	-12600			-126.00	-126.00
	-1 MISC DISCOUNT					0	-2156	0	21.56	21.56	-21.56

EST: 635.00 06SEP17 11:38 SA: 147
CONTACT: IN PERSON [redacted]
SPARK PLUGS AND WIRES

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-06-17	11:23	13:15	1.87	W	1389	A	
	13:15	13:15	0.00	W	1389	B	
	13:15	13:16	0.02	W	1389	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46000	36000	11880		1/46700	31358	16457	
1/32400	2901	0		1/22007	0	*******	
1/22500	70259	*******					

COST, SALE, & COMP TOTALS 28337 67358 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	360.00
PARTS AMOUNT	313.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	673.58
LESS INSURANCE	0.00
SALES TAX	29.01
PLEASE PAY THIS AMOUNT	702.59

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DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9606022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		13608/13618	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 10OCT17		135.00	CASH	13OCT17

R.O. OPENED	BOOKED	OPTIONS:
14:40 10OCT17	17:24 13OCT17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE DRIVERS SIDE FRONT DOOR BODY MOLDING NEEDS TO BE REPLACED COMING OFF-INSTALL SOP PART PLEASE ADVISE										
	CAUSE: INTERNAL										
	1417190	REAR SIDE DOOR WEATHERSTRIP REPLACEMENT - BODY SIDE									
		1223	WG4	0.47	0.40	920	4446				(N/C)
	1 23496502										
	(S)WEATHERSTRIP					2676	3746	0			(N/C)
	FC: PART#: 23496502 COUNT: 1					2676	3746	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						920	4446	TLABOR			
	VERSION 1 (EMP# 1223,10OCT17 17:57): 13618 DRV SIDE REAR DOOR MOLDING TORN 1417190 0.40 SOP PART. REMOVED AND REPLACED TORN DRV REAR DOOR BODY MOLDING/WEATHER STRIP.										
B	CUSTOMER STATES THAT THERE IS A CLUNK LIKE NOISE THAT CAN BE HEARD AND FELT (BOOSTER)PLEASE ADVISE										
	CAUSE: NPF										
	NPF	Customers concern could not be duplicated as described, no repair made at this time									
		1223	WG4	0.01	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,10OCT17 17:34): 13618 CLUNK NOISE FROM BOOSTER? TEST DROVE VEHICLE UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME. NO NOISE HEARD, NO CLUNK FELT, NO DTC'S, NO WORN OR DAMAGED COMPONENTS FOUND OF ANY KIND. BRAKE PEDAL AND BOOSTER BOTH OPERATING AS DESIGNED NO REPAIRS NEEDED AT THIS TIME										
C	CUSTOMER STATES THAT THERE IS SOME NOISE COMING FROM THE BRAKES PLEASE ADVISE										
	CAUSE: NPF										
	S120	FRONT AND REAR BRAKES ARE AT 9MM. THE ONLY									

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SOC - "LIMITED WARRANTY" - CALIFORNIA - 9606022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA MONSELL

[redacted]

			VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		13608/13618	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 10OCT17		135.00	CASH	13OCT17

R.O. OPENED	BOOKED	OPTIONS:
14:40 10OCT17	17:24 13OCT17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	THING WE CAN DO IS RESURFACE BOEHT PADS AND										
	ROTORS-SOME NOISE IS NORAML CONDITION										
	1223	WG4		0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
VERSION 1 (EMP# 1223,10OCT17 17:32): 13608 BRAKE SQUEAK TEST DROVE											
VEHICLE AFTER A FEW MILES BRAKE SQUEAK IS HEARD FROM REAR WHEELS.											
PERFORMED BRAKE INSPECTION FRONT AND REAR BRAKES ARE AT 9MM REC CUT AND											
RESURFACE. WARRANTY WILL NOT PAY FOR SERVICE											
D INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS											
CAUSE: MAINT											
	AIR INSPECT TIRE PRESSURE AND INFLATE TO										
	MANUFACTURER SPECIFICATIONS										
	1223	WG4		0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
VERSION 1 (EMP# 1223,10OCT17 17:29): 13608 PSI SET TIRE PSI TO 35											

EST: 0.00 10OCT17 14:40 SA: 147

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-17	17:29	17:57	0.47	W	1223	A	
	18:04	18:05	0.01	W	1223	B	
	18:05	18:05	0.00	W	1223	D	
	18:05	18:05	0.00	W	1223	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	4446	920		1/48000	3746	2676	
1/26302	8192	*******					

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9656022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

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FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		13608/13618	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 10OCT17		135.00	CASH	13OCT17

R.O. OPENED	BOOKED	OPTIONS: ENG:6.2_Liter_SFI
14:40 10OCT17	17:24 13OCT17	

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

COST, SALE, & COMP TOTALS 3596 8192 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9999022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

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www.goparkway.com
Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA MONSELL

			VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		13676/13676	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 18OCT17		135.00	CASH	20OCT17

R.O. OPENED	BOOKED	OPTIONS:
17:11 17OCT17	17:31 20OCT17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE DRIVERS SIDE 3RD ROW SEAT DOES NOT FOLD FLAT-THE CUSHION BOTTOM DOES NOT GO ALL THE WAY DOWN-PLEASE ADVISE										
	CAUSE: SEAT BELT										
	S130 SEAT BELT OBSTRUCTING SEAT FOLDING										
		1386	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#:				COUNT:	0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 147,19OCT17 16:01): 13676 FOUND SEAT BELT OBSTRUCTING SEAT FOLDING										
B	CUSTOMER STATES THAT THERE IS A SQUEEKING/SQUAWKING NOISE COMING FROM THE REAR OF THE VEHICLE PLEASE ADVISE										
	CAUSE: COLLAPSED										
	8040600 STABILIZER SHAFT INSULATOR REPLACEMENT										
		352	WG4	1.15	0.30	630	3334				(N/C)
	2	14071381	W-(S)INSULATOR			1250	1750	0			(N/C)
	FC: PART#:	14071381			COUNT: 2	1250	1750	TPARTS			
	CLAIM TYPE:	ZREG									
	AUTH CODE:										
						630	3334	TLABOR			
	VERSION 1 (EMP# 352,20OCT17 08:31): 13676 PERFORMM INSPECTION FOUND SQUEAKING NOISE COMING FROM REAR SWAY BAR BUSHING R^& R BUSHING LUBE AND TEST DRIVE .. STILL NOISE WHEN DRIVE OVER BUMPS 0.30 REPLACED REAR SWAY BAR BUSHING TEST DRIVE TO CONFIRM REPAIR . NO MORE SQUEAKING NOISE .. COMPLETED REPAIR										
	VERSION 2 (EMP# 352,20OCT17 08:34): 13676 PERFORMM INSPECTION FOUND SQUEAKING NOISE COMING FROM REAR SWAY BAR BUSHING R^& R BUSHING LUBE AND TEST DRIVE .. STILL NOISE WHEN DRIVE OVER BUMPS 8040600 0.30 REPLACED REAR SWAY BAR BUSHING TEST DRIVE TO CONFIRM REPAIR . NO MORE SQUEAKING NOISE .. COMPLETED REPAIR										
C	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
	CAUSE: MAINT										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

* PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		13676/13676	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 18OCT17		135.00	CASH	20OCT17

R.O. OPENED	BOOKED	OPTIONS:
17:11 17OCT17	17:31 20OCT17	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	AIR INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
		352	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
VERSION 1 (EMP# 352,20OCT17 08:22): 13676 TIRES INSP 0.00 TIRES INSPECTION AND ADJUSTED TO 35/PSI											
D CADILLAC LOANER VEHICLE											
CAUSE: RENTAL											
	LOANER CADILLAC LOANER VEHICLE										
		99	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-20-17	08:22	09:31	1.15	W	352	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	3334	630		1/48000	1750	1250	
1/26302	5084	*******					

COST, SALE, & COMP TOTALS 1880 5084 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

* HAZARDOUS WASTE DISPOSAL COSTS. We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

[redacted]

ACCOUNTING

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Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16153/16153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 28FEB18		135.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS:
12:08 22FEB18	15:56 28FEB18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
CAUSE: MAINT											
	AIR INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,23FEB18 11:44): 16153 PSI SET TIRE PSI TO 35										
B	CUSTOMER STATES THAT HE CAN SMELL RWADIATOR FLUID FROM THE VEHICL EPLEASE ADVISE										
CAUSE: NPF											
	NPF Customers concern could not be duplicated as described, no repair made at this time										
		1223	WG4	0.02	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,23FEB18 11:45): 16153 COOLANT SMELL NO LEAKS FOUND DURING INSPECTION										
C	CUSTOMER STATES THAT WHEN THE PARKING BRAKE IS APPLIED THERE IS STILL MOVEMENT ON THE VEHICLE LIKE IT IS NOT HOLDING PLEASE ADVISE										
CAUSE: INTERNAL											
	2450342 PARKING BRAKE ADJUSTMENT										
		1223	WG4	2.64	1.00	2500	11392				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						2500	11392	TLABOR			
	VERSION 1 (EMP# 1223,23FEB18 11:49): 16153 PARKING BRAKE NO HOLDING VEHICLE 2450342 1.00 TEST DROVE VEHICLE DURING TEST DRIVE WHEN PARKING BRAKE IS APPLIED VEHICLE WILL STILL MOVE. PARKING BRAKE PEDAL NEEDS TO										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 9606022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

[redacted]

* PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16153/16153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 28FEB18		135.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS:
12:08 22FEB18	15:56 28FEB18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	BE SET TO THE FLOOR TO HOLD VEHICLE. RAISED VEHICLE PERFORMED BRAKE										
	INSPECTION ALL BRAKES IN GOOD CONDITION INCLUDING PARKING BRAKE SHOES.										
	PERFORMED PARKING BRAKE ADJ UNTIL VEHICLE PARKING BRAKE PEDAL IS STIFF										
	AND STOPS VEHICLE AS DESIGNED. AFTER ADJ PARKING BRAKE SYSTEM NOW										
	OPERATING AS DESIGNED NO FURTHER REPAIRS NEEDED AT THIS TIME										
D	CUSTOMER STATES THAT WHEN YOUR FOOT IS ON THE BRAKE AND YOU ARE										
	SHITING TO REVERSE OR DRIVE THERE IS A NOISE COMING FROM THE										
	FRONT END PLEASE ADVISE										
	CAUSE: .										
	S180	INSTALLED NUT									
		1223	WG4	0.01	0.00	0	0				(N/C)
	1	11516754	(S)	NUT		324	454	0			(N/C)
	FC: PART#: 11516754 COUNT: 1					324	454	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,23FEB18 11:50): 16153 DRIVELINE PLAY WHEN										
	SHIFTING PERFORMED INSPECTION AND FOUND TRANS MOUNT MISSING RETAINING										
	NUT. SOP PART										
E	CUSTOMER STATES THAT WHEN GOINF OVER ROUGH ROADS AND OR SPEED BUMPS										
	THERE IS A SQUEEKING NOISE FROM THE REAR-SOUNDS LIKE SUSPENSION										
	PLEASE ADVISE										
	CAUSE: TAPE										
	S120	INSTALLED INSOLATED TAPE									
		1223	WG4	0.02	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,23FEB18 11:51): 16153 SQUEAKING NOISE FROM										
	REAR ISOLATED NOISE TO PARKING BRAKE CABLE HOUSING. INSTALLED INSOLATED										
	TAPE TO ADDRESS CONCERN AFTER REPAIR NOISE IS GONE NO FURTHER REPAIRS										
	NEEDED AT THIS TIME										
F	CUSTOMER STATES THAT THERE IS A WHISTLING LIKE NOISE COMING FROM THE										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SOC - "LIMITED WARRANTY" - CALIFORNIA - 9656022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16153/16153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 28FEB18		135.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS:
12:08 22FEB18	15:56 28FEB18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						VEHICLE WHEN APPLYING THE BRAKES AND THE BRAKE PEDAL FEELS					
						MUSHY PLEASE ADVISE					
CAUSE: NPF											
						NPF Customers concern could not be duplicated as					
						described, no repair made at this time					
		1223	WG4	0.02	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0		0 TLABOR			
VERSION 1 (EMP# 1223,23FEB18 11:52): 16153 NOISE FROM FRONT END											
TEST DROVE VEHICLE NO NOISE HEARD AT THIS TIME, UNABLE TO VERIFY											
CUSTOMERS CONCERN											
G	CUSTOMER STATES WHEN DRIVING 45-50 THERE IS A WHIRRING LIKE NOISE										
						THAT SOUNDS LIKE IT IS COMING FROM THE WHEELS-GETS LOUDER WITH					
						SPEED PLEASE ADVISE					
CAUSE: NPF											
						NPF Customers concern could not be duplicated as					
						described, no repair made at this time					
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0		0 TLABOR			
VERSION 1 (EMP# 1223,23FEB18 11:52): 16153 WHIRRING NOISE TEST											
DROVE VEHICLE UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME											
H	CUSTOMER STATES THAT THE KEY LESS ENTRY TRANSMITTER IS DELAMINATING										
						AND COMING APART PLEASE ADVISE					
CAUSE: COMING APART											
						6430345 REMOTE CONTROL DOOR LOCK TRANSMITTER					
						PROGRAMMING					
		1223	WG4	1.04	0.60	1500	6835				(N/C)
	1 13598511										
	F-(S)TRANSMITTER					7279	10191	0			(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16153/16153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 28FEB18		135.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS:
12:08 22FEB18	15:56 28FEB18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	FC: PART#: 13598511 COUNT: 1					7279		10191	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1500		6835	TLABOR		

VERSION 1 (EMP# 1223,23FEB18 12:55): 16153 TRANSMITTER DAMAGED
6430345 0.60 REPLACED DAMAGED KEY FROB REPROGRAMMED THROUGH SPS WCC
FDC08

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-23-18	09:06	11:40	2.57	W	1223	C	
	11:44	11:44	0.00	W	1223	A	
	11:44	11:45	0.02	W	1223	B	
	11:45	11:49	0.07	W	1223	C	
	11:49	11:50	0.01	W	1223	D	
	11:50	11:51	0.02	W	1223	E	
	11:51	11:52	0.02	W	1223	F	
	11:52	11:52	0.00	W	1223	G	
	11:53	11:57	0.07	W	1223	H	
	11:57	12:55	0.97	W	1223	H	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	18227	4000		1/48000	10645	7603	
1/26302	28872	*******					

COST, SALE, & COMP TOTALS 11603 28872 0

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$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

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* PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16322/16328	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 06MAR18		135.00	CASH	13MAR18

R.O. OPENED	BOOKED	OPTIONS:
11:55 06MAR18	14:50 13MAR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT WHEN COMING TO A STOP AND TAKING OFF FROM A STOP THERE IS A CLUNKING NOISE THAT CAN BE FELT AND HEARD (DRIVE SHAFT/YOKE/TRANS/DIFF-)PLEASE ADVISE										
	CAUSE: NPF										
	NPF Customers concern could not be duplicated as described, no repair made at this time										
		1414	WG4	0.02	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0		0 TLABOR			
	VERSION 1 (EMP# 147,13MAR18 13:44): 16328 SCANNED THE VEHICLE FOR CODES AND FOUND NO CODES IN THE SYSTEM. RACKED VEHICLE AND FOUND ALL COMPONENTS ARE OKAY. CHECKED DRIVESHAFT AND SLIP YOKE-ALL IS GOOD										
B	CUSTOMER STATES THAT THERE IS A WHIRRING LIKE NOISE THAT IS COMING FROM THE SUSPENSION/WHEEL AREA-THAT SEEMS TO GET LOUDER WITH SPEED PLEASE ADVISE (PLEASE ADVISE ON THE WHEEL BEARRINGS PER CUSTOMER REQUEST)										
	S120 FT END BRAKES										
		1223	WG4	0.33	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0		0 TLABOR			
	VERSION 1 (EMP# 1223,07MAR18 09:30): 16328 WHIRRING NOISE FROM FRONT END WHEN DRIVING 8039929 0.30 TEST DROVE VEHICLE. UNABLE TO DUPLICATE CONCERN. DURING TEST DRIVE ABSOLUTELY NO NOISE HEARD AT ANY SPEED HUBS ARE QUIET VEHICLE IS NEW AND OPERATING AS DESIGNED NO REPAIRS NEEDED.										
C	CUSTOMER STATES THAT THE SLIDING DOOR ON THE CENTER CONSOLE FOR THE CUP HOLDER STICKS WHEN SLIDING-PLEASE ADVISEE										
	CAUSE: MAINT										
	1035430 FRONT FLOOR CONSOLE COMPARTMENT REPLACEMENT										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

			VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16322/16328	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 06MAR18		135.00	CASH	13MAR18

R.O. OPENED	BOOKED	OPTIONS:
11:55 06MAR18	14:50 13MAR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		1386	WG4	1.30	0.80	1760	9114				(N/C)
	1 84105114	COMPARTMENT				28556	39978	0			(N/C)
	FC: PART#: 84105114 COUNT: 1					28556	39978	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1760	9114	TLABOR			
	VERSION 1 (EMP# 1386,06MAR18 13:01): 16322 SOP 03/06/18										
	VERSION 2 (EMP# 1386,13MAR18 13:03): 16322 SLIDING DOOR STICKS										
	1035430 0.80 INSPECTED VEHICLE FOUND FRONT FLOOR CONSOLE DOOR TO BE										
	HARD TO OPEN AT TIMES. R/R FRONT FLOOR CONSOLE COMPARTMENT. TESTED										
	OPERATION NO FURTHER ACTION REQ AT THIS TIME										
D	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
	CAUSE: MAINT										
	AIR INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
		1461	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1461,06MAR18 16:40): 16322 0.00 INSPECT TIRES AND										
	PSI 35 PSI AND RESET TIRES DONE										
E	CADILLAC LOANER VEHICLE										
	CAUSE: LOANER										
	LOANER CADILLAC LOANER VEHICLE										
		99	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
F	CADILLAC PREMIUM CARE - OIL CHANGE										
	CAUSE: MAINT										
	0600503 CADILLAC PREMIUM CARE - OIL CHANGE										
		1461	WG4	0.00	0.30	450	2501				(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9656022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

[redacted]

			VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16322/16328	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 06MAR18		135.00	CASH	13MAR18

R.O. OPENED	BOOKED	OPTIONS:
11:55 06MAR18	14:50 13MAR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	1 19330000		(S)FILTER			430	602	0			(N/C)
	8 88864004		DEXOS0W20			2800	3920	0			(N/C)
	FC: PART#: 19330000 COUNT: 1					3230		4522	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						450		2501	TLABOR		
	VERSION 1 (EMP# 1461,06MAR18 16:41): 16322 0.30 CHANGE OIL AND FILTER DONE										
G	CADILLAC PREMIUM CARE - TIRE ROTATION										
	CAUSE: MAINT										
	0600513		CADILLAC PREMIUM CARE - TIRE ROTATION								
		1461	WG4	0.00	0.20	300	1627				(N/C)
	FC: PART#: COUNT:					0		0	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						300		1627	TLABOR		
	LUBE gas for test drive PO#16021										
			WG4			4003	4003				(N/C)
	VERSION 1 (EMP# 1461,06MAR18 16:41): 16322 0.30 ROTATE TIRES DONE										
H	CADILLAC PREMIUM CARE - PASSENGER AIR FILTER										
	CAUSE: MAINT										
	0600523		CADILLAC PREMIUM CARE - PASSENGER AIR FILTER								
		1461	WG4	0.00	0.90	1350	10253				(N/C)
	1 23281440		(S)FILTER			1273	1782	0			(N/C)
	FC: PART#: 23281440 COUNT: 1					1273		1782	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1350		10253	TLABOR		
	VERSION 1 (EMP# 1461,06MAR18 16:42): 16322 0.30 REPLACE PASSENGER AIR FILTER DONE										
I	** CUSTOMER STATES THAT WHEN BRAKING AT TIMES HE HAS TO APPLY EXTRA PRESSURE LIKE THEY WILL NOT STOP-CHECK										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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☐ Some Parts Not Returnable

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LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9656022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

[redacted]

ACCOUNTING

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Email: service@goparkway.com

** PRE-INVOICE **

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16322/16328	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			17:00 06MAR18		135.00	CASH	13MAR18

R.O. OPENED	BOOKED	OPTIONS:
11:55 06MAR18	14:50 13MAR18	ENG:6.2_Liter_SFI

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

MASTER/BOOSTER/PRESSURE-PLEASE ADVISE (CUSTOMER CALLED 3/6/18 AT 12:19)

CAUSE: MAINT

2449919 BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)

	1223	WG4	0.72	0.30		750	3418				(N/C)

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

750 3418 TLABOR

VERSION 1 (EMP# 1223,07MAR18 09:35): 16328 BRAKE PEDAL TAKES EXTRA EFFORT . . AT TIMES 2449919 0.30 TEST DROVE VEHICLE, UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME. NO DTC FOUND BRAKE PEDAL FEELS NORMAL AND VACUUM PUMP PRESSURE IS AT GM FACTORY REC SPECIFICATION OF -13 PSI. NO REPAIR NEEDED AT THIS TIME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-06-18	13:01	13:01	0.00	W	1386	C	
03-07-18	09:15	09:35	0.33	W	1223	B	
	09:35	10:18	0.72	W	1223	I	
03-09-18	08:32	08:33	0.02	W	1414	A	
03-13-18	11:04	12:21	1.28	W	1386	C	
	13:02	13:03	0.02	W	1386	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	26913	4610		1/48000	42362	30259	
1/49100NT	3920	2800		1/49100NT	4003	4003	16021
1/26302	77198	*******					

COST, SALE, & COMP TOTALS 41672 77198 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 9606022

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
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www.goparkway.com
Email: service@goparkway.com

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16826/16839	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			18:00 05APR18		135.00	CASH	12APR18

R.O. OPENED	BOOKED	OPTIONS:
14:40 05APR18	17:44 12APR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT WHEN BRAKING THERE IS A SQUEEL FROM THE REAR BRAKES-PLEASE ADVISE										
	CAUSE: INTERNAL										
	2441580	POWER VACUUM BRAKE BOOSTER REPLACEMENT									
		1223	WG4	3.14	1.00	2500	11392				(N/C)
	1 23135220	(S)BOOSTER				7946	11124	0			(N/C)
	FC: PART#: 84223345 COUNT: 2					7946	11124	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						2500	11392	TLABOR			
	VERSION 1 (EMP# 1223,11APR18 17:07): 16839 SQUEAK NOISE HEARD FROM PEDAL AREA EVERY TIME BRAKES ARE APPLIED 2441580 1.00 TEST DROVE VEHICLE DURING TEST DRIVE A BRAKE SQUEAK CAN BE HEARD FROM AROUND BRAKE PEDAL AREA ON EVERY BRAKE APPLICATION. ISOLATED NOISE WITH CHASSIS EARS TO BRAKE BOOSTER SHAFT. ATTEMPTED TO LUBE SHAFT WITH WHITE GREASE NOISE IS STILL HEARD. REMOVED AND REPLACED NOISY BRAKE BOOSTER. AFTER REPAIR BRAKE PEDAL NOISE IS GONE AND NOW OPERATING AS DESIGNED NO FURTHER REPAIRS NEEDED AT THIS TIME.										
B	CUSTOMER STATES THAT WHEN COMING TO A STOP IT FEELS LIKE YOU ARE BUMPED IN THE REAR PL4EASE ADVISEE										
	CAUSE: INTERNAL										
	3020340	REAR PROPELLER SHAFT REPLACEMENT									
		223	WG4	0.82	0.30	990	3418				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						990	3418	TLABOR			
	VERSION 1 (EMP# 223,09APR18 13:48): 16833 LUBED SLIP YOKE 0.30 THE CONCERN WAS DUPLICATED WITH THE CUSTOMER. IT FEELS LIKE THE DRIVESHAFT SLIP YOKE IS STICKING WHEN STOPPING HARD. THE DRIVESHAFT WAS REMOVED. THE SLIP TOKE SPLINES WERE CLEANED AND LUBED. THE SHAFT WAS REINSTALLED. THE VEHICLE WAS TEST DRIVEN. I DID NOT FEEL THE CONCERN AFTER THE REPAIRS.										
C	CUSTOMER STATES THAT THE VEHICLE IS LEAKING COOLANT PLEASE ADIVSE										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

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SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16826/16839	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			18:00 05APR18		135.00	CASH	12APR18

R.O. OPENED	BOOKED	OPTIONS:
14:40 05APR18	17:44 12APR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: LEAKING											
	4080838 PER DOCUMENT #4070372-EREPLACE RADIATOR										
		223	WG4	3.13	4.70	15510	53542				(N/C)
	1 84164905 RADIATOR					29700	41580	0			(N/C)
	1 12674639 (S)OUTLET					2770	3878	0			(N/C)
	1 12346290 COOLANT					982	1375	0			(N/C)
	FC: PART#: 84164905 COUNT: 1					33452	46833	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						15510	53542	TLABOR			
	VERSION 1 (EMP# 223,09APR18 12:59): 16833 RADIATOR 4.70 THE VEHICLE WAS INSPECTED FOR COOLANT LEAKS, I FOUND THE RADIATOR LEAKING AT THE DRIVERS SIDE CORE. AS PER Document ID: 4861744 THE RADIATOR AND THERMOSTAT ARE TO BE REPLACED. THE RADIATOR WAS REMOVED AND REPLACED. THE THERMOSTAT WAS REMOVED AND REPLACED. THE COOLING SYSTEM WAS FILLED AND BLED. THE VEHICLE WAS TEST DRIVEN, NO FURTHER PROBLEMS WERE FOUND.										
D	CUSTOMER STATES THAT WHEN RELEASING THE BRAKE PEDAL THERE IS A SQUEEK NOISE COMING FROM THE PEDAL AREA PLEASE ADVISE										
CAUSE: LEAKING											
	2420761 REAR BRAKE ROTOR REPLACEMENT - BOTH SIDES										
		1223	WG4	2.53	1.40	3500	15949				(N/C)
	2 84223345 (S)ROTOR					13600	19040	0			(N/C)
	FC: PART#: 23135220 COUNT: 1					13600	19040	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						3500	15949	TLABOR			
	VERSION 1 (EMP# 1223,11APR18 17:02): 16839 BRAKE NOISE FROM REAR WHEN BRAKING 2420761 1.40 TEST DROVE VEHICLE DURING TEST DRIVE A BRAKE SQUEAK CAN BE HEARD FROM REAR BRAKES AT SLOW SPEEDS AND SLOWING DOWN. NO BRAKE PULL OR STICKING CALIPER FELT DURING TEST DRIVE RAISED VEHICLE PERFORMED BRAKE INSPECTION AND FOUND THAT REAR BRAKES ARE AT 7MM INNER AND OUTER AND THERE IS NO SIGN OF UNEVEN WEAR OR STICKING CALIPER, NO DTC FOUND IN VEHICLE HISTORY. CHECKED SI FOR RELATED SERVICE BULLETINS AND FOUND GM DOC#4960364 FOR REAR BRAKE NOISE AT SLOW SPEEDS. PERFORMED										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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LABOR AMOUNT	
PARTS AMOUNT	
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WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

[redacted]

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PAGE 3

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SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16826/16839	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			18:00 05APR18		135.00	CASH	12APR18

R.O. OPENED	BOOKED	OPTIONS:
14:40 05APR18	17:44 12APR18	ENG:6.2_Liter_SFI

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

REPAIR REC ON GM DOC#4960364 REMOVED AND REPLACED REAR ROTORS. AFTER REPAIR BRAKE NOISE IS GONE VEHICLE BRAKES NOW OPERATING AS DESIGNED NO FURTHER REPAIRS NEEDED AT THIS TIME.

E CUSTOMER STATES THAT THERE IS A WHIRRING NOISE COMING FROM THE REAR AREA WHEN DRIVING AT FREEWAY SPEEDS PLEASE ADVISE

CAUSE: INTERNAL

8049929 SUSPENSION - CUSTOMER CONCERN NOT DUPLICATED (CCND)

1223 WG4 0.90 0.30 750 3418 (N/C)

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

750 3418 TLABOR

VERSION 1 (EMP# 1223,05APR18 15:52): 16829 WHIRRING NOISE FROM REAR END 8049929 0.30 TEST DROVE VEHICLE UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME. NO NOISE HEARD DURING TEST DRIVE WITH CUSTOMER. PERFORMED INSPECTION REAR END SUSPENSION COMPONENTS NO PROBLEMS FOUND AT THIS TIME

F CUSTOMER STATES THAT THE MEMORY FOR REMOTE #1 IS NOT KEEPING THE MEMORY PLEASE ADVISE

CAUSE: INRERNAL

6430345 REMOTE CONTROL DOOR LOCK TRANSMITTER PROGRAMMING

1386 WG4 0.65 0.60 1320 6835 (N/C)

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

1320 6835 TLABOR

VERSION 1 (EMP# 1386,06APR18 09:22): 16829 MEMORY FOR REMOTE 1 WILL NOT KEEP 6430345 0.60 INSPECTED VEHICLE FOUND MEMORY WILL NOT HOLD FOR KEY ONE. REPROGRAMMED IMMOBILIZER WITH SPS/FDC08. TESTED OPERATION MEMORY FOR KEY 1 AND 2 NOW KEEP. NO FURTHER ACTIONS REQ AT THIS CURRENT TIME.

G CUSTOMER STATES THAT THERE IS A SQUEEK FROM THE REAR SUSPENSION-YOU

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized he Dealership to perform the services/repairs itemized in this Invoice and that you received (or had he opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** HAZARDOUS WASTE DISPOSAL COSTS** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SOC - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 4

PARKWAY MOTORS

24055 Creekside Road
Valencia, CA 91355
661-253-4441 · 1-877-PARKWAY
FAX 661-284-1160
www.goparkway.com
Email: service@goparkway.com

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16826/16839	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			18:00 05APR18		135.00	CASH	12APR18

R.O. OPENED	BOOKED	OPTIONS:
14:40 05APR18	17:44 12APR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CAN HEAR IT WHEN GOING OVER BUMPS AND IN AND OUT OF DRIVEWAYS										
	PLEASE ADIVSE										
CAUSE: MAINT											
	S120 SECURED CABLE										
		1223	WG4	0.03	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,05APR18 15:54): 16829 SQUEAK NOISE FROM LEFT REAR SUSPENSION LOCATED SQUEAK NOISE CAUSED BY RUBBING PARKING BRAKE CABLE CONTACTING REAR SWAY BAR. SECURED CABLE AWAY FROM CONTACT POINT. AFTER REPAIR SQUEAK NOISE IS GONE NO FURTHER REPAIRS NEEDED AT THIS TIME										
H	INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
CAUSE: MAINT											
	AIR INSPECT TIRE PRESSURE AND INFLATE TO MANUFACTURER SPECIFICATIONS										
		1223	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	VERSION 1 (EMP# 1223,05APR18 15:52): 16829 PSI SET TIRE PSI TO 35										
I	CADILLAC LOANER VEHICLE										
CAUSE: LOANER											
	LOANER CADILLAC LOANER VEHICLE										
		99	WG4	0.00	0.00	0	0				(N/C)
	FC: PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

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☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Cadillac BAR# ARD 00257290

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 5

PARKWAY MOTORS

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www.goparkway.com
Email: service@goparkway.com

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE ES	1GYS3BKJ6GR[redacted]		16826/16839	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 DL			18:00 05APR18		135.00	CASH	12APR18

R.O. OPENED	BOOKED	OPTIONS:
14:40 05APR18	17:44 12APR18	ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CREATED 2018-03-28 10:15:00AM											
TAKEN BY LINDA MO NSELLE											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-05-18	14:58	15:52	0.90	W	[redacted]	E	
	15:52	15:52	0.00	W	[redacted]223	H	
	15:52	15:54	0.03	W	[redacted]223	G	
	15:54	15:55	0.02	W	[redacted]223	A	
04-06-18	08:43	09:22	0.65	W	[redacted]886	F	
04-09-18	09:51	12:59	3.13	W	[redacted]223	C	
	12:59	13:48	0.82	W	[redacted]223	B	
04-11-18	10:05	10:23	0.30	W	1223	A	
	10:24	13:08	2.73	W	1223	A	
	13:08	14:42	1.57	W	1223	D	
	16:04	17:02	0.96	W	1223	D	
	17:02	17:07	0.09	W	1223	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	94554	24570		1/48000	76997	54998	
1/26302	171551	*******					

COST, SALE, & COMP TOTALS 79568 171551 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

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☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C - "LIMITED WARRANTY" - CALIFORNIA - 969822

ACCOUNTING COPY

EPA # CAD 980694186
GMC BAR# ARD00160826 GMC Castiac BAR# ARD 00257290

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

PENSKE
Cadillac • BUICK • GMC
A SoCal Penske Dealership
18600 S. HAWTHORNE BLVD. • TORRANCE • CA 90504
310-370-5661 • torrancegm.com

Hours of Operation:
Mon - Fri: 7 AM - 6 PM · Sat: 8 AM - 4 PM

SERVICE ADVISOR: 916354 JOE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA/Black	16	CADILLAC ESCALADE	1GYS3BKJ6GR[redacted]		504/504	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 IS	21AUG15		16:00 28DEC15			CASH	22DEC15

R.O. OPENED	READY	OPTIONS:
12:53 19DEC15	16:15 22DEC15	SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN:M5U_8-SPEED_AUT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Miscellaneous Items- Wife said she spoke to one of the managers and will be brining it later

MISC Miscellaneous Items- Wife said she spoke to one of the managers and will be brining it later

916483 IZERO (N/C)

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

****

B Miscellaneous Items- alarm system is acting up-- CLIENT STATES EXITING AND PASSIVE LOCK ACTIVATES AND LOCKS VEHICLE AND HORN MALFUNCTIONS AND STAYS ON AND HAS TO USE REMOTE START TO GET HORN TO STOP AND START ALL OVER AGAIN- AND ALSO WHEN USING THE REMOTE TO LOCK CAR THE HORNS GOES OFF AND STAYS ON PLS CHK

MISC Miscellaneous Items- alarm system is acting up

916483 IDB (N/C)

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

504 AFTERMARKET ALARM WAS INTERFERING WITH BCM CAUSING HORN TO STAY POWERED ON, REMOVE ALARM AND VERIFY OPERATION,

****

C INTERIOR TRIM- PER SALES DEPT DUE BILL- 2 KEY CHAINS

65 INTERIOR TRIM

916483 IDB (N/C)

2 KEYCHAIN HEALY (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

504 ALREADY DONE BY PARTS DEPT

****

D Miscellaneous Items- bumper is not on straight- REVIEW WITH MGR

CAUSE: E

1421250 REAR BUMPER UPPER FASCIA REPLACEMENT

916483 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

504 REAR UPPER BUMPER FACIA BRACKET ON RIGHT SIDE OUT OF POSITION CAUSING FACIA NOT TO SIT PROPERLY, REMOVE REAR FACIA TO ADJUST BRACKET

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

Disclaimer of Warranties

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00256109 EPA# CAD928297778

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

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GBA/Black	16	CADILLAC ESCALADE	1GYS3BKJ6GR[redacted]		504/504	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21NOV15 IS	21AUG15		16:00 28DEC15			CASH	22DEC15

R.O. OPENED	READY	OPTIONS:
12:53 19DEC15	16:15 22DEC15	SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:M5U_8-SPEED_AUT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AND REINSTALL FACIA AND VERIFY FIT							
				**********			
E EXTERIOR TRIM- PER DUE BILL - 2 LICENCE PLATE FRAMES							
	66			EXTERIOR TRIM			
		916483		IDB			(N/C)
	2			CFRAME CHRM OR BLK LISENCE PLATE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:							0.00
504 ALREADY DONE BY PARTS DEPT							
				**********			
F INTERIOR TRIM- ALL WEATHER FLOOR MATTS							
	65			INTERIOR TRIM			
		916483		IDB			(N/C)
	1	22858821		MAT PKG			(N/C)
	1	22858823		MAT PKG			(N/C)
	1	23452752		MAT PKG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:							0.00
504 INSTALLED							
				**********			
G WHEELS/TIRES- WHEEL LOCKS							
	05			WHEELS/TIRES			
		916483		IDB			(N/C)
	1	17802466		LOCK PKG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:							0.00
504 install wheels locks							
				**********			
H SUBLET-RENTAL CAR							
	70			SUBLET			
		916483		IDB			(N/C)
SUBL INTERNAL RENTAL RATE $30.00 PO#45224							
				IDB			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:							0.00
				**********			
I BODY ELECTRICAL- CLIENT STATES THE STEERING WHEEL CONTROLS WOULD NOT WORK ALSO THE INDICATOR LIGHT OUT FOR ABOUT 1 1/2 HRS AND OK							

Final Service Invoice Copy

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I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00256109 EPA# CAD928297778

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 3

PENSKE
Cadillac • BUICK • GMC
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SERVICE ADVISOR: 916354 JOE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA/Black	16	CADILLAC ESCALADE	1GYS3BKJ6GR[redacted]		504/504	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS:
12:53 19DEC15	16:15 22DEC15	SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN:M5U_8-SPEED_AUT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

NOW PLS CHK
CAUSE: E
2810345 HUMAN MACHINE INTERFACE CONTROL MODULE
REPROGRAMMING WITH SPS
916483 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
504 perform #PIT5461A reprogram hmi to latest software
****
J BODY ELECTRICAL- CLIENT STATES THE LANE DEPARTURE SWITCH AND IDICATOR LIGHT WOULD NOT WORK FOR ABOUT 1 1/2 HRS AND SYSTEM WOULD NOT WORK AND NOW IDICATOR LIGHT IS ON OK PLS CHK
CAUSE: E
60 BODY ELECTRICAL
916483 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00
504 related to hmi SOFTWARE
****
K** BODY ELECTRICAL- CLIENT STATES THE 2ND ROW HEATED SEAT COME ON BYTHEM SELVES AND IDICATOR LIGHT ON AND HAS TO MANNULLY TURN OFF
CAUSE: E
60 BODY ELECTRICAL
916483 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00
504 ALSO RELATED TO HMI SOFTWARE
****
M** OEM RECOMMENDED TIRE PRESSURES FRONT_____ REAR_____ SET TO
LF_____RF_____LR_____RR_____
11TREQ OEM RECOMMENDED TIRE PRESSURES
FRONT_____ REAR_____ SET TO
LF_____ RF_____ LR_____ RR_____
916483IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00
****

Final Service Invoice Copy

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I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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

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BAR# ARD00256109 EPA# CAD928297778

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 4

PENSKE
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R.O. OPENED	READY	OPTIONS:
12:53 19DEC15	16:15 22DEC15	SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN:M5U_8-SPEED_AUT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
N** CAR WASH							
87	CAR WASH						
	916483IZERO						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

****

We offer 24 month 24,000 mile warranty to all AAA Members, see Service Advisor for details.

Final Service Invoice Copy

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00256109 EPA# CAD928297778

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CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3

AUTO

REGISTRATION VALID FROM 11/22/2017 TO 11/22/2018

TYPE 11

[redacted]

VEHICLE IDENTIFICATION NUMBER
1GYS3BKJ6GR[redacted]

MAKE
CADI

BODY TYPE MODEL
UT

CYLS.

DATE FIRST SOLD
00/00/2015

CLASS
VJ

*YR

Yr. Model
2016

DATE ISSUED
10/26/2017

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
120	G				$506

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

GM FINANCIAL
PO BX 1510
COCKEYSVILLE

MD

0

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

PE18-012

GM

3-27-2019

Q3

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

11/21/15

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

HM: [redacted] WK: DLR# [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PENSKE CADILLAC BUICK GMC 18600 HAWTHORNE BOULEVARD TORRANCE, CA 90504

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	CADILLAC ESCALADE	4	1GYS3BKJ6GR[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 $ 40000.00
0.00 %	$ 0.00 (e)	$ 43500.00	$ 43500.00 (e)	$ 83500.00 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
35	1208.33	Monthly beginning 01/05/2016
N/A	N/A	N/A
One final payment	1208.45	12/05/2018

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 $ 75947.52 (A)
     - 1. Cash Price Vehicle $ 75947.52
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 6842.48 (J)
   - K. Electronic Vehicle Registration or Transfer Charge

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate 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 [redacted] If any insurance is checked below, policies or certificates from 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

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree

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) $ 6842.48 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)
L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ (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) $ 82899.00 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees -ESTIMATED- $ 493.00 (A)
B. Registration/Transfer/Titling Fees -ESTIMATED- $ 81.00 (B)
C. California Tire Fees $ 7.00 (C)
D. Other SMOG ABATEMENT $ 20.00 (D)
Total Official Fees (A through D) $ 601.00 (2)

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

4. ☐ **State Emissions Certification Fee or** ☒ **State Emissions Exemption Fee** KY $ N/A (4)

5. Subtotal (1 through 4) $ 83500.00 (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 $ 40000.00 (G)
Total Downpayment (C through G) $ 40000.00 (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) $ 43500.00 (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

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

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

Term N/A Mos. N/A
Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.
[redacted]
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
[redacted]
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
[redacted]
Provision for additional information concerning the agreement to arbitrate.
Buyer S
Co-Buyer Signs X N/A

OPTION
[redacted]
anced, 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.

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.

unless the following box is checked:

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

N/A

Buyer Signs X [redacted]

Co-Buyer Signs X [redacted]

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 a[redacted]

X [redacted]
Buyer

X N/A
Co-Buyer

Agreemen[redacted]bitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arb[redacted]ditional information concerning the agreement to arbitrate.

Buyer Sign[redacted] 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.

[redacted]HE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/[redacted] X N/A

Tra[redacted]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 [redacted] 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 contra[redacted] 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 unfai[redacted]ke a unilateral change.

Buyer Signature [redacted] **Co-Buyer Signature X** N/A

The Annu[redacted]y 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 statut[redacted]es not apply to the sale of a recreational vehicle, a motorcycle, or an off-highwa[redacted]e 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 Signa[redacted] Date 11/21/15 Co-Buyer Signature X N/A Date

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 notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X Date N/A
Address

Guarantor X Date N/A
Address [redacted]

Seller Signs PENSKE CADILLAC BUICK GMC Date 11/21/15 Title MGR.

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CUSTOMER/TRUTH IN LENDING COPY

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [8:53:01 AM]:

Welcome to chat.

Alysha [8:53:23 AM]:

Thank you for contacting General Motors Customer Assistance, [redacted] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Alysha. I am sorry to see that you are experiencing a vehicle concern. How can I assist you with this today?

[redacted] [8:53:43 AM]:

I have a 2016 Chevy Silverado that I bought brand new

[redacted] [8:54:03 AM]:

I have 46,800 miles on it, or really close, to this

[redacted] [8:54:39 AM]:

A few months ago, just after my truck was out of the basic warranty I started having brake issues, with it. not the normal wear and tear on it

[redacted] [8:55:11 AM]:

the chevy dealership said that this would have been covered under the basic warranty but it didn't happen until right after my warranty was up

[redacted] [8:55:46 AM]:

They looked at a service bulletin and are figuring I will have to change the vacuum pump, master cylinder, brake booster and vacuum line

[redacted] [8:56:42 AM]:

what it is doing is very unsafe and I am very unhappy that I keep my truck maintained and baby it. The brakes work when you are going fast, but if you have to hit them the second time or are backing up inching into a spot, and have to hit the brakes more than once, there is no brakes

[redacted] [8:57:03 AM]:

it is like hitting a brick wall, the vacuum isn't working on the brakes.

[redacted] [8:57:26 AM]:

there is no pedal, and I have to step on it will all my body to make it stop.

Alysha [8:57:34 AM]:

I am sorry to hear you are having a concern with your brakes. Could you provide me with the VIN?

[redacted] [8:57:43 AM]:

In parts alone this is going to cost me over $500.

[redacted] [8:59:01 AM]:

The vin on my truck is 3GCUKREC6GG[redacted]

[redacted] [9:00:23 AM]:

I am really bothered because my brake pads and rotors on my truck are not even wore to where the dealer feels they need changed and I bought this truck new so I wasn't having problems like this and I knew how my vehicle was maintained, just to have these issues

Alysha [9:00:42 AM]:

Thank you. What dealership was the vehicle diagnosed at?

[redacted] [9:02:14 AM]:

I called them with the issues and one of the GM machanics that work at Cliff Anschuetz was going to do it at home, because they said if it doesn't read off a code where there is not a code registering they are going to just pull the service bulletin and go from there

[redacted]9:02:34 AM]:

He is a close friend of mine and is certified thru GM

[redacted] [9:02:56 AM]:

He got the part list and prices from his parts manager at work

[redacted] [9:03:45 AM]:

He has worked there for over 15 years and has never run into this at the dealership

Alysha [9:03:49 AM]:

In order for us to look into any assistance with the repair, the vehicle will need to have a formal diagnostics at a Chevrolet dealership.

[redacted] [9:04:09 AM]:

OK. I will make the appointment today and see when they can get me in

[redacted] [9:04:18 AM]:

I have no problem doing this

Alysha [9:04:34 AM]:

Okay, great. Is your contact information correct in the pre-chat form?

[redacted] [9:04:47 AM]:

would you prefer I take it into Cliff Anschuetz or the GMC dealer in Alpena

[redacted] [9:04:51 AM]:

yes that is my information

Alysha [9:05:38 AM]:

I would recommend taking it to the Chevrolet dealership.

Alysha [9:05:50 AM]:

Could you provide me with your mailing address?

[redacted] [9:06:15 AM]:

Ok I will make call and make an appointment as soon as I get off here with you

[redacted] [9:06:31 AM]:

My mailing address is [redacted], Hillman MI [redacted]

Alysha [9:08:20 AM]:

Thank you. I have documented your concern. Your service request number is [redacted]. Once you have had the vehicle diagnosed, please chat back in or call us at 1-800-222-1020 and reference your service request number.

Alysha [9:08:42 AM]:

We will then be able to escalate your case to a Senior Adviser to look into any possible cost assistance.

[redacted] [9:09:25 AM]:

thank you SO SO much. I will make the appointment right now. Thank you for your help

Alysha [9:09:55 AM]:

You're welcome. Is there anything else I can assist you with today?

[redacted] 9:10:08 AM]:

no that is all thank you for ALL YOUR HELP

Alysha [9:11:00 AM]:

You're welcome. Thank you for contacting General Motors Customer Assistance. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00AM to 9:00PM and Saturday from 9:00AM to 9:00 PM Eastern time. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Chevrolet - Concern On A Vehicle I Own-Additional Info:I have a case number about a brake concern on my truck. It is in the dealership now, case# [redacted] and last 8 of my VIN are [redacted]

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

Caller English

System [8:33:43 AM]:

Welcome to chat.

Alysha [8:34:14 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Alysha.

[redacted] [8:34:38 AM]:

I was told once I had my truck diagnosed to get ahold of a senior rep to see about cost assistance because my truck is only 2 yrs old and having problems already

Alysha [8:34:38 AM]:

I am happy to look into your case.

Alysha [8:35:08 AM]:

Is your contact information correct in the pre-chat form?

[redacted] [8:35:28 AM]:

yes it is

Alysha [8:36:00 AM]:

Thank you. Could you also provide your mailing address?

[redacted] [8:36:06 AM]:

my truck is at Cliff Anschuetz Chevrolet in Alpena MI right now. and it has been diagnosed with a problem.

[redacted] [8:37:05 AM]:

They are going to fix the part that is coming up with the code and going to see if it fixes the problem or not, but it is the sensor in the brakes as of right now

Alysha [8:38:11 AM]:

Thank you for that information. Could you verify your mailing address?

[redacted] [8:38:29 AM]:

[redacted], Hillman, MI [redacted]

Alysha [8:38:50 AM]:

Thank you. Did they provide you an estimate of the repair cost?

[redacted] [8:39:52 AM]:

I don't know the diagnosis cost, but the part was around $75 and the labor about $125 they said as of right now if fixing this sensor fixes the problem

[redacted] [8:40:16 AM]:

So as of right now around $250

Alysha [8:41:33 AM]:

Okay, thank you. I will escalate your case to a Senior Adviser to review for possible cost assistance. Please be advised cost assistance is not guaranteed. An Adviser will contact you in 1-2 business days. Your service request number will still be [redacted].

Alysha [8:41:41 AM]:

What is the best time of day to contact you?

[redacted]8:41:48 AM]:

anytime

[redacted]8:42:22 AM]:

I have a meeting today from 9 - 10 am, which is in 15 minutes our time

[redacted] [8:42:36 AM]:

other than that my day is open

Alysha [8:42:43 AM]:

Thank you. Is there anything else I can assist you with today.

[redacted] [8:42:56 AM]:

No that is it, thank you

Alysha [8:43:36 AM]:

You're welcome. Thank you for contacting Chevrolet Customer Assistance. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00AM to 9:00PM and Saturday from 9:00AM to 9:00 PM Eastern time. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.Caller English
System [1:36:23 PM]: Welcome to chat.**Honey Lyn [1:36:38 PM]:** Thank you for contacting Chevrolet Customer Assistance, my name is Honey.
Honey Lyn [1:37:39 PM]: I will be more than happy to assist you.**Honey Lyn [1:37:53 PM]:** May I have the VIN and mileage, please?**Honey Lyn [1:38:56 PM]:** Thank you for chatting. I am here to assist you.
[redacted] **[1:39:04 PM]:**

Mileage is 35,840 [redacted] [redacted] **[1:39:25 PM]:** I am not in the vehicle to get the vin at the moment **Honey Lyn [1:39:58 PM]:** I see. **Honey Lyn [1:40:10 PM]:** May I know where and when did you take it for service? [redacted] [redacted] **[1:41:59 PM]:** Classic Chevrolet in Owasso, Oklahoma. I took it there on February 23rd [redacted] **[1:42:11 PM]:** I just picked it up today **Honey Lyn [1:42:15 PM]:** Thank you. **Honey Lyn**

[1:42:43 PM]: I've tried to get the VIN but i'ts not showing here. **Honey Lyn [1:43:05 PM]:** What is the year, make and model of the vehicle. **Honey Lyn [1:43:13 PM]:** I also need your current address, please? [redacted] **[1:43:23 PM]:** 2016 Chevy Silverado LTZ [redacted] **[1:43:50 PM]:** Address [redacted] **[1:44:17 PM]:** Address 2: [redacted]

Honey Lyn [1:44:51 PM]: What is the correct address? [redacted] **[1:45:23 PM]:** Those are both "correct" addresses. I don't know which one it's under [redacted] **[1:46:00 PM]:** Is there a customer service number I could call? **Honey Lyn [1:46:39 PM]:** Yes, our number is, 800-222-1020 but I can also assist you over the chat. [redacted] **[1:47:24 PM]:** I appreciate the help, but I'll go ahead and call in order to save

some time. Thanks **Honey Lyn [1:48:01 PM]:** I understand you, [redacted]. I can also call you today. Caller [redacted] left the call. Call Disconnected.

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [12:33:48 PM]:

Welcome to chat.

[redacted] [12:33:59 PM]:

Hello

Tor [12:34:03 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Tor. How can I assist you today regarding your warranty?

[redacted] [12:35:30 PM]:

I have a 2016 suburban that I purchased through the fleet program. That gave me the 100,000 mile warranty on the power train. I literally just got the vehicle back as Chevy put in you're the one I originally had blue at 60 something thousand miles. I now have 71000 miles on the vehicle and the brake booster went today. Is that covered under warranty?

Tor [12:36:33 PM]:

Thank you for chatting in, [redacted] I do apologize you're having trouble with your vehicle. Would you clarify the repair you had previously? The one you said occurred at 60,000 miles?

[redacted] [12:37:01 PM]:

68 thousand. The transmission blew and they replaced it with a new one

Tor [12:37:32 PM]:

Thank you for this information, and to clarify, you're wondering if the brake booster would be covered under the power train warranty included in your transmission?

[redacted] [12:37:44 PM]:

Under any warranty

[redacted] [12:37:58 PM]:

how does a brake booster go in a year in a year

Tor [12:38:00 PM]:

To check your warranty information I would require your VIN.

[redacted] [12:38:16 PM]:

Ok. 1 sec

[redacted] [12:39:04 PM]:

1GNSKGKCXGR[redacted]

Tor [12:39:35 PM]:

Thank you for this information, [redacted]

Tor [12:40:13 PM]:

Thank you for this information, have you brought your vehicle into a Chevrolet dealer for a diagnosis?

[redacted] [12:40:21 PM]:

No..not yet

[redacted] [12:40:43 PM]:

I cannot take this vehicle at a service unless I get a loaner car to drive me around

Tor [12:41:54 PM]:

Thank you. I do apologize for the inconvenience, [redacted]. So, the warranty which might cover the brake system expired at 36,000 miles. Although the vehicle is new in terms of years it has exceeded the mileage parameter for this warranty. Mileage and time are equally important in component degradation and once one parameter expires so does the warranty. This applies the same to all customers and vehicles. This means all diagnostics and repairs would be an out of pocket expense for your, [redacted]

Tor [12:42:04 PM]:

you*

[redacted] [12:42:43 PM]:

What a joke. I pay a thousand a month for this vehicle and so far the transmission is gone and now I'm brake booster is gone is under a year

Tor [12:42:55 PM]:

I'm sorry to hear you are experiencing such frustrations

[redacted] [12:43:07 PM]:

Sorry to hear and getting something done about it are two different things

Tor [12:43:08 PM]:

If the pre-chat information is correct, can you please provide your: mailing address?

[redacted] [12:43:27 PM]:

[redacted]

Tor [12:44:04 PM]:

No, you're right, [redacted]. I would be happy to assist you in locating a dealer in your area to diagnose your vehicle. That being said, the repairs will be your expense because your warranty has expired. Like I said, I understand this is frustrating but this applies to all customers and vehicles the same.

[redacted] [12:44:37 PM]:

Forget it. The vehicle is not even a year old and it's a piece of garbage. Suburban I had before hand went because of a blown transmission. Your product is s***

[redacted] [12:44:51 PM]:

I will never buy another Suburban for my fleet. I know you could care less

Tor [12:45:19 PM]:

It sounds like you are having a very difficult time with your vehicle, [redacted]. I wish I had better news for you.

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [11:50:11 AM]:

Welcome to chat.

Lorena [11:50:22 AM]:

Welcome to General Motors Customer Assistance Center. My name is Lorie.

Lorena [11:50:23 AM]:

How may I assist you today?

[redacted] [11:51:16 AM]:

Hey lorie, would you be able to tell me if there is any sort of recall on 2015 tahoe ltz brake vacuum pump?

[redacted] [11:51:24 AM]:

Or the brake assist system?

Lorena [11:51:31 AM]:

Hi,[redacted]

Lorena [11:51:53 AM]:

Yes, I can check on that. Let me assist you.

Lorena [11:51:57 AM]:

To start with, can I have the last 8 characters of the VIN, together with the current mileage, please?

[redacted] [11:52:39 AM]:

85,000 miles

Lorena [11:52:51 AM]:

The VIN please.

[redacted] [11:53:01 AM]:

Fr[redacted]

Lorena [11:53:14 AM]:

Thank you.

Lorena [11:53:20 AM]:

While I'm pulling up the VIN, let me also update the information in your profile and associate the VIN under your name as well. Can you please verify your home or mailing address?

[redacted] [11:53:43 AM]:

[redacted]

Lorena [11:54:24 AM]:

Thank you for these information. Please allow me 2 -3 minutes to do a VIN scan. Would that be fine?

[redacted] [11:54:40 AM]:

Yes ma'am

[redacted] [11:56:04 AM]:

My wife had the brakes fail on her while driving in the pads in the fluid are fine. From what I've read online it's a pretty common issue I just wasn't aware if there was a recall or not

Lorena [11:56:23 AM]:

Thank you so much for patiently waiting.

Lorena [11:57:09 AM]:

I am sorry to hear that you're having issues with the brakes. Upon checking, your vehicle does not have any open recall.

Lorena [11:57:16 AM]:

For recall updates and information specifically about your vehicle, please visit our website at https://my.gm.com/recalls.

Lorena [11:57:23 AM]:

Have you taken the vehicle to your preferred GM certified dealership?

[redacted] [11:57:51 AM]:

Not yet, I know they're gong to charge a fortune. That's why I wanted to check for the recall first

Lorena [11:59:18 AM]:

I understand.

[redacted] [11:59:33 AM]:

Thanks for the info

Lorena [11:59:48 AM]:

You're welcome.

Lorena [11:59:59 AM]:

Is there anything else that I can assist you for today?

Lorena [12:00:58 PM]:

Thank you for chatting Chevrolet Customer Assistance Center. You have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 04/02/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKREC7FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 09/23/2018
Job Card Date: 03/26/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,016
Current Mileage: 48,539
Miles out of Warranty: 12,523

Repair

Total Repair Cost At Warranty Rates: $1,877.00
Repair Group: HVAC
Job Card / Repair Order : tier2

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: $375.40 - $750.80
Cust/Dlr Participation Amount: $1,126.20 - $1,501.60
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.

[redacted] date 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 [9:55:23 AM]:

Welcome to chat.

Christopher Brian [9:55:36 AM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Christopher.

Christopher Brian [9:55:38 AM]:

I'd be glad to help you.

Christopher Brian [9:56:43 AM]:

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

[redacted] [9:56:51 AM]:

ok

Christopher Brian [9:56:56 AM]:

Hello,[redacted]

[redacted] [9:57:01 AM]:

Hello

Christopher Brian [9:57:39 AM]:

I'm sad to hear that you are currently having brake issues with your vehicle.

Christopher Brian [9:57:45 AM]:

I'd be glad to help you.

Christopher Brian [9:58:04 AM]:

To better assist you, may I have the current mileage and mailing address?

[redacted] [9:58:40 AM]:

[redacted]

Christopher Brian [9:59:28 AM]:

Thank you.

Christopher Brian [9:59:37 AM]:

Let me see what I can find out for you. This may take me 2-3 minutes or more.

[redacted] [9:59:44 AM]:

ok

Christopher Brian [10:00:38 AM]:

I am looking up your VIN for information now. We have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls

Christopher Brian [10:03:36 AM]:

I'm still gathering information for you. I still need a few more minutes.

Christopher Brian [10:04:20 AM]:

May I ask the name of your GM dealership that is currently checking your vehicle?

[redacted] [10:04:56 AM]:

No listed recalls, Buckalew Chevy

Christopher Brian [10:05:55 AM]:

Thank you.

[redacted] [10:05:57 AM]:

My wife is taking the car there today

Christopher Brian [10:07:31 AM]:

Thank you for waiting. You are correct, I looked up your VIN for recall information related to your brake concerns, but found nothing.

Christopher Brian [10:08:42 AM]:

The warranty on the vehicle has already expired. The repairs will be at your expense.

[redacted] [10:08:56 AM]:

i have an extended warranty

[redacted] [10:10:10 AM]:

But looking like this a serious issue and can cause serious injury with multiple incidents Chevy is not doing anything?

Christopher Brian [10:10:19 AM]:

I understand. Please coordinate with your extended warranty provider for repair cost coverage.

Christopher Brian [10:11:25 AM]:

Your safety is our main priority, that is why we would like to encourage you to continue working with a GM dealership.

Christopher Brian [10:11:44 AM]:

The benefit of going to GM dealers is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs. GM bulletins assist dealers in fixing the problems efficiently and effectively.

Christopher Brian [10:12:22 AM]:

GM dealers also use genuine GM parts for repairs, many of which come with warranty. In the event a vehicle is difficult to diagnose, they have access to Technical Assistance Center and they can keep a complete set of all service related records.

[redacted] [10:12:35 AM]:

this sounds like a ongoing issue and hopefully extended warranty covers it, if not Chevy should be responsible for a faulty product

Christopher Brian [10:14:20 AM]:

I made sure that our interaction is properly documented. Please take not of your service request number for reference, it is [redacted]

[redacted] [10:16:14 AM]:

thanks

Christopher Brian [10:16:24 AM]:

Welcome!

Christopher Brian [10:17:03 AM]:

We just need and an initial diagnosis to find out how we can further assist you.

Christopher Brian [10:18:04 AM]:

You may chat back with us if you need further assistance.

Christopher Brian [10:18:15 AM]:

Is there anything else I can help you with aside from your concern today?

[redacted] [10:18:17 AM]:

ok

Christopher Brian [10:18:58 AM]:

If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m., Saturday from 9:00 a.m. to 9:00 p.m. Eastern time. Or you may call in at 1-866-790-5600. My name is Christopher and this is Chevrolet Customer Assistance. Thank you for chatting with us. I hope you have a wonderful day!

Christopher Brian [10:19:06 AM]:

Take care!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

GMC - Product Feature Question On Vehicle I Own-Additional Info:VIN# 1GTV2UEC8FZ[redacted]

QUESTION REGARDING CURRENT TSB # 10081053. MY 2015 GMC Sierra HAD LOST BRAKE ASSIST. HAD SHOP PERFORM DIAGNOSIS AND REPAIR OF ISSUE AND NOW COMFIRMED REPAIR CORRECTED. ISSUE CAUSING MY CONCERN WAS A FAILURE OF THE BRAKE VACUUM PUMP AND THEN CONTAIMINATING THE OILING AND BRAKE SYSTEM WITH OIL AND DEBRIE. PLEASE CONTACT ME AS SOO NAS POSSIBLE TO GO OVER MY REPAIR RECIPTS AND PICTURES OF DAMAGE. QUESTION ON RECALL BEING ISSUED OR REIMBERSMENT FOR COAST OF REPAIRS. THANK YOU

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

Caller English

System [6:15:48 PM]:

Welcome to chat.

Vincent [6:16:14 PM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GMC Customer Service,[redacted] My name is Vince. I see you are having a vehicle concern, I am sorry to hear that!

Vincent [6:16:34 PM]:

I would be glad to document these concern and look this over further. However, I am unable to verify a TSB as GM provides Technical Service Bulletins to our dealer service technicians to assist with quickly identifying diagnosis and repairs. These are not to identify or determine coverage or commonality of a concern.

Vincent [6:17:01 PM]:

To better assist you, what is the mileage on your vehicle?

Vincent [6:17:20 PM]:

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

[redacted] [6:18:39 PM]:

WITHIN MY MESSEGE I PROVIDED THE TSB# PERPAINING TO THIS VIN AND VEHICLE. 2015 GMC Sierra 4X4 5.3L V8 MILEAGE IS 67,538

Vincent [6:20:00 PM]:

I understand that you provided the TSB Number, but we cannot verify nor see any information pertaining to TSBs. Additionally, they are not to determine any coverage. Therefore, I will have to look over your vehicle's specific information and coverage. The concerns you had would be covered typically

within the Bumper-to-Bumper Warranty. Please allow me 3 to 5 minutes to look this over and I will advise further for you today.

Vincent [6:20:23 PM]:

I will also document your concerns while I look this over. If the information in the prechat form is correct; for documentation, can you please also verify your street address for me?

[redacted] [6:21:28 PM]:

[redacted]

Vincent [6:22:39 PM]:

Thank you.

Vincent [6:23:57 PM]:

The repairs were verified by a Certified GMC Dealership at this time? If so, what is the name and location of the one that did verify them?

Vincent [6:24:39 PM]:

Were the repairs*

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

CHEVROLET

Monday, July 09, 2018

[redacted]

Used Vehicle Trade Settlement Letter

Subject: Repurchase of 2015 Chevrolet Suburban
VIN: 1GNSCKKC6FR[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Suburban, VIN **1GNSCKKC6FR[redacted]** and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into a 2018 Chevrolet Suburban, VIN **1GNSKJKC7JR[redacted]**

Replacement Vehicle Price		**$69,318.00**
Original purchase price		$56,962.48
Less mileage		$3,509.84
Trade in Value	**$53,542.64**	
Trade Difference:	$15,865.36	
Plus Loan Payoff	$16,978.05	
Total Customer Responsibility		**$32,843.41**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 1-866-806-6625 if you have any questions or concerns.

[redacted]

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase *(used only for taking purposes)*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

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

Please return this signed document to fax number ***866-802-6668*** *by* Thursday July 12, 2018

Sincerely,

General Motors RVDC

2717 Schust Rd

Saginaw, MI 48603

[redacted]

PE18-012

GM

3-27-2019

Q3

July 17, 2018

WESELOH CHEVROLET CO.
Danny Jimenez or Nick Petzen
5335 PASEO DEL NORTE
CARLSBAD, CA 92008

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: [redacted]

Vehicle: 2015 Chevrolet Suburban
VIN: 1GNSCKKC6FR[redacted]
Ref SR: [redacted]

Dear [redacted]

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$38,610.11** to WESELOH CHEVROLET CO.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $16,986.73 to Ally Financial.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNSKJKC7JR[redacted]
New Vehicle Sales Price:	$69,318.00
Used Vehicle Trade Value:	$53,452.64
Trade Difference:	$15,865.36
Taxes:	$1,235.77
Registration / License / Title Fees:	$819.75
Doc Fees	$80.00
Cash Paid on Delivery (Paid by GM):	$2,135.52
Dealer Processing Fee:	$ 200.00 (Paid by check, after receipt of documents)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Thursday

[redacted]

[redacted]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Replacement Vehicle Price	$69,318.00
Original purchase price	$56,962.48
Less Usage	$3,509.84
Trade in Value	$53,542.64
Trade Difference	$15,865.36
Plus Lien Payoff	$16,978.05
Total Customer Responsibility	$32,843.41

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

WESELOH CHEVROLET CO. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

PE18-012

GM

3-27-2019

Q3

Case Number: [redacted]

Originator Name: Amber McGowan 866-790-5700X5914231 amber.mcgowan@gm.com
Created Date: 06/18/2018

Vehicle Info

***VIN:**	1GNSCKKC6FR[redacted]	**MSRP:**	61700.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Suburban

Vehicle Comments & TAC Explanation:
Water leaking into vehicle through onstar speaker. CUSTOMER STATES INTERMITTENT SQUEAK/GRINDING COMING FROM STEERING WHEEL CUST STATES CHECK AC NOT COOLING. REPLACED HOSE. EVAC AND RECHARGED

***Date Reviewed with Customer:**	06/06/2018	***Repurchase Mileage:**	58000
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	Used

Vehicle Owner(s)

Entity Type	Person		
***Names(s) on Title:**	[redacted]	***Title State:**	NC
***Primary Owner:**	[redacted]		
	[redacted]		
***City**	[redacted]	[redacted] [redacted]	[redacted] [redacted]
[redacted]	[redacted]	***Home Phone:**	***Cell Phone:**
***E-mail:**		***Fax Phone:**	***Exec Init Repurchase:** N

***Reason Repurchase** SQUEAK/GRINDING FROM STEERING WHEEL. AC inop.

UCC Codes (D0801) HVAC - A/C Hoses and Lines - Broken
(M0110) Steering - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Ally Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	MD	**ZIP Code:**	
Day Phone:	(877) 247-2559	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	[redacted]	**Dealer Name:**	WESELOH CHEVROLET CO.		
Region:	10	**District:**	1114		
***Phone:**	(760) 672-0932	**Fax:**	(760) 438-9188		
***Contact Name:**	Danny Jimenez	***Contact Title:**	Sales Manager	**E-Mail:**	dannyjimemez@w..

Repurchasing Dealer: -

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -

Case Number: [redacted]

Originator Name: Amber McGowan 866-790-5700X5914231 amber.mcgowan@gm.com
Created Date: 06/18/2018

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Trade - New Finance
Source:	CA-CEC Voluntary		
Replacement VIN:	1GNSKJKC7JR[redacted]		Year: 2018 Make: Chevrolet Model: Suburban
Compliance Date:		**Compliance Type:**	
MSRP:	67900.0	**Order #:**	

Repurchase:

Trade - Usage 18,346

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

USED TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Rene Kolka
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNSCKKC6FR[redacted]	1GNSKJKC7JR[redacted]	July 3, 2018

TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	$69,318.00	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$1,235.77	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$819.75	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$80.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
	$0.00	O			
H/B, ADV, EXP	$0.00	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$71,453.52**				
State Sales Tax	$0.00				
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$0.00	C	TRADE ALLOWANCE		
New Aftermarket Items	$0.00	U	ACV OF TRADE		
Fees (Explain)	$0.00	S	DIFFERENCE	$	-
State Fees	$0.00	T	If positive= over allowance		
Items below itemize the cust financial contrib to trade		O			
Usage/Depreciation	$3,509.84	M	TRADE ALLOWANCE		
Damage	$0.00	E	PAYOFF OF TRADE		
Negtive Eq or Over Allowance	$0.00	R	DIFFERENCE	$	-
Refund of customer down payment	$0.00		if negative=negative equity		
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**$3,509.84**				
Trade Repurchase Amount	**$53,452.64**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$55,588.16**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff good thru 7/24/20	$16,978.05				
Used car sales price	$56,962.48				
Dealer Due to GM	**0**				
GM Due to Dealer	**$38,610.11**		Authorized Signature	Date	
NADA (Legal Only)	$0.00		**This is a "work in process" until approved		
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative**		
Projected (Loss)	**-$55,588.16**		**(Repurchase Group Only)**		
					Form Rev 11/11/2005

PE18-012

GM

3-27-2019

Q3

[redacted] [redacted] 9916 10/05/15 [redacted]

18346 /

15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

1 G N S C K K C 6 F R [redacted]

10/05/15

MO: 18346

LABOR & PARTS----------

J# 1 01CVZ0600723 14+ CHEV INCL MAINT TECH(S):119796 WARRANTY

CUSTOMER REQUESTS OIL AND FILTER CHANGE
TIRE ROTATION AND RESET PRESSURES
DUE TO TIME AND OR MILEAGE
OIL LIFE AT 4%
REPLACED ENGINE OIL AND FILTER
PERFORMED TIRE ROTATION AND SET TIRE PRESSURES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	PK19303975	LOF			WARRANTY
JOB # 1	8	19293000	OIL 8.800 050			WARRANTY
JOB # 1	1	19303975	FILTER 1.836			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 40CVZ SEATS/SEATBELTS TECH(S):119796 WARRANTY

CUSTOMER STATES WHEN DRIVING WHEN MAKING TURNS, MOSTLY ON
RH TURNS SHE CAN FEEL THE SEAT SHIFT. PLEASE CHECK
VERIFIED CUSTOMER CONCERN. PERFORMED BULLETIN SEARCH.
FOUND #PI1376. CUSTOMER DECLINED REPAIR AT THIS TIME.
CUSTOMER TO RESCHEDULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 04CVZ MULTI POINT INSP TECH(S):119796 INTERNAL

COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

********** IMPORTANT **********

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE NOT "COMPLETELY SATISFIED" WITH OUR SERVICE OR IF YOU CAN NOT GRADE US "COMPLETELY SATISFIED" ON THE SURVEY PLEASE CALL JOHN GIBSON 910-455-2121.

DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

[END OF INVOICE]

10:13am

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

WESELOH CHEVROLET

INVOICE

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weseloh.com

SERVICE CONSULTANTS: 438 JAMIE BRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	57041/57041	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DI			16:00 06MAR18		135.00	SADD	06MAR18

R.O. OPENED	BOOKED	OPTIONS:
09:28 06MAR18	17:13 06MAR18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LOF/TIRE ROTATE/ MPVI PROMOTION - DEXOS OIL			
PDEXOS LOF/TIRE ROTATE/ MPVI PROMOTION - DEXOS OIL			
17 CPC		28.00	28.00
HAZ HAZARDOUS WASTE DISPOSAL FEE FOR OIL CHANGES		1.91	1.91
1 19330000 (S)FILTER	8.60	8.60	8.60
8 19259487B DEXOS 0W-20	5.24	4.82	38.56
PARTS: 47.16 LABOR: 28.00 OTHER: 1.91 TOTAL LINE A:			77.07
57041 11% RESET OIL LIGHT OK 0.80 PF63 8.5 QTS 0W20 OIL ROTATED TIRES AND CHECK BRAKES FRONT 8MM REAR 8MM RESET OIL AND TIRES LIGHTS DONE OK			
**********			
B CUSTOMER STATES THE SUNROOF INTERMITTENTLY WILL NOT WORK.			
CAUSE: .			
N45 CUSTOMER STATES THE SUNROOF INTERMITTENTLY WILL NOT WORK.			
54 WAR5			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
57041 N/C WORKING PROPERLY @ THIS TIME.			
**********			
C CUSTOMER STATES THE PASSENGER REAR CHILD SAFETY LOCK INTERMITTENTLY DOESNT WORK FOR A WEEK THEN WORKS FINE FOR A WEEK			
CAUSE: .			
B10 CUSTOMER STATES THE PASSENGER REAR CHILD SAFETY LOCK INTERMITTENTLY DOESNT WORK FOR A WEEK THEN WORKS FINE FOR A WEEK			
54 WAR5			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
57041 NEED ALL REMOTES.			
**********			
D CUSTOMER STATES THE REAR DEFROSTER HAS COME OFF THE GLASS			
CAUSE: .			
D21 CUSTOMER STATES THE REAR DEFROSTER HAS COME			

B.A.R. # ARD00003243 B.P.A. # CAD 981992130

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY
The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to Insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle.

SIGNED BY X_____

ORIGINAL ESTIMATE $ AUTHORIZED ADDITIONS $

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

X_____

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER SIGNATURE

X

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

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, brake/tire paint, certain replacement parts, and particulates from exhaust soot. When we service your car, we will wear used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all instructions/warnings/cautions pertaining to proper use and maintenance of motor vehicles and vehicle components. [Posted in accordance with Proposition 65 (Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65 go to www.p65warnings.ca.gov/cfh.html]

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

WESELOH CHEVROLET
5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weseloh.com

SERVICE CONSULTANTS: 438 JAMIE BRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	57041/57041	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			16:00 06MAR18		135.00	SADD	06MAR18

R.O. OPENED	BOOKED	OPTIONS:
09:28 06MAR18	17:13 06MAR18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
OFF THE GLASS			
54 WAR5			(N/C)
1 23391077 F-WINDOW			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
57041 SPECIAL ORDERED REAR GLASS			
**********			
E CUSTOMER STATES THE INFOTAINMENT SCREEN INTERMITTENTLY GOES BLACK.			
CAUSE: .			
N01 CUSTOMER STATES THE INFOTAINMENT SCREEN			
INTERMITTENTLY GOES BLACK.			
54 WAR5			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
57041 INCORRECT VERSION 2810335 0.30 REPROGRAM RADIO CLAIM CODE 80970			
**********			
F Multi-point inspection			
Z06 Multi-point inspection			
17 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
57041 DONE			
**********			
G Customer approved a tire pressure inflation service pursuant to California Regulation #95550			
TP1 Customer approved a tire pressure inflation service pursuant to California Regulation #95550			
17 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:			0.00
57041 SET ALL TO 35 PSI OK			
**********			

B.A.R. # ARD0003243 E.P.A. # CAD 981952126

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY
The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for Insured's claim for damages to the above described vehicle.

SIGNED BY X_____

ORIGINAL ESTIMATE $ | AUTHORIZED ADDITIONS $

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

X_____

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER SIGNATURE

X

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

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 3

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weseloh.com

SERVICE CONSULTANTS: 438 JAMIE BRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	57041/57041	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			16:00 06MAR18		135.00	SADD	06MAR18

R.O. OPENED	BOOKED	OPTIONS:
09:28 06MAR18	17:13 06MAR18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 59.95 06MAR18 09:28 SA: 438

WE ARE COMMITTED TO "FIXING IT RIGHT THE FIRST TIME" AND TO YOUR COMPLETE SATISFACTION WITH YOUR OVERALL SERVICE EXPERIENCE AT THIS DEALERSHIP. WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE. IF THERE IS A PROBLEM, PLEASE SEE YOUR SERVICE ADVISOR LISTED ABOVE IMMEDIATELY. THANK YOU.

B.A.R. # ARD00003243 E.P.A. # CAD 981882135

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY
The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to Insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. insured's power of attorney to sign or endorse any checks, and/or drafts made payable to Insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle.

SIGNED BY X _____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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

X _____

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	28.00
PARTS AMOUNT	47.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.91
TOTAL CHARGES	77.07
LESS INS./ADJ.	15.21
SALES TAX	3.65
PLEASE PAY THIS AMOUNT	65.51

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

WESELOH CHEVROLET
5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weseloh.com

SERVICE CONSULTANTS: 438 JAMIE BRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	52850/52857	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			10:00 19OCT17		135.00	CASH	19OCT17

R.O. OPENED	BOOKED	OPTIONS:
17:44 18OCT17	16:43 19OCT17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE BRAKE PEDAL IS VERY SPONGEY AND WHEN THEY GO TO STOP THE PEDAL GOES TO THE FLOOR. CHECK AND ADVISE			
CAUSE: .			
H01 CUSTOMER STATES THE BRAKE PEDAL IS VERY SPONGEY AND WHEN THEY GO TO STOP THE PEDAL GOES TO THE FLOOR. CHECK AND ADVISE			
23 WAR5			(N/C)
1 23135228 (S) PIPE			(N/C)
1 12669488 (S) PUMP			(N/C)
H01 BRAKES (GENERAL)			
23 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
52857 LOW VACUUM IN POWER BRAKE BOOSTER INSPCT VACUUM PIPE AND VACUUM PUMP INOP. 4023850=1.4 FC.3070 1.40 ROAD TEST TO CHECK FOR BRAKES FEELS SPNONG AND BRAKE PEDAL GOING TO FLOOR AND INSPECT BRAKES AND BRAKES ARE STILL GOOD AND FLUID IS GOOD AND FOUND LOW VACUUM TO POWER BRKAE BOOSTER AND FOUND BAD VACUUM PUMP AND REPLACE VACUUM PUMP WITH BRAKE WITH BOOSTER PIPE.ROAD TEST AND BRAKES ARE WORKING AND STOPPING OK.NO FURTHER REPAIRS AT THIS TIME.			
**********			
B Multi-point inspection			
Z06 Multi-point inspection			
23 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
52857 MULTI-POINT INSPECTION.			
**********			
C Customer approved a tire pressure inflation service pursuant to California Regulation #95550			
TP1 Customer approved a tire pressure inflation service pursuant to California Regulation #95550			
23 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
52857 35 PSI FRT/REARS.			

R.A.R. # AR000003343 E.P.A. # CAD 981982136

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY
The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to Insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to Insured and any releases thereto, as settlement for Insured's claim for damages to the above described vehicle.

SIGNED BY X_____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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

X_____

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER SIGNATURE

X

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

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

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

WESELOH CHEVROLET
5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weseloh.com

SERVICE CONSULTANTS: 438 JAMIE BRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	52850/52857	[redacted]

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN15 DD			10:00 19OCT17		135.00	CASH	19OCT17

R.O. OPENED	BOOKED	OPTIONS:
17:44 18OCT17	16:43 19OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL	GREENLEAF INV# SD-[redacted] PO# 113741						
	WAR5						(N/C)

EST: 67.50 18OCT17 17:44 SA: 438

WE ARE COMMITTED TO "FIXING IT RIGHT THE FIRST TIME" AND TO YOUR COMPLETE SATISFACTION WITH YOUR OVERALL SERVICE EXPERIENCE AT THIS DEALERSHIP. WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE. IF THERE IS A PROBLEM, PLEASE SEE YOUR SERVICE ADVISOR LISTED ABOVE IMMEDIATELY. THANK YOU.

B.A.R. # AR200003243 E.P.A. # CAD 981982135

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SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
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POWER OF ATTORNEY
The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to Insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. Insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for Insured's claim for damages to the above described vehicle.

SIGNED BY X_____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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

X_____

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

X[redacted]

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

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

FILE COPY

CUSTOMER #: [redacted]

[redacted]

PAGE 1

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
PH (760) 438-1001

SERVICE RECEPTION HOURS:
MONDAY - FRIDAY 6:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.
SERVICE HOURS:
MONDAY - FRIDAY 6:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.
SERVICE CASHIER HOURS:
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.
BODY SHOP: MONDAY - FRIDAY 8:00 A.M. TO 5:30 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. OR ON WEEKENDS

B.A.R. # AB000003243 E.P.A. # CAD 981982135

SERVICE CONSULTANTS: 438 BRAY, JAMIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CHEVROLET SUBURBAN	1GNSCKKC6FR[redacted]	[redacted]	52850/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			10:00 19OCT17		135.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
18OCT2017 17:44		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	H01		CPC	CUSTOMER STATES THE BRAKE PEDAL IS VERY SPONGEY AND WHEN THEY GO TO STOP THE PEDAL GOES TO THE FLOOR. CHECK AND ADVISE
	EST: LBR 67.50 TOTAL 67.50			
# B	Z06		CPC	Multi-point inspection
# C	TP1		CPC	Customer approved a tire pressure inflation service pursuant to California Regulation #95550

****

Preliminary Estimate : $67.50

****

Rental PO# 113741
Day 1
10/19

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

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TESTS INDICATE ARE NECESSARY

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER.

☐ SAVE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work hereinafter 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 cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees [redacted] streets, highways or elsewhere for the purpose of testing and/or inspection of my vehicle to secure the amount of repairs thereto.

DATE 20NOCT18

"HAZARDOUS WASTE DISPOSAL" WHICH INCLUDES SUCH ITEMS AS ENGINE OIL, AUTOMATIC TRANSMISSION FLUID, ANTI-FREEZE, DIFFERENTIAL FLUID, BATTERIES, FILTERS, ETC. WILL BE CHARGED AS A SEPARATE CHARGE IF REMOVED IN THE SERVICING OF YOUR VEHICLE.

TEARDOWN ESTIMATE:
I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT AUTHORIZE THE SERVICES RECOMMENDED.

HAZARDOUS WASTE DISPOSAL	TEAR DOWN ESTIMATE	ORIGINAL ESTIMATE
$	$	$

ADDL. COST	REV. ESTIMATE	TIME	DATE
$			
PERSON CONTACTED	☐ IN PERSON ☐ BY PHONE	☐ H ☐ B	BY
ADDL. COST	REV. ESTIMATE	TIME	DATE
$			
PERSON CONTACTED	☐ IN PERSON ☐ BY PHONE	☐ H ☐ B	BY

SERVICE COPY

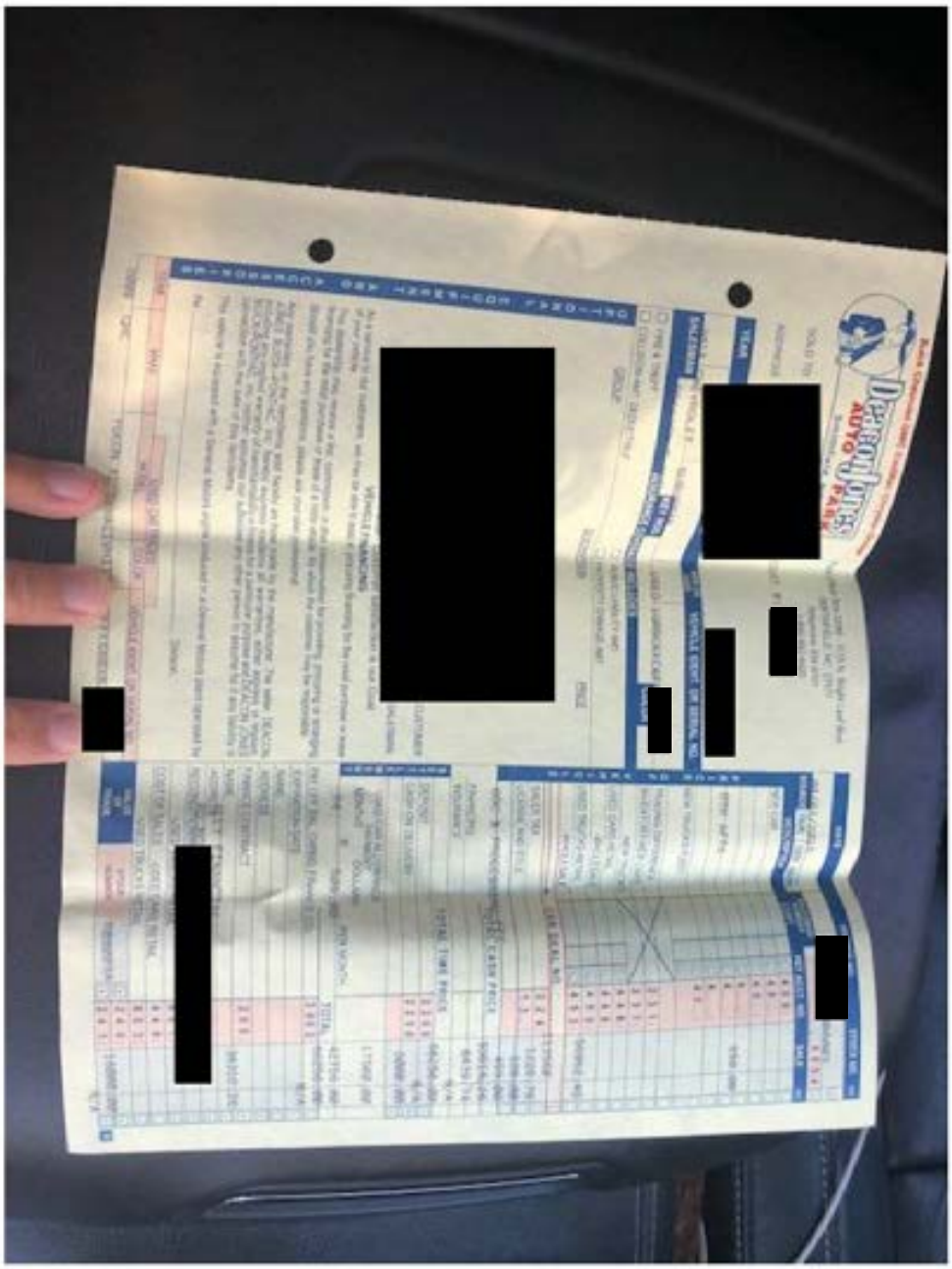
PE18-012

GM

3-27-2019

Q3

[redacted]



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Buick Chevrolet GMC Cadillac Chrysler Dodge

DeaconJones AUTO PARK
Smithfield, NC

Post Office Box 2280 - 1115 N. Bright Leaf Blvd.
SMITHFIELD, NC 27577
Telephone 934-8101
1-800-682-6922

CUST #: [redacted]

SOLD TO [redacted]

ADDRES [redacted]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2015	CHEVROLET	SUBURBAN	USED	1GNSCKKC6F[redacted]

SALESMAN [redacted] KEY NOS.

INSURANCE COVERAGE INCLUDES

- ☐ FIRE & THEFT
- ☐ COLLISION-AMT. DEDUCTIBLE
- ☐ PUBLIC LIABILITY AMT.
- ☐ PROPERTY DAMAGE-AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

[redacted]MER

[redacted]MAN

Important Customer Information - Customer satisfaction is our Goal

VEHICLE FINANCING

As a service to our customers, we may be able to assist in procuring financing for the retail purchase or lease of your vehicle.

This dealership may receive a fee, commission, or other compensation for providing, procuring or arranging financing for the retail purchase or lease of a motor vehicle, for which the customer may be responsible.

Should you have any questions, please ask your sales professional.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, DEACON JONES BUICK-PONTIAC, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and DEACON JONES BUICK-PONTIAC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.

USED CAR TRADED

YEAR	MAKE	MODEL	COLOR	VEHICLE IDENT. OR SERIAL NO.
2008	GMC	YUKON XL DENALI	WHITE	1GKFK668X8[redacted]

DATE 04/03/2015 — INVOICE NO. [redacted] — STOCK NO. [redacted]

SOURCE 10(0) 12(0) 20/(0) — SALESMAN NUMBER

PRICE OF VEHICLE

DESCRIPTION	COST	KEY ACCT. NO.	SALE
NEW CAR		400	
INSPECTION FEE		40	30.00
OTH AFTS		4	998.00
NEW TRUCKS-FLEET		43	
TRADING DIFFERENCE			
INVENTORY-NEW CARS		231	
-NEW TRUCKS		237	
USED CARS-RETAIL		446	
-WHOLESALE		448	
USED TRUCKS-RETAIL		450	
-WHOLESALE		452	56962.48
CAR DEAL NO.			
SALES TAX		324	113560
LICENSE AND TITLE		13	1228.78
DOC & PROCESSING FEE			128.00
TOTAL CASH PRICE			499.00
FINANCING			59846.26
INSURANCE			6439.74
TOTAL TIME PRICE			N/A

SETTLEMENT

DEPOSIT	2200	66286.00
CASH ON DELIVERY	2250	N/A
		6000.00
USED CAR ALLOWANCE		17500.00
PAYMENT: MONTHS 84 @ DOLLARS 509.00 PER MONTH		
TOTAL		42756.00
PAY OFF BAL. OWING FINANCE CO	3002	66256.00
EXPIRATION DATE		N/A
NAME		
ADDRESS		
FINANCE CONTRACT	205	
NAME ALLY FINANCIAL		36316.26
ADDRESS PO BOX 8132 COCKEYSVILLE MD 21030		
RECONDITIONING -USED CARS RETAIL	647	
-USED TRUCKS RETAIL	651	
COST OF SALES -USED CARS RETAIL	649	
-USED TRUCKS RETAIL	653	
VALUE OF TRADE — STOCK NUMBER RB6003A	240	
	241	16000.00
		N/A

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2018 SUBURBAN 4WD 1/2 TON PREMIER — GENERAL MOTORS LLC
GBA BLACK /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. VWSDDK/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SKJK C7 JR[redacted] — VEHICLE INVOICE [redacted]
**********8800******13*20183S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15906 SUBURBAN 4WD 1/2 TON PREM	67900.00	63826.00	INVOICE 03/20/18
C6H GVWR RATING 7,500 LBS	N/C	N/C	SHIPPED 03/20/18
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	EXP I/T 04/05/18
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	INT COM 04/05/18
PCJ SUN, ENTERTAINMENT, DESTINATIO	3035.00	2761.85	PRC EFF 03/20/18
PACKAGE:			KEYS V1117 V1117
* POWER SUNROOF			WFP-F QTR OPT-1
* 9 ADDITIONAL MONTHS OF XM			BANK: ALLY - 061
RADIO			CHG-TO 20-183
* REAR SEAT ENTERTAINMENT			
SYSTEM			SHIP WT: 5816
SCN RST EDITION	2630.00	2393.30	HP: 45.4
* BLACK BOWTIES, FRONT AND REAR			GVWR: 7500
* WHEELS, 22" X 9" GLOSS			GAWR.FT: 3600
BLACK ALUMINUM WITH CUSTOM			GAWR.RR: 4200
SILVER ACCENTS			EMPLOY: 69136.04
UHS 8" DIAGONAL RECONFIGURABLE	850.00	773.50	SUPPLR: 71950.25
CLUSTER WITH HEAD UP DISPLAY			NTR: 1/2
VQQ ROOF RACK CROSS RAILS	265.00	241.15	EMPINC: 4332.86
(DEALER INSTALLED)			SUPINC: 1518.65
YF5 50-STATE EMISSIONS	N/C	N/C	
Y66 ADAPTIVE CRUISE CONTROL WITH	895.00	814.45	
FORWARD AUTOMATIC BRAKING			
1SZ SUN, ENTERTAINMENT AND	500.00-	455.00-	
DESTINATIONS PACKAGE DISCOUNT			

TOTAL MODEL & OPTIONS	75075.00	70355.25	ACT 237 69398.00
DESTINATION CHARGE	1295.00	1295.00	H/B 261 2252.25
DEALER IMR CONTRIBUTION		750.75	ADV 261 750.75
LMA GROUP CONTRIBUTION		750.75	EXP 65A 750.75
TOTAL	76370.00	73151.75	PAY 310 73151.75
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		69881.00	

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

DELILLO CHEVROLET

REMIT TO ALLY NO. 061
VIN 1GNSKJKC7JR[redacted]
$ 73151.75 INV [redacted]
DUE 04/05/18 DEALER 20-183

PE18-012

GM

3-27-2019

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Service History

Customer Name [redacted]
Total ROs 21

Total Service Days 72

VIN 1GNSCKKC6FR[redacted]
Make CT CHEVROLET TRUCK

RO#	RO Date	Mileage	Adv/Tech	Job#	Sale Type	Operation Code	Operation Description
[redacted]	08/02/17	50166	A - 158733				
			T - 38563	1	W - WARRANTY	36CVZ	INTERIOR DIAGNO...
			T - 38563	2	W - WARRANTY	36CVZ00006	RIGHT REAR DOOR
			T - 38563	3	W - WARRANTY	36CVZ00004	LEFT REAR DOOR
			T - 38563	4	C - CUSTOMER	03CVZEM	NC EMISSION INSP...
			T - 38563	5	I - INTERNAL	04CVZ	MULTI POINT INSP
			T - 38563	6	I - INTERNAL	97CVZ	RENTAL REQUIRED
			T - 38563	7	C - CUSTOMER	01CVZBETTER	BG BETTER
[redacted]	08/01/17	47716	A - 159945				
			T - 676	1	I - INTERNAL	99CVZ60CVZLEAK	WATER LEAK
			T - 676	2	I - INTERNAL	36CVZ00007	WINDOW/DOOR RE...
			T - 676	3	I - INTERNAL	41CVZ	DOORS
			T - 676	4	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	06/22/17	45465	A - 149538				
			T - 38563	1	W - WARRANTY	36CVZ	INTERIOR DIAGNO...
			T - 38563	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	05/24/17	43684	A - 149538				
			T - 101973	1	W - WARRANTY	41CVZ	DOORS
			T - 101973	2	I - INTERNAL	04CVZNR	MPVI NOT REQUIRED
			T - 101973	3	I - INTERNAL	97CVZ	RENTAL REQUIRED
			T - 101973	4	W - WARRANTY	37CVZ000001	BODY EXTERIOR
[redacted]	05/23/17	43684	A - 149538				
			T - 156568	1	W - WARRANTY	41CVZ	DOORS
			T - 156568	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	04/26/17	42934	A - 149538				
			T - 153591	1	C - CUSTOMER	01CVZ01	OIL CHANGE/ROT
			T - 153591	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	01/10/17	37897	A - 154505				
			T - 1041	1	I - INTERNAL	42CVZ006	A/C SYSTEM REPAIR
			T - 1041	2	I - INTERNAL	32CVZSKIPS	DRIVABILITY REPAIR
			T - 1041	3	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	12/12/16	36507	A - 149538				
			T - 38563	1	W - WARRANTY	36CVZ	INTERIOR DIAGNO...
			T - 38563	2	I - INTERNAL	04CVZNR	MPVI NOT REQUIRED
			T - 38563	3	W - WARRANTY	36CVZ00001	INTERIOR TRIM
[redacted]	11/29/16	35633	A - 149538				
			T - 38563	1	W - WARRANTY	37CVZ000005	LEFT REAR DOOR
			T - 38563	2	W - WARRANTY	37CVZ000006	RIGHT FRONT DOOR
			T - 38563	3	W - WARRANTY	37CVZ	BODY EXTERIOR DI...
			T - 38563	4	C - CUSTOMER	01CVZ01	OIL CHANGE/ROT
			T - 38563	5	I - INTERNAL	97CVZ	RENTAL REQUIRED
[redacted]	11/09/16	34539	A - 149538				
			T - 93122	1	W - WARRANTY	40CVZ00001	REPAIR SEAT/SEAT...
			T - 93122	2	W - WARRANTY	37CVZ000005	LEFT REAR DOOR
			T - 93122	3	W - WARRANTY	37CVZ000006	RIGHT FRONT DOOR
			T - 93122	4	I - INTERNAL	04CVZNR	MPVI NOT REQUIRED
[redacted]	11/02/16	33645	A - 154829				
			T - 38563	1	W - WARRANTY	36CVZ00001	INTERIOR TRIM

Service History

Customer Name [redacted]
Total ROs 21

Total Service Days 72

VIN 1GNSCKKC6FR[redacted]
Make CT CHEVROLET TRUCK

RO#	RO Date	Mileage	Adv/Tech	Job#	Sale Type	Operation Code	Operation Description
[redacted]	10/19/16	33418	A - 147305				
			T - 38563	1	W - WARRANTY	37CVZ	BODY EXTERIOR DI...
			T - 38563	2	W - WARRANTY	12CVZ	CAMPAIGNS
			T - 38563	3	W - WARRANTY	40CVZ	SEATS/SEATBELTS ...
			T - 38563	4	I - INTERNAL	04CVZ	MULTI POINT INSP
			T - 38563	5	I - INTERNAL	97CVZ	RENTAL REQUIRED
[redacted]	08/24/16	31496	A - 149538				
			T - 34192	1	W - WARRANTY	42CVZ	AC ELECTRICAL DIAG
			T - 34192	2	I - INTERNAL	04CVZ	MULTI POINT INSP
			T - 34192	3	I - INTERNAL	97CVZ	RENTAL REQUIRED
			T - 34192	4	W - WARRANTY	36CVZ00001	INTERIOR TRIM
			T - 34192	5	I - INTERNAL	40CVZ	SEATS/SEATBELTS ...
[redacted]	08/22/16	31460	A - 126595				
			T - 129794	1	C - CUSTOMER	03CVZ	NCSI-SAFETY INSP
			T - 129794	2	C - CUSTOMER	03CVZNCI	TINT TEST
			T - 129794	3	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	07/13/16	29880	A - 151216				
			T - 129794	1	C - CUSTOMER	01CVZ01	OIL CHANGE/ROT
			T - 129794	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	04/28/16	25506	A - 126595				
			T - 1041	1	C - CUSTOMER	07CVZ2ALIGN	2 WHEEL ALIGNMENT
			T - 1041	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	03/21/16	22999	A - 126595				
			T - 129794	1	W - WARRANTY	01CVZ0600723	14+ CHEV INCL MA...
			T - 129794	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	11/17/15	19455	A - 126595				
			T - 101973	1	W - WARRANTY	16CVZ	*STEERING SYS DI...
			T - 101973	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	11/10/15	19254	A - 126595				
			T - 101973	1	I - INTERNAL	16CVZ	*STEERING SYS DI...
			T - 101973	2	I - INTERNAL	04CVZ	MULTI POINT INSP
[redacted]	10/08/15	18429	A - 130788				
			T - 116368	1	W - WARRANTY	40CVZ	SEATS/SEATBELTS ...
[redacted]	10/05/15	18346	A - 130788				
			T - 119796	1	W - WARRANTY	01CVZ0600723	14+ CHEV INCL MA...
			T - 119796	2	I - INTERNAL	40CVZ	SEATS/SEATBELTS ...
			T - 119796	3	I - INTERNAL	04CVZ	MULTI POINT INSP

PE18-012

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3-27-2019

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[redacted]

VINNIE HAVENS 130788 [redacted] 10/08/15 [redacted]

18429 /

15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

1 G N S C K K C 6 F R[redacted]

10/08/15

MO: 18429

LABOR & PARTS----------

J# 1 40CVZ	SEATS/SEATBELTS	TECH(S):116368	WARRANTY

CUSTOMER STATES THERE IS A SHIFTING IN THE DRIVER SEAT
SEAT SHIFTING
PERFORM PI1376 INSTALL CLIPS ETC.SEE ATTACHED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		13594989	RETAINER 16.682			WARRANTY
JOB # 1	1		13405675	RETAINER 11.561			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

********** IMPORTANT **********

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE NOT "COMPLETELY SATISFIED" WITH OUR SERVICE OR IF YOU CAN NOT GRADE US "COMPLETELY SATISFIED" ON THE SURVEY PLEASE CALL JOHN GIBSON 910-455-2121.

DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

[END OF INVOICE]

09:50am

PE18-012

GM

3-27-2019

Q3

[redacted]

PHILLIP FOY 126595 [redacted] 11/10/15 [redacted]

19254 /

15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

1 G N S C K K C 6 F R [redacted]

11/10/15

MO: 19254

LABOR & PARTS----------

J# 1 16CVZ *STEERING SYS DIAG TECH(S):101973 WARRANTY

CUSTOMER STATES INTERMITTENT SQUEAK/GRINDING COMING FROM STE
ERING WHEEL WHEN TURNED EITHER DIRECTION, MOST NOTICEABLE IN
REVERSE.
COULDN'T VERIFY CUSTOMER'S CONCERN AT THIS TIME, TEST DROVE
VEHICLE AND FOUND NO NOISE AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ MULTI POINT INSP TECH(S):101973 INTERNAL

COMPLETED
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

********** IMPORTANT **********

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DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

[END OF INVOICE]

01:53pm

PE18-012

GM

3-27-2019

Q3

[redacted]

PHILLIP FOY 126595 [redacted] 11/18/15 [redacted]

19441 /

15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

1 G N S C K K C 6 F R [redacted]

11/17/15

MO: 19455

LABOR & PARTS----------

J# 1 16CVZ *STEERING SYS DIAG TECH(S):101973 WARRANTY

SQUEAK AND GRINDING NOISE HEARD FROM STEERING WHEEL. STATES
ITS AN INTERMITTENT ISSUE. USUALLY HEARD WHILE REVERSE.
FOLLOWED SI PROCEDURE TO IDENTIFY FRONT DRIVELINE/VIBRATION.
UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.
UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ MULTI POINT INSP TECH(S):101973 INTERNAL

COMPLETED
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1 88583 CHEVY WARRANTY WARRANTY

TOTAL - SUBLET 0.00

COMMENTS----------

created 2015-11-10 01:52:00pm taken by Phillip Fy

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

********** IMPORTANT **********

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE NOT "COMPLETELY SATISFIED" WITH OUR SERVICE OR IF YOU CAN NOT GRADE US "COMPLETELY SATISFIED" ON THE SURVEY PLEASE CALL JOHN GIBSON 910-455-2121.

DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

[END OF INVOICE]

02:40pm

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	PHILLIP FOY 126595	[redacted]	03/21/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,999	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/21/16

COMMENTS

MO: 22999

J# 1 01CVZ0600723 14+ CHEV INCL MAINT UNITS: TECH(S):129794 WARRANTY

CUSTOMER REQUESTS OIL AND FILTER CHANGE AND RESET PRESSURES
CUSTOMER DECLINES TIRE ROTATION
DUE TO TIME AND OR MILEAGE
REPLACED ENGINE OIL AND FILTER
PERFORMED TIRE ROTATION AND SET TIRE PRESSURES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		19330000	FILTER 1.836			WARRANTY
JOB # 1	8		19293000	OIL 8.800 050			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ MULTI POINT INSP UNITS: TECH(S):129794 INTERNAL

CUSTOMER REQUESTS A MULTI POINT INSPECTION
PLEASE TOP OFF NITRO IN TIRES.
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
WAIT Xtime Web Appt created 2016-03-15 02:26:21pm taken by

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

TERMS: CASH UNLESS ARRANGEMENTS MADE

WARRANTY DISCLAIMER

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SHOP MATERIALS

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTWVE
SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR PHILLIP FOY 126595	TAG NO. [redacted]	INVOICE DATE 04/28/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,505	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GNSCKKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/28/16		
	COMMENTS			MO: 25506	

J# 1	07CVZ2ALIGN	2 WHEEL ALIGNMENT UNITS: 1.00 TECH(S):1041	79.95
		PERFORM 2 WHEEL ALIGNMENT	
		MAINTENANCE	
		Wheel Alignment 4x2	
		JOB # 1 TOTAL LABOR & PARTS	79.95
J# 2	04CVZ	MULTI POINT INSP UNITS: TECH(S):1041	INTERNAL
		CUSTOMER REQUESTS A MULTI POINT INSPECTION	
		COMPLETED	
		JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	PHAFEE	PERSONAL HISTORY ADMIN FEE		0.97
			TOTAL - MISC	0.97

COMMENTS
WAIT Xtime Web Appt created 2016-04-28 11:20:08am taken by

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	79.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.97
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.60
TOTAL INVOICE $	**86.52**

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Certified Service

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Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 01:35pm

The Reynolds and Reynolds Company (DRAINTNVE)
SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR SAMANTHA 151216	TAG NO. [redacted]		INVOICE DATE 07/13/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 29,880	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C K K C 6 F R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/13/16	
HONE	COMMENTS				MO: 29880

LABOR & PARTS

J#					
J# 1	01CVZ01	OIL CHANGE/ROT	UNITS:	TECH(S):129794	15.00

CUSTOMER REQUESTS OIL AND FILTER BE REPLACED
ROTATE TIRES AND RESET TIRE PRESSURES
DUE TO TIME AND OR MILEAGE
REPLACED ENGINE OIL AND FILTER
ROTATED TIRES AND RESET ALL PRESSURES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	8	19293000	OIL 8.800 050	3.30	3.30	26.40
JOB # 1	1	19330000	FILTER 1.836	8.45	8.45	8.45
				JOB # 1 TOTAL PARTS		34.85
				JOB # 1 TOTAL LABOR & PARTS		49.85

J#					
J# 2	04CVZ	MULTI POINT INSP	UNITS:	TECH(S):129794	INTERNAL

CUSTOMER REQUESTS A MULTI POINT INSPECTION
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	PHAFEE	PERSONAL HISTORY ADMIN FEE		0.97
JOB # A	12	DISPOSAL FEES/SHOP SUPPLIES		2.00
			TOTAL - MISC	2.97

COMMENTS
WAIT created 2016-07-11 10:28:00am taken by

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	15.00
TOTAL PARTS....	34.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.97
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.63
TOTAL INVOICE $	**56.45**

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Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 11:24am

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	PHILLIP FOY 126595	[redacted]	08/22/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		31,460	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/22/16

[redacted]

COMMENTS

MO: 31460

LABOR & PARTS

J# 1 03CVZ	NCSI-SAFETY INSP	UNITS: 0.30 TECH(S):129794	12.75
	CUSTOMER REQUESTS NC STATE SAFEY INSPECTION		
	REQUIRED BY N.C. STATE		
	North Carolina Safety Inspection All		
		JOB # 1 TOTAL LABOR & PARTS	12.75
J# 2 03CVZNCI	TINT TEST	UNITS: TECH(S):129794	10.00
	AFTERMARKET WINDOW TINT TEST		
	REQUIRED BY LAW TO TEST ALL APPLIED TINT		
	COMPLETED TEST ON WINDOW TINT		
	31&32%		
		JOB # 2 TOTAL LABOR & PARTS	10.00
J# 3 04CVZ	MULTI POINT INSP	UNITS: TECH(S):129794	INTERNAL
	CUSTOMER REQUESTS A MULTI POINT INSPECTION		
	COMPLETED		
		JOB # 3 TOTAL LABOR & PARTS	0.00

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # 2	EST E STICKER SAFETY		0.85
		TOTAL - MISC	0.85

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	22.75
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.85
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**23.60**

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CUSTOMER SIGNATURE

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Certified Service

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Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

[redacted]

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KENDALL LEATH 147305	[redacted]	10/20/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 33,418		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 10/19/16	
	COMMENTS		MO: 33418	

LABOR & PARTS----------

J# 1 37CVZ BODY EXTERIOR DIAG UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES SUNROOF SEAL CAME DETACHED AND GOT PUSHED BACK INTO SUNROOF MECHANISM.
VERIFY LH SUNROOF CLOSEOUT PANEL IS OUT OF PLACE AND IS DAMAGED BEYOND USE BY BEING CAUGHT IN THE SUNROOF TRACK.
REMOVE PIECES OF LH CLOSEOUT PANEL AND INSTALL NEW PANEL.
ALSO SECURE LOOSE RH CLOSEOUT PANEL. :-)

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		22891498	COVER 16.586			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 12CVZ CAMPAIGNS UNITS: TECH(S):38563 WARRANTY

RECALL 16007. FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY.
9102276 .3 INSPECT AND REPROGRAM SDM SOFTWARE W/SPS.
CAMPAIGN COMPLETE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 40CVZ SEATS/SEATBELTS DIAG UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES THE HEAD REST OF LEFT SIDE THIRD ROW SEAT IS BROKEN. STATES IT JUST HANGS.
VERIFY LEFT THIRD ROW SEAT HEADREST FRAME IS BROKEN INSIDE HEADREST.
ORDER HEADREST. (5 DAYS - LANSING MICHIGAN)
E

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	0		23174189	RESTRAINT 16.718			WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 04CVZ MULTI POINT INSP UNITS: TECH(S):38563 INTERNAL

CUSTOMER REQUESTS A MULTI POINT INSPECTION
RECOMMEND TIRES (PLANNING). ALIGNMENT (W/NEW TIRES).
INDUCTION SERVICE.
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 97CVZ RENTAL REQUIRED UNITS: TECH(S):38563 INTERNAL

RENTAL REQUIRED. UNIT GT 782
.

TERMS: CASH UNLESS ARRANGEMENTS MADE

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Certified Service

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Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTWVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

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E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HEATHER DYE 154829	[redacted]	11/02/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		33,645	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/02/16

[redacted]

COMMENTS

MO: 33645

LABOR & PARTS----------

J# 1 36CVZ00001 INTERIOR TRIM UNITS: 0.00 TECH(S):38563 WARRANTY

customer states rear driver side headrest is broken. part was
ordered. please install.
RE-ORDER PARTS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	0		23241879	RESTRAINT 16.718			WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------

WAIT created 2016-10-26 04:39:00pm taken by Kourtney Ezzell

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 02:49pm

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	11/09/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		34,539	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/09/16

COMMENTS

MO: 34539

LABOR & PARTS

J# 1 40CVZ00001 REPAIR SEAT/SEATBELT UNITS: 0.00 TECH(S):93122 WARRANTY

CUSTOMER STATES THE HEAD REST OF LEFT SIDE THIRD ROW SEAT IS BROKEN. STATES IT JUST HANGS. INSTALL SOP
VERIFY LEFT THIRD ROW SEAT HEADREST FRAME IS BROKEN INSIDE HEADREST.
REMOVED AND REPLACED HEADREST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	23241879	RESTRAINT 16.718			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 37CVZ000005 LEFT REAR DOOR UNITS: TECH(S):93122 WARRANTY

CUSTOMER STATES L/R DOOR (FRONT) TRIM APPLIQUE DETACHING.
PARTS ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	0	84021605	APPLIQUE 16.290			WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 37CVZ000006 RIGHT FRONT DOOR UNITS: TECH(S):93122 WARRANTY

CUSTOMER STATES R/F DOOR TRIM APPLIQUE DETACHING.
PARTS ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	0	84021604	APPLIQUE 16.290			WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 04CVZNR MPVI NOT REQUIRED UNITS: TECH(S):93122 INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS
created 2016-11-03 03:14:00pm taken by Kourtney Ezzell

TERMS: CASH UNLESS ARRANGEMENTS MADE

WARRANTY DISCLAIMER

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SHOP MATERIALS

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Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	11/30/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		35,633	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/29/16

COMMENTS

MO: 35633

LABOR & PARTS----------

J# 1 37CVZ000005 LEFT REAR DOOR UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES L/R DOOR (FRONT) TRIM APPLIQUE DETACHING.
INSTALL SOP
VERIFY LEFT REAR DOOR (FRONT) TRIM APPLIQUE ATTACHMENTS ARE BROKEN.
REMOVE APPLIQUE AND BROKEN FASTENER PARTS. INSTALL NEW APPLIQUE. TEST. OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		84021605	APPLIQUE 16.290			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 37CVZ000006 RIGHT FRONT DOOR UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES R/F DOOR TRIM APPLIQUE DETACHING.
INSTALL SOP
VERIFY RIGHT FRONT DOOR APPLIQUE FASTENERS BROKEN.
REMOVE APPLIQUE AND BROKEN FASTENER PIECES. INSTALL NEW APPLIQUE. TEST. OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		84021604	APPLIQUE 16.290			WARRANTY
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 37CVZ BODY EXTERIOR DIAG UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES WATER IS LEAKING THROUGH LIGHT ABOVE DRIVERS SEAT. CUSTOMER JUST HAD THE SEAL FOR SUN ROOF REPLACED AND IT HAS STARTED LEAKING SINCE. PLEASE CHECK AND ADVISE.
WATER TEST. VERIFY WATER INTRUSION FROM ANTENNA. INTERNAL FAILURE.
NOTE: PREVIOUS SUNROOF REPAIR WAS TO SIGHT SHIELDS ONLY.
REMOVE AND REPLACE ANTENNA. REPEAT WATER TEST. OK.
MORE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1		23258394	ANTENNA 9.645			WARRANTY
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 01CVZ01 OIL CHANGE/ROT UNITS: TECH(S):38563 15.00

CUSTOMER REQUESTS OIL AND FILTER BE REPLACED
ROTATE TIRES AND RESET TIRE PRESSURES
DUE TO TIME AND OR MILEAGE
5.3L / 25% / TIMS RESET
REPLACED ENGINE OIL AND FILTER
ROTATED TIRES AND RESET ALL PRESSURES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1		19330000	FILTER 1.836	8.45	8.45	8.45
JOB # 4	8		88865638	OIL 8.800	3.30	3.30	26.40

TERMS: CASH UNLESS ARRANGEMENTS MADE

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SHOP MATERIALS

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* ENVIRONMENTAL COMPLIANCE CHARGE

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Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	11/30/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		35,633	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

P. T. E. NO.	P. O. NO.	R. O. DATE
		11/29/16

COMMENTS

MO: 35633

JOB # 4 TOTAL PARTS	34.85
JOB # 4 TOTAL LABOR & PARTS	49.85

J# 5 97CVZ RENTAL REQUIRED UNITS: TECH(S):38563 INTERNAL

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

JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS
created 2016-11-22 02:35:00pm taken by Kourtney Ezzell CHECK WATER
DAMAGE ABOVE DRIVER

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	15.00
TOTAL PARTS....	34.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.49
TOTAL INVOICE $	**53.34**

********** IMPORTANT **********
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DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE. FREE ROTATIONS.

CUSTOMER SIGNATURE

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Certified Service

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Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DAINTINVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	12/20/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		36,507	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/12/16

COMMENTS

MO: 36507

[redacted]

J# 1 36CVZ INTERIOR DIAGNOSIS UNITS: TECH(S):38563 WARRANTY

CUSTOMER STATES WATER IS LEAKING INTO VEHICLE THROUGH ONSTAR SPEAKER. PLEASE CHECK AND ADVISE.
VERIFY WATER LEAT AT ONSTAR MIC ABOVE DRIVERS HEAD. WATER TEST AND ISOLATE TO SEEPAGE BETWEEN SUNROOF GLASS GASKET AND GLASS.
PER PIT5318C REPLACE SUNROOF GLASS SEAL AND RETEST.
CAUSE
CAUSE
WATER STILL LEAKING BETWEEN INNER SURFACE OF SEAL AND GLASS.
CONTACT TAC - DENNIS BURKETTE. CASE #[redacted] AND MAKE THE CASE THAT THE GLASS TO SEAL SURFACE IS IRREGULAR AND A POOR FIT CONDITION IS PRESENT.
INSTALL AND ADJUST NEW SUNROOF GLASS. REMOVE AND REPLACE WATER DAMAGED MICROPHONE. WATER TEST, OK. NO LEAKS NOW.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23399991	MICROPHON 9.675			WARRANTY
JOB # 1	1		22815954	SEAL 16.586			WARRANTY
JOB # 1	1		22891487	WINDOW 16.586			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 04CVZNR MPVI NOT REQUIRED UNITS: TECH(S):38563 INTERNAL

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

COMMENTS
created 2016-11-14 09:42:00am taken by Kourtney Ezzell

TERMS: CASH UNLESS ARRANGEMENTS MADE

WARRANTY DISCLAIMER

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Certified Service

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Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RICHARD BAIATA 154505	[redacted]	01/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		37,896	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/10/17

[redacted]

COMMENTS

MO: 37897

LABOR & PARTS----------

J# 1 42CVZ006 A/C SYSTEM REPAIR UNITS: 0.00 TECH(S):1041 WARRANTY

CUSTOMER STATES A/C IS BLOWING WARM ---NOTE; CUSTOMER HAS A
WARRANTY EXTENSION THRU GENERAL MOTORS --LETTER ATTACHED
--CLAIMS ARE TO BE H-ROUTED ON COVERED COMPONENTS
OUTSIDE TEMP 45 PULL INSIDE LET SET AT 60 INDOOR USE AC CART
HIGH SIDE AND LOW SIDE PRESSURE 100 PSI RUN VEHICLE HIGH
SIDE 180 LOW 40 GOOD DUCT TEMP 48 AT THIS TIME AC OPERATES
AS DESIGNED IS INHIBITED BELOW 45 ONLY COMES ON WITH DEFROST
AND CYCLES AS IT SHOULD
NO ACTION TAKEN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 32CVZSKIPS DRIVABILITY REPAIR UNITS: TECH(S):1041 WARRANTY

CUSTOMER STATES THERE IS A ROARING SOUND FROM ENGINE SITTING
AT IDLE-SOUNDS LOUDER THAN NORMAL .
NO ABNORMAL NOISE HEARD OPERATING AS DESIGNED

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 04CVZ MULTI POINT INSP UNITS: TECH(S):1041 INTERNAL

CUSTOMER REQUESTS A MULTI POINT INSPECTION
COMPLETED

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS----------

Xtime Web Appt created 2017-01-08 07:52:20pm taken by

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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CUSTOMER SIGNATURE

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Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 08:52am

The Reynolds and Reynolds Company (DRAINTNVE)
SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

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E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	04/26/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 42,934		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 04/26/17	
	COMMENTS			MO: 42934

LABOR & PARTS----------

J# 1 01CVZ01 OIL CHANGE/ROT UNITS: TECH(S):153591 19.00

CUSTOMER REQUESTS OIL AND FILTER BE REPLACED
ROTATE TIRES AND RESET TIRE PRESSURES
DUE TO TIME AND OR MILEAGE
REPLACED ENGINE OIL AND FILTER
ROTATED TIRES AND RESET ALL PRESSURES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836	8.45	8.45	8.45
JOB # 1	8	88865638	OIL 8.800	3.40	3.40	27.20
				JOB # 1 TOTAL PARTS		35.65
				JOB # 1 TOTAL LABOR & PARTS		54.65

J# 2 04CVZ MULTI POINT INSP UNITS: TECH(S):153591 INTERNAL

CUSTOMER REQUESTS A MULTI POINT INSPECTION
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS----------

X035M0LV15:Xtime Web Appt created 2017-04-24 01:54:16pm taken by

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [ ] MC/VISA [ ] AM [ ] DI

TOTAL LABOR....	19.00
TOTAL PARTS....	35.65
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.83
TOTAL INVOICE $	**58.48**

********** IMPORTANT **********
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE NOT "COMPLETELY SATISFIED" WITH OUR SERVICE OR IF YOU CAN NOT GRADE US "COMPLETELY SATISFIED" ON THE SURVEY PLEASE CALL JANEL TASKER 910-455-2121.

DID YOU KNOW? WE SELL TIRES $10 OVER COST.
PRICE MATCH GUARANTEE, FREE ROTATIONS.

CUSTOMER SIGNATURE

TERMS: CASH UNLESS ARRANGEMENTS MADE

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 09:44am

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

[redacted] GM Parts [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	
99CVZTRANSFLUSH	FLUSH TRANS COMPLETE	MI		05CVZTRANSFLUSH	*TRANSMISION SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/26/17	[redacted]	42934	149538	153591	C	01CVZ01	OIL CHANGE/ROT
				153591	I	04CVZ	MULTI POINT INSP
01/10/17		37896	154505	1041	I	42CVZ006	A/C SYSTEM REPAIR
				1041	I	32CVZSKIPS	DRIVABILITY REPAIR
12/12/16		36507	149538	1041	I	04CVZ	MULTI POINT INSP
				38563	W	36CVZ	INTERIOR DIAGNOSIS

SALESPERSON NO.

S E R V I C E

STATE REG# 3

☐ CASH ☐ CHECK ☐ M G ☐ VISA ☐ DISC ☐ A E

VEHICLE I.D.NO. 1GNSCKKC6FR[redacted]

[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 05/23/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	43,684	149538	ASHLEIGH

ANY WARRANTIES ON THE ITEM(S) MADE HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, MARINE CHEVROLET COMPANY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MARINE CHEVROLET COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM(S).

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

TIME RECEIVED 08:37am | DATE/TIME PROMISED 05/23/17 12:00pm | PRIORITY 3

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

LABOR RATE [redacted]

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees the right to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged.

JOB

COMMENTS :
X03S5NH8LC:created 2017-05-16 09:39:00am taken by kari fritts

1 **W** 41CVZ ***DOORS***
CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. PLEASE CHECK AND ADVISE.

Friday

2 **I*** 04CVZ ***MULTI POINT INSP***
CUSTOMER REQUESTS A MULTI POINT INSPECTION

WAIT [redacted]

an

PAGE 1 OF 1

Handle [redacted]

ESTIMATE OF REPAIRS

PARTS		
LABOR		
SUBLET		SPOKE TO:
TAXES		AGREES TO REPAIR
TOTAL	$	☐ YES ☐ NO

CUSTOMER: PLEASE READ AND INITIAL

a. Replaced parts are to be saved for inspection or return. ☐ YES ☐ NO

b. I waive my right to receive a written estimate. ☐ YES ☐ NO

c. A storage fee of $ _____ per day will be assessed after the customer has been notified that the repair work has been completed.

Authorization To Perform Repairs

Having reviewed the adjacent estimate, I authorize the above-described repairs. When the repairs have been completed, I agree to pay the repair shop in full for the work, provided the actual cost does not exceed the estimate or any subsequent approved estimate(s) by ten percent (10%).

If determined that the actual total cost will exceed the above estimate by more than ten percent (10%), I or my above authorized representative(s) will be notified and at that time may authorize, modify or cancel the repair order and/or the related estimate. Should the repair order be cancelled, the vehicle may be reassembled (unless re-assembly would be unsafe), or returned unassembled.

At that point, I agree to pay in full for the cost of repairs actually completed that were authorized by this written repair estimate or any other repair estimate provided in accordance with law. As provided by law, I further agree to pay for diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the component(s) and the vehicle.

*Customer/Employee Initials: _____

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Certified Service

[redacted]

The Reynolds and Reynolds Company ENVARWOC CC6139356 O (02/16)

Vehicle Report

Printed on: 05/23/2017 08:32:12

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 2WD 1/2 TON **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Service Update Bulletin	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	07/29/2014	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	06/26/2014	9 MI	06/26/2017	36009 MI	Expired
Corrosion Limited Warranty	06/26/2014	9 MI	06/26/2020	100009 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	06/26/2014	9 MI	06/26/2016	24009 MI	Expired
Emission Select Component Ltd Wty	06/26/2014	9 MI	06/26/2022	80009 MI	Applicable
Powertrain Limited Warranty	06/26/2014	9 MI	06/26/2019	100009 MI	Applicable
Standard CBG CPO Maintenance Plan	04/03/2015	10962 MI	04/03/2017	34962 MI	Expired
CBG Certified Pre-Owned Limited Warranty	06/26/2014	9 MI	06/26/2018	48009 MI	Applicable
CAC/BRC CCL - Comprehensive	12/15/2016	36000 MI	12/15/2019	81000 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/12/2016	[redacted]	ZREG	6040440	Sunroof Window Seal Replacement	36507 MI	Warranty
12/12/2016		ZREG	6040360	Sunroof Window Replacement	36507 MI	Warranty
11/29/2016		ZREG	3422710	High Frequency Antenna Replacement	35633 MI	Warranty
11/29/2016		ZREG	2020140	Front Side Door Window Frame Rear Applique Replacement	35633 MI	Warranty
11/29/2016		ZREG	2020320	Rear Side Door Window Frame Front Applique Replacement	35633 MI	Warranty
11/09/2016		ZREG	7027950	3rd Row Seat Head Restraint Replacement	34539 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 05/23/2017 05:32:12

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 2WD 1/2 TON **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
10/19/2016	[redacted]	ZFAT	9102276	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	33418 MI	Warranty
10/19/2016		ZREG	6041050	Sunroof Panel Side Opening Closeout Cover Replacement	33418 MI	Warranty
08/24/2016		ZREG	7024480	Rear Seat Armrest Support Finish Cover Replacement	31496 MI	Warranty
08/24/2016		ZREG	4417120	Air Conditioning Compressor Replacement	31496 MI	Warranty
06/15/2016		ZREG	4415010	Air Conditioning Compressor Hose Replacement	27903 MI	Warranty
03/21/2016		ZREG	0600723	Chevrolet 2 Year Maintenance	22999 MI	Warranty
11/17/2015		ZREG	3019959	Driveline/Axle - Customer Concern Not Duplicated (CCND)	19441 MI	Warranty
10/08/2015		ZREG	7080188	Lubricate Front Seat Pivot Points, Install Lateral Retainer and Install Seat Actuator Shim Clip.	18429 MI	Warranty
10/05/2015		ZREG	0600723	Chevrolet 2 Year Maintenance	18346 MI	Warranty
05/08/2015		ZREG	7441760	Steering Column Replacement	12849 MI	Warranty
05/08/2015		ZREG	6440720	Rear Seat Retractor Side Belt Replacement	12849 MI	Warranty
02/23/2015		ZFAT	9100737	N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	10944 MI	Warranty
06/27/2014	A19916	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/26/2017	[redacted]	NC	OIL CHANGE/ROT	24	C,I,U	42934 MI
01/11/2017		NC	A/C SYSTEM REPAIR	3	I	37896 MI
12/23/2016		NC	INTERIOR DIAGNOSIS	3	I,W	36507 MI
11/30/2016		NC	LEFT REAR DOOR	29	C,I,W	35633 MI
11/09/2016		NC	REPAIR SEAT/SEATBELT	4	I,W	34539 MI
11/03/2016		NC	INTERIOR TRIM	1	W	33645 MI
10/21/2016		NC	BODY EXTERIOR DIAG	5	I,W	33418 MI
08/29/2016		NC	AC SYSTEM DIAG	5	I,W	31496 MI
08/22/2016		NC	NCSI-SAFETY INSP	27	C,I,U	31460 MI
07/13/2016		NC	OIL CHANGE/ROT	22	C,I,U	29880 MI
06/22/2016		NC	GENERAL MAINTENANCE	2	C,W	27903 MI
04/28/2016		NC	2 WHEEL ALIGNMENT	5	C,I,U	25505 MI
03/21/2016		NC	14 CHEV OIL FILTER	2	I,W	22999 MI
11/20/2015		NC	*STEERING SYS DIAG	2	I,W	19441 MI
11/11/2015		NC	*STEERING SYS DIAG	2	I	19254 MI
10/12/2015		NC	SEATS/SEATBELTS	1	W	18429 MI
10/06/2015		NC	14 CHEV OIL FILTER	3	I,W	18346 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 06/23/2017 06:32:12

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 2WD 1/2 TON **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Repair Order History

	05/22/2015	FR219916+11 9713	NC	ACCESSORIES	3	I,W	12849 MI
	02/27/2015	FR219916+11 6017	NC		0		10944 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

December 16, 2016

[redacted]

Dear [redacted]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter on behalf of Marine Chevrolet Cadillac. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1GNSCKKC6FR[redacted] and will begin on December 15, 2016 at 36,000 miles and will continue until December 15, 2019 or 81,000 miles, whichever occurs first.

The following Comprehensive components will be covered: All vehicle components; but excludes non-covered items and maintenance as detailed in your GM vehicle's Warranty and Owner Assistance Booklet.

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please don't hesitate to contact your dealer Marine Chevrolet Cadillac. If you prefer to contact Chevrolet, you can email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

ATTENTION: DEALERSHIP SERVICE MANAGER
Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

[redacted]

MARINE
Chevrolet Cadillac
marinechevy.com

Marine Chevrolet
1408 Western Blvd
Jacksonville, NC 28546
910-569-4042

Scanned by: Caroline J

VIN	1GNSCKKC6F[redacted]
Vehicle	2015 Chevrolet Suburban
Tire Size	P275/55R20
License Plate	[redacted] Odo: mi.

Vehicle Scan Summary · 5/23/2017, 8:27 AM

Recommendation

Service Needs

Diagnostic Notes

- Front Tires Have Equal Tread Wear.
- Rear Tires Have Equal Tread Wear.
- Tire widths all match.

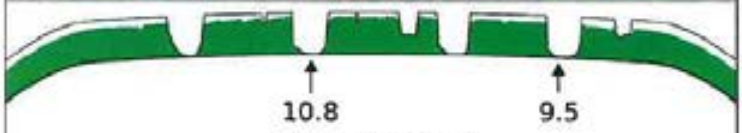
[redacted]

Braking Distance

(70 MPH - Wet Surface)

Left Front Tire

OUTSIDE — INSIDE



Groove Depth in **32nds**

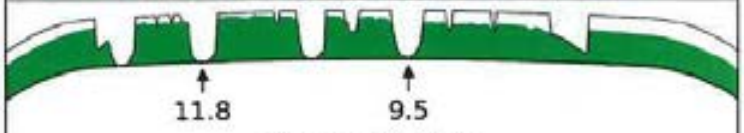
DOT: Size: Load:

Notes:

- Tread Depth OK

Right Front Tire

INSIDE — OUTSIDE



Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK
- There is severe Inside wear. Check Balance and Inspect Suspension.

Left Rear Tire

OUTSIDE — INSIDE

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK
- There is severe Inside wear. Check Balance and Inspect Suspension.

Right Rear Tire

INSIDE — OUTSIDE

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

GOOD | MARGINAL | REPLACE NOW

NC State Inspection Due MO 9 YR 17

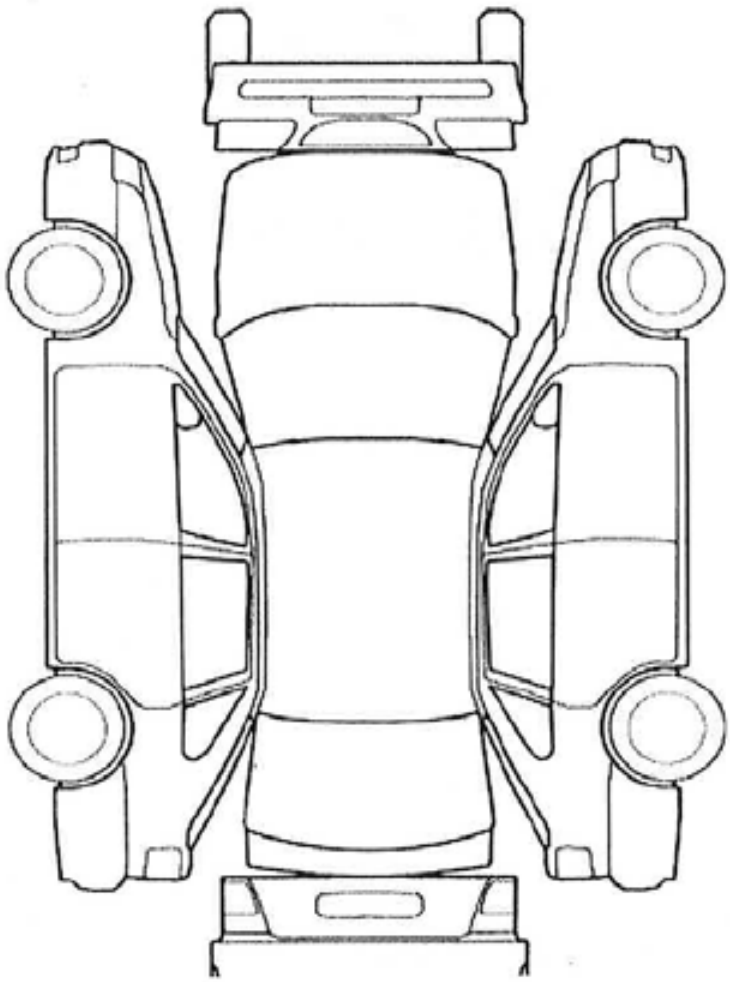
Marine LOGO MA

Wiper Blades

Lights

VEHICLE CONDITION:

great



[redacted]

MARINE
Chevrolet Cadillac

Eastern Carolina's Hometown Dealer
P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	05/23/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		43,684	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

P. T. E. NO.	P. O. NO.	R. O. DATE	
		05/23/17	

COMMENTS

MO: 43684

LABOR & PARTS----------

J# 1 41CVZ DOORS HOURS: TECH(S):156568 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
156568	05/23/17	9.40	9.40	0.00	0.00	FINISHED
156568	05/23/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. PLEASE CHECK AND ADVISE.
ORDERED PARTS. PARTS NEED TO BE PAINTED TO MATCH.
WILL CALL CUSTOMER WHEN PART ARRIVES AND PARTS GET PAINTED.
WILL CALL CUSTOMER TO SCHEDULE APPOINTMENT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	0		13585374	HANDLE KI 16.350	76.56	0.00	128.62	0.00
			** QUANTITY 2 IS SPECIAL ORDERED **					
JOB # 1	0		13585377	HANDLE KI 16.350	84.59	0.00	142.11	0.00
			** QUANTITY 2 IS SPECIAL ORDERED **					

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------
X03S5NH8LC:created 2017-05-16 09:39:00am taken by kari fritts

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

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GM Goodwrench Service Plus

GM Parts

Thank You

MARINE
Chevrolet Cadillac

WARRANTY COPY-W

[END OF INVOICE] 09:36am

Copyright © 1999 The Reynolds and Reynolds Company
DYNAINVOICE SP607084 (07/02)

PE18-012

GM

3-27-2019

Q3

[redacted]

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZ48CVZ45K	45000 MINI SERVICE	MI		99CVZ48CVZ45KMA	45000 MAX SERVICE	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/23/17	[redacted]	43684	149538	156568	W	41CVZ	DOORS
				156568	I	04CVZ	MULTI POINT INSP
04/26/17		42934	149538	153591	C	01CVZ01	OIL CHANGE/ROT
				153591	I	04CVZ	MULTI POINT INSP
01/10/17		37896	154505	1041	I	42CVZ006	A/C SYSTEM REPAIR
				1041	I	32CVZSKIPS	DRIVABILITY REPAIR

SALESPERSON NO.

SERVICE

STATE REG# 3

CASH / CHECK / M C / VISA / DISC / A E

VEHICLE I.D. NO. 1GNSCKKC6FR[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | P. O. DATE 05/24/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	43,684	149538	ASHLEIGH

ANY WARRANTIES ON THE ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, MARINE CHEVROLET COMPANY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MARINE CHEVROLET COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 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 to above, relative to secure the amount of repairs thereto.

X

DATE PROMISED	TIME PROMISED	PRIORITY
05/24/17	10:42am	3

APPOINTMENT: ☐ Yes ☒ No

CELL: [redacted]

LABOR RATE

JOB

1 W *41CVZ **DOORS** 10/17

CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. NEEDS TO BE PAINTED TO MATCH.
INSTALL SOP.

3617250, front side door outside handle w/ATH.

2 I * 04CVZNR **MPVI NOT REQUIRED**

3) Rental

4) (W) Rear door handles ext.
Rear side door outside handle w/ATH
3617249. 10/17

PART RETURNED
DATE 5/30 BY JLM

paint code
WA8555

ESTIMATE OF REPAIRS

PARTS		
LABOR		
SUBLET		SPOKE TO:
TAXES		AGREES TO REPAIR

[redacted]

the Boxed wrong. per Wayne.

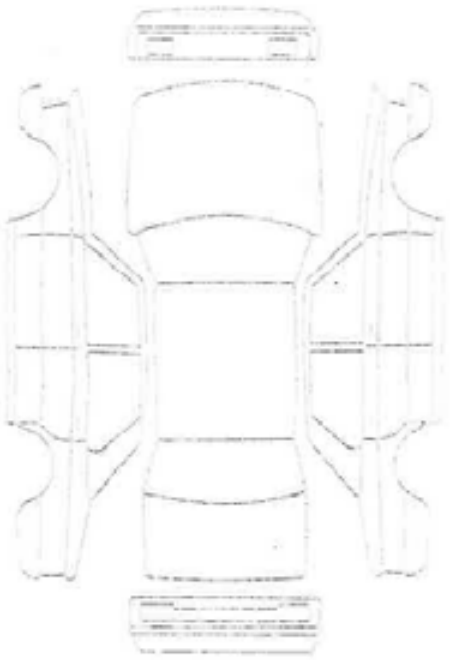
everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

Certified Service

[redacted]

The Reynolds and Reynolds Company (FMARINE03) CO613956 Q (02/16)

CUSTOMER COPY



STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. / EST. NO.		TIME	
J1	RF door ext handle	[redacted]	10473	OFF	MAY30 12:22AM
				ON	MAY30 10:42AM
J1 OLH	RF door ext. handle	[redacted]	10472	OFF	MAY30 10:43AM
				ON	MAY30 11:17AM
J4	LR door ext. handle	[redacted]	10473	OFF	MAY30 2:30PM
				ON	MAY30 3:18PM
J4 OLH	RR ext. door handle	[redacted]	10473	OFF	MAY30 4:11PM
				ON	MAY30 4:36PM

Vehicle Report

Printed on: 05/24/2017 08:26:32

WORKBENCH Service

VIN: 1GNSCKKC6FP[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 2WD **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Service Update Bulletin	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	07/29/2014	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	06/26/2014	9 MI	06/26/2019	100009 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	06/26/2014	9 MI	06/26/2016	24009 MI	Expired
Corrosion Limited Warranty	06/26/2014	9 MI	06/26/2020	100009 MI	Applicable
CAC/BRC CCL - Comprehensive	12/15/2016	36000 MI	12/15/2019	81000 MI	Applicable
CBG Certified Pre-Owned Limited Warranty	06/26/2014	9 MI	06/26/2018	48009 MI	Applicable
Standard CBG CPO Maintenance Plan	04/03/2015	10962 MI	04/03/2017	34962 MI	Expired
Emission Select Component Ltd Wty	06/26/2014	9 MI	06/26/2022	80009 MI	Applicable
Bumper to Bumper Limited Warranty	06/26/2014	9 MI	06/26/2017	36009 MI	Expired

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/12/2016	[redacted]	ZREG	[redacted]	Sunroof Window Seal Replacement	36507 MI	Warranty
12/12/2016		ZREG		Sunroof Window Replacement	36507 MI	Warranty
11/29/2016		ZREG		High Frequency Antenna Replacement	35633 MI	Warranty
11/29/2016		ZREG		Front Side Door Window Frame Rear Applique Replacement	35633 MI	Warranty
11/29/2016		ZREG		Rear Side Door Window Frame Front Applique Replacement	35633 MI	Warranty
11/09/2016		ZREG		3rd Row Seat Head Restraint Replacement	34539 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 05/24/2017 08:26:32

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 2WD **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
10/19/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	33418 MI	Warranty
10/19/2016		ZREG		Sunroof Panel Side Opening Closeout Cover Replacement	33418 MI	Warranty
08/24/2016		ZREG		Rear Seat Armrest Support Finish Cover Replacement	31496 MI	Warranty
08/24/2016		ZREG		Air Conditioning Compressor Replacement	31496 MI	Warranty
06/15/2016		ZREG		Air Conditioning Compressor Hose Replacement	27903 MI	Warranty
03/21/2016		ZREG		Chevrolet 2 Year Maintenance	22999 MI	Warranty
11/17/2015		ZREG		Driveline/Axle - Customer Concern Not Duplicated (CCND)	19441 MI	Warranty
10/08/2015		ZREG		Lubricate Front Seat Pivot Points, Install Lateral Retainer and Install Seat Actuator Shim Clip.	18429 MI	Warranty
10/05/2015		ZREG		Chevrolet 2 Year Maintenance	18346 MI	Warranty
05/08/2015		ZREG		Steering Column Replacement	12849 MI	Warranty
05/08/2015		ZREG		Rear Seat Retractor Side Belt Replacement	12849 MI	Warranty
02/23/2015		ZFAT		N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	10944 MI	Warranty
06/27/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/26/2017	[redacted]	NC	OIL CHANGE/ROT	24	C,I,U	42934 MI
01/11/2017		NC	A/C SYSTEM REPAIR	3	I	37896 MI
12/23/2016		NC	INTERIOR DIAGNOSIS	3	I,W	36507 MI
11/30/2016		NC	LEFT REAR DOOR	29	C,I,W	35633 MI
11/09/2016		NC	REPAIR SEAT/SEATBELT	4	I,W	34539 MI
11/03/2016		NC	INTERIOR TRIM	1	W	33645 MI
10/21/2016		NC	BODY EXTERIOR DIAG	5	I,W	33418 MI
08/29/2016		NC	AC SYSTEM DIAG	5	I,W	31496 MI
08/22/2016		NC	NCSI-SAFETY INSP	27	C,I,U	31460 MI
07/13/2016		NC	OIL CHANGE/ROT	22	C,I,U	29880 MI
06/22/2016		NC	GENERAL MAINTENANCE	2	C,W	27903 MI
04/28/2016		NC	2 WHEEL ALIGNMENT	5	C,I,U	25505 MI
03/21/2016		NC	14 CHEV OIL FILTER	2	I,W	22999 MI
11/20/2015		NC	*STEERING SYS DIAG	2	I,W	19441 MI
11/11/2015		NC	*STEERING SYS DIAG	2	I	19254 MI
10/12/2015		NC	SEATS/SEATBELTS	1	W	18429 MI
10/06/2015		NC	14 CHEV OIL FILTER	3	I,W	18346 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 05/24/2017 08:26:32

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 2WD **Delivery Date:** 06/26/2014

Service Consultant : Ashleigh Nemec **Mileage :** 43684

Repair Order History

	05/22/2015	FR219916+119713	NC	ACCESSORIES	3	I,W	12849 MI
	02/27/2015	FR219916+116017	NC		0		10944 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

CALIBER COLLISION

CALIBER - JACKSONVILLE NC - MARINE BLVD

RESTORING THE RHYTHM OF YOUR LIFE
211 FAIRWAY ROAD, JACKSONVILLE, NC 28546
Phone: (910) 346-9501
FAX: (910) 346-9067

Workfile ID: [redacted]
Federal ID:
State EPA:

Final Bill

RO Number [redacted]

Customer:	Insurance:	Adjuster:		Estimator:	Keith Taylor
MARINE CHEVROLET	DEALER	Phone:		Create Date:	5/24/2017
1408 WESTERN BLVD		Claim:			
JACKSONVILLE, NC 28541		Loss Date:	5/24/2017		
(910) 455-2121		Deductible:			

2015 CHEV Suburban LTZ 4D UTV 8-5.3L Gasoline Direct Injection BLACK

VIN:	1GNSCKKC6FF[redacted]	Interior Color:	BLACK	Mileage In:	43,684	Vehicle Out:	5/25/2017
License:		Exterior Color:	BLACK	Mileage Out:			
State:		Production Date:		Condition:		Job #:	

Line	Ver	Operation	Description	Qty	Extended Price $	Part Type	Labor	Type	Paint
1	E01		**FRONT DOOR**						
2	E01	Refinish	LT Handle, outside paint to match						0.5
3	E01	Refinish	RT Handle, outside paint to match						0.5
4	E01		**REAR DOOR**						
5	E01	Refinish	RT Handle, outside w/ext range, w/LTZ, Denali, Premier						0.5
6	E01	Refinish	LT Handle, outside w/ext range, w/LTZ, Denali, Premier						0.5
7	E01		Flex Additive	1	10.00	Other			

Estimate Totals	Discount $	Markup $	Rate $	Total Hours	Total $
Parts					10.00
Labor, Refinish			36.00	2.0	72.00
Material, Paint					56.00
E.P.C.					5.00
Subtotal					**143.00**
Sales Tax					0.00
Grand Total					**143.00**
Net Total					**143.00**

Estimate Version	Total $
Original	143.00

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

RO Number: [redacted]

2015 CHEV Suburban LTZ 4D UTV 8-5.3L Gasoline Direct Injection BLACK

Insurance Total $:	0.00
Received from Insurance $:	0.00
Balance due from Insurance $:	0.00
Customer Total $:	143.00
Received from Customer $:	0.00
Balance due from Customer $:	143.00

TERMS AND CONDITIONS OF REPAIR SERVICES

1.Payment Upon Completion and Authority to Endorse Checks.Customer agrees that he/she is fully responsible & liable for timely payment of all charges for labor, parts, material & accessories, sublet repairs, and any other charges incurred under these Terms & Conditions, and payment in full shall be made prior to the release of the vehicle.To facilitate timely payment,Customer hereby authorizes Caliber & its authorized employees, to act in Customer's place for the purpose of endorsing, on Customer's behalf, all insurance checks made payable to Caliber and Customer, or to Customer,regarding authorized repairs to the vehicle described in this agreement with such limited authorization terminating upon full payment for the repairs of the vehicle.

2.Additional Repairs.Customer may authorize Caliber to conduct additional repairs that are discovered following closer inspection or disassembly orally,in written form,or via electronic messaging & all such additional repairs shall be listed on the final invoice.

3.Sublet Repairs,Repair Location and Authority to Operate Vehicle.Customer acknowledges & authorizes Caliber, including its subcontractors & employees, as Caliber deems appropriate, to: perform portions of the repairs through use of subcontractor(s) hired by Caliber; conduct repairs at another Caliber facility; and, operate the vehicle, including use on public streets, for the purposes of including, but not limited to, inspecting, testing, pick-up, delivery,&facilitating repairs.

4.Damage or Theft. Customer acknowledges and agrees that Caliber is not responsible for & does not accept any liability for the theft, or damage to, the vehicle, or any personal property left in the vehicle, that is not a direct result of Caliber's gross negligence. Customer acknowledges that said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss related to theft, fire or vandalism while the property remains with Caliber.Customer further acknowledges that all personal property has been removed from the vehicle, and that Caliber,its employees and its subcontractors are not responsible for inspection thereof.

5.Storage Fees&Lien Sale.Customer authorizes & acknowledges that if the vehicle is not picked up within ten (10) days after Caliber has notified the Customer that the repairs are completed, Caliber may charge daily storage fees at rates that are ordinary & customary for the area, but not to exceed $35.00 per day. In addition to any and all other available legal & equitable remedies, Caliber may, in accordance with applicable state law, begin lien sale proceedings & sell the vehicle by way of a public auction.

6. DISPUTE SETTLEMENT AND ARBITRATION. CUSTOMER & CALIBER ACKNOWLEDGE AND AGREE THAT IN THE EVENT A DISPUTE OR CONTROVERSY ARISES CONCERNING THIS AGREEMENT OR THE REPAIRS TO THE VEHICLE, CUSTOMER & CALIBER SHALL FIRST ATTEMPT IN GOOD FAITH TO SETTLE THE DISPUTE BY MEDIATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL MEDIATION PROCEDURES, AS APPLICABLE. IN THE EVENT THAT THE MATTER IS NOT SETTLED BY MEDIATION AS PROVIDED FOR IN THIS PARAGRAPH, CUSTOMER & CALIBER AGREE THAT SUCH DISPUTE OR CONTROVERSY SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL ARBITRATION RULES, AS APPLICABLE. CUSTOMER HEREBY ACKNOWLEDGES THAT A COPY OF SUCH RULES, A GUIDE TO THE APPLICABLE PROCEDURES AND INFORMATION NOTING THE NEAREST AMERICAN ARBITRATION ASSOCIATION LOCATION IS AVAILABLE FOR CUSTOMER'S REVIEW AT www.adr.org/aaa/faces/rules. CUSTOMER MAY ALSO CONTACT THE AMERICAN ARBITRATION ASSOCIATION AT 212-484-4181 or 888-855-9575. JUDGMENT ON THE ARBITRATION AWARD RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. IF EITHER CUSTOMER OR CALIBER ELECTS TO RESOLVE A CLAIM BY ARBITRATION, THAT CLAIM SHALL BE ARBITRATED ONLY ON AN INDIVIDUAL BASIS. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED ON A CLASS ACTION BASIS OR ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY, WHETHER ON BEHALF OF THE GENERAL PUBLIC, OTHER CALIBER CUSTOMERS OR OTHER PERSONS SIMILARLY SITUATED. NOTWITHSTANDING THE FOREGOING, CALIBER AND CUSTOMER AGREE THAT CLAIMS ARISING UNDER THE MAGNUSON-MOSS WARRANTY ACT ("MMWA"), SHALL BE MEDIATED BUT SHALL NOT BE ARBITRATED. IF MEDIATION DOES NOT RESOLVE A CLAIM UNDER THE MMWA, THE CUSTOMER MAY PURSUE THE MMWA CLAIM, AND ONLY THE MMWA CLAIM, IN COURT. ANY CLAIMS NOT UNDER THE MMWA SHALL BE ARBITRATED AS SET FORTH HEREIN. IN THE EVENT THE CUSTOMER DOES BRING AN MMWA CLAIM IN COURT, CUSTOMER AND CALIBER EXPRESSLY WAIVE THEIR RIGHT TO A TRIAL BY JURY AS TO SUCH CLAIM.

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

RO Number: [redacted]

2015 CHEV Suburban LTZ 4D UTV 8-5.3L Gasoline Direct Injection BLACK

7. Limited Warranty. Subject to the obligations and exclusions below, Caliber warrants the repairs against defects in materials and workmanship for the applicable period of time set forth in Section 7(A) During such time, Caliber will repair or replace any parts which prove to be defective by reason of improper workmanship or materials without charge for parts or labor relating thereto, subject to the terms and conditions herein, including, but not limited to Section 7(C) below. All warranty repairs must be performed at one of Caliber's facilities. If the vehicle is outside Caliber's market area, the warranty repairs may be performed at any repair facility nationwide that is approved in advance by Caliber.

A. Warranty Period. Non-Transferability & Non-Assignability. Except as otherwise provided herein, Caliber warrants the repairs and paint only to Customer and for only as long as Customer owns the vehicle, but in no event for less than sixty (60) days. Customer may not expressly or implicitly transfer or assign any rights granted under this limited warranty.

B. Defects in Manufacturer's Parts, Material or Accessories. In certain instances Caliber may use parts, materials or accessories in its repairs that have been procured from third-party manufacturers and/or suppliers. In such instances, Caliber warrants such parts, materials or accessories only to the extent that the third-party manufacturer or supplier's warranties apply to Caliber.

C. Limitations and Exclusions. This limited warranty does not apply to repairs necessitated by any cause beyond the reasonable control of Caliber, including any defects, damage or malfunctions caused by or resulting from unauthorized service or parts, improper or inadequate vehicle maintenance, use for which any parts or accessories were not designed or approved, alterations, accidents, modification of repairs, subsequent repairs performed by a party other than Caliber (except as set forth in this Section 7), abuse, misuse, neglect, or acts of God. Any and all disputes related to this section shall be resolved according to the procedures set forth in Paragraph 6 above.

D. Environmental Damage. This limited warranty does not apply to damage caused by chemicals, tree sap, road salt, sand, rocks, pebbles, hail, windstorms, sun, pollution or other environmental factors or road hazards that may damage cloth, leather, plastic, wood, vinyl, paint, chrome, upholstery and/or convertible tops.

E. Waiver of Right to Return of Replaced Auto Parts. By entering into this agreement Customer waives any right to the return of auto parts replaced by Caliber and Customer agrees that all parts replaced under this limited warranty shall become the property of Caliber. If you do not wish to waive your rights to return of replaced parts, please inform the center manager before you sign this document so that we may make appropriate arrangements.

8. DISCLAIMERS. THE FOREGOING PARAGRAPH 7 IS THE COMPLETE LIMITED WARRANTY FOR CALIBER REPAIRS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER EXPRESS WARRANTIES ARE MADE WITH RESPECT TO CALIBER REPAIRS IN NO EVENT WILL CALIBER BE LIABLE TO THE CUSTOMER OF THE VEHICLE DESCRIBED IN THIS AGREEMENT, FOR ANY COMMERCIAL DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS OR ANY OTHER SPECIAL, INDIRECT INCIDENTAL OR CONSEQUENTIAL LOSSES OF A COMMERCIAL NATUREWHATSOEVER, EVEN IF CALIBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE EXTENT THAT ANY PART OF THIS LIMITED WARRANTY IS IN CONFLICT WITH APPLICABLE LAW, CALIBER WILL FOLLOW APPLICABLE LAW.

9. Entire Agreement, Headings, Validity. Customer acknowledges that he/she has not been induced to authorize repairs by any representation or warranty not set forth in this agreement. This is the entire agreement between Caliber & Customer, and supersedes all existing agreements and all other oral or written communication between them concerning its subject matter. This agreement may only be modified in writing, signed by Caliber & Customer, either through manual or digital signatures.

Customer Signature:_____ Date: _____

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

MARINE
Chevrolet Cadillac
marinechevy.com

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Marine Chevrolet

1408 Western Blvd

Jacksonville | NC | 28546

(910) 455-2121 | ASHLEIGH NEMEC

RO# [redacted] | Unit# HT581 | RA# 1477

CUSTOMER INFORMATION

Custom[redacted]

Home Address [redacted] N/A

City [redacted] [redacted] Zip [redacted]

Driver's License No. [redacted] State [redacted] Expires [redacted]

Birth Date [redacted] Home Telephone [redacted]

Additional Driver's Name NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name NONE | Birth Date

Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

CUSTOMER INSURANCE INFORMATION

Insurer CENTRAL CAROLINA INS | Agent

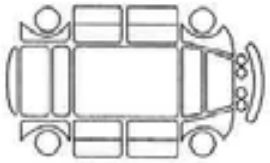
Policy No [redacted] | Expiration Date 07/04/2017 | Telephone (704) 664-3973

RENTAL VEHICLE INFORMATION

			FUEL OUT	FUEL IN
Date and Time IN				
Date and Time OUT	05/30/2017	09:00 AM		
Date and Time DUE IN	06/01/2017	09:00 AM		
Vehicle VIN / Plate #/State	1GNKRGKD4HJ[redacted] [redacted]		X	F
Vehicle Description	2017 CHEVROLET	TRAVERSE RED	3/4	3/4
Mileage IN			1/2	1/2
Mileage OUT	744		1/4	1/4
Miles Driven			E	E
Miles Allowed	999			
Chargeable Miles	0			

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: 0 @ 0.00 ¢	0.00
DAYS: 3 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL GAL. @ $ 0.00	0.00
VEHICLE LICENSE FEE	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL GAL. @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	0.00
TOTAL CHARGE →	0.00

METHOD OF PAYMENT

$_____ ❑ AMEX ❑ MC ❑ VISA ❑ OTHER

❑ CHECK

____/____ EXPIRES

$_____

❑ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and [redacted]ement.

Cust[redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

CTD-2 NC RA 090616 White: Dealer Copy Canary: Customer Copy Pink: RO Copy

CALIBER COLLISION

CALIBER - JACKSONVILLE NC - MARINE BLVD

RESTORING THE RHYTHM OF YOUR LIFE
211 FAIRWAY ROAD, JACKSONVILLE, NC 28546
Phone: (910) 346-9501
FAX: (910) 346-9067

Workfile ID: 493057b0
Federal ID: 47-1193386
State FPA:

[redacted]

RO-[redacted]

Final Bill

RO Number: [redacted]

Customer:	Insurance:	Adjuster:		Estimator:	Keith Taylor
MARINE CHEVROLET	DEALER	Phone:		Create Date:	5/24/2017
1408 WESTERN BLVD		Claim:	PO#95689		
JACKSONVILLE, NC 28541		Loss Date:	5/24/2017		
(910) 455-2121		Deductible:			

2015 CHEV Suburban LTZ 4D UTV 8-5.3L Gasoline Direct Injection BLACK

VIN:	1GNSCKKC6FR[redacted]	Interior Color:	BLACK	Mileage In:	43,684	Vehicle Out:	5/25/2017
License:		Exterior Color:	BLACK	Mileage Out:			
State:		Production Date:		Condition:		Job #:	

Line	Ver	Operation	Description	Qty	Extended Price $	Part Type	Labor	Type	Paint
1	E01		**FRONT DOOR**						
2	E01	Refinish	LT Handle, outside paint to match						0.5
3	E01	Refinish	RT Handle, outside paint to match						0.5
4	E01		**REAR DOOR**						
5	E01	Refinish	RT Handle, outside w/ext range, w/LTZ, Denali, Premier						0.5
6	E01	Refinish	LT Handle, outside w/ext range, w/LTZ, Denali, Premier						0.5
7	E01		Flex Additive	1	10.00	Other			

Estimate Totals	Discount $	Markup $	Rate $	Total Hours	Total $
Parts					10.00
Labor, Refinish			36.00	2.0	72.00
Material, Paint					56.00
F.P.C.					5.00
Subtotal					**143.00**
Sales Tax					0.00
Grand Total					**143.00**
Net Total					**143.00**

Estimate Version	Total $
Original	143.00

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

RO Number [redacted]

2015 CHEV Suburban LTZ 4D UTV 8-5.3L Gasoline Direct Injection BLACK

☐

7. Limited Warranty. Subject to the obligations and exclusions below, Caliber warrants the repairs against defects in materials and workmanship for the applicable period of time set forth in Section 7(A) During such time, Caliber will repair or replace any parts which prove to be defective by reason of improper workmanship or materials without charge for parts or labor relating thereto, subject to the terms and conditions herein, including, but not limited to Section 7(C) below. All warranty repairs must be performed at one of Caliber's facilities. If the vehicle is outside Caliber's market area, the warranty repairs may be performed at any repair facility nationwide that is approved in advance by Caliber.

A. Warranty Period. Non-Transferability & Non-Assignability. Except as otherwise provided herein, Caliber warrants the repairs and paint only to Customer and for only as long as Customer owns the vehicle, but in no event for less than sixty (60) days. Customer may not expressly or implicitly transfer or assign any rights granted under this limited warranty.

B. Defects in Manufacturer's Parts, Material or Accessories. In certain instances Caliber may use parts, materials or accessories in its repairs that have been procured from third-party manufacturers and/or suppliers. In such instances, Caliber warrants such parts, materials or accessories only to the extent that the third-party manufacturer or supplier's warranties apply to Caliber.

C. Limitations and Exclusions. This limited warranty does not apply to repairs necessitated by any cause beyond the reasonable control of Caliber, including any defects, damage or malfunctions caused by or resulting from unauthorized service or parts, improper or inadequate vehicle maintenance, use for which any parts or accessories were not designed or approved, alterations, accidents, modification of repairs, subsequent repairs performed by a party other than Caliber (except as set forth in this Section 7), abuse, misuse, neglect, or acts of God. Any and all disputes related to this section shall be resolved according to the procedures set forth in Paragraph 6 above.

D. Environmental Damage. This limited warranty does not apply to damage caused by chemicals, tree sap, road salt, sand, rocks, pebbles, hail, windstorms, sun, pollution or other environmental factors or road hazards that may damage cloth, leather, plastic, wood, vinyl, paint, chrome, upholstery and/or convertible tops.

E. Waiver of Right to Return of Replaced Auto Parts. By entering into this agreement Customer waives any right to the return of auto parts replaced by Caliber and Customer agrees that all parts replaced under this limited warranty shall become the property of Caliber. If you do not wish to waive your rights to return of replaced parts, please inform the center manager before you sign this document so that we may make appropriate arrangements.

8. DISCLAIMERS. THE FOREGOING PARAGRAPH 7 IS THE COMPLETE LIMITED WARRANTY FOR CALIBER REPAIRS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER EXPRESS WARRANTIES ARE MADE WITH RESPECT TO CALIBER REPAIRS IN NO EVENT WILL CALIBER BE LIABLE TO THE CUSTOMER OF THE VEHICLE DESCRIBED IN THIS AGREEMENT, FOR ANY COMMERCIAL DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS OR ANY OTHER SPECIAL, INDIRECT INCIDENTAL OR CONSEQUENTIAL LOSSES OF A COMMERCIAL NATUREWHATSOEVER, EVEN IF CALIBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE EXTENT THAT ANY PART OF THIS LIMITED WARRANTY IS IN CONFLICT WITH APPLICABLE LAW, CALIBER WILL FOLLOW APPLICABLE LAW.

9. Entire Agreement, Headings, Validity. Customer acknowledges that he/she has not been induced to authorize repairs by any representation or warranty not set forth in this agreement. This is the entire agreement between Caliber & Customer, and supersedes all existing agreements and all other oral or written communication between them concerning its subject matter. This agreement may only be modified in writing, signed by Caliber & Customer, either through manual or digital signatures.

Customer Signature:_____ Date: _____

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

[redacted]

MARINE
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P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

[redacted]

CELL: [redacted]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: ASHLEIGH 149538	TAG NO. [redacted]	INVOICE DATE: 06/05/17	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 43,684	COLOR: /
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE: 05/24/17	
	COMMENTS			MO: 43684

LABOR & PARTS----------

J# 1 41CVZ DOORS HOURS: 0.60 TECH(S):101973 61.49

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
101973	05/30/17	10.70	11.60	0.90	0.00	HOLD OTHER
101973	05/30/17	14.50	15.30	0.80	0.00	HOLD OTHER
101973	05/30/17	16.20	16.60	0.40	0.00	HOLD PARTS
101973	05/30/17	17.10	17.10	0.00	0.00	HOLD PARTS
101973	06/03/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
101973	06/01/17	17.30	17.50	0.20	0.00	NON WORKING
		TOTAL TECH TIME		2.30	0.60	

CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. NEEDS TO BE PAINTED TO MATCH.
INSTALL SOP.
VERIFIED BY TECHNICIAN 156568, THE RIGHT AND LEFT FRONT DOOR EXTERIOR HANDLES ARE LOOSE.
REMOVED AND REPLACED THE LEFT FRONT SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617250. REMOVED LEFT FRONT SIDE DOOR TRIM PER SI 3633481. VERIFEID REPAIR IS COMPLETED.
OLH FOR REMOVING THE RIGHT FRONT SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617250. REMOVED THE RIGHT FRONT SIDE DOOR TRIM PER SI 3633481. VERIFIED REPAIR COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	13585377	HANDLE KI 16.350	105.74	105.74	142.11	142.11
JOB # 1	1	13585377	HANDLE KI 16.350	84.59	84.59	142.11	142.11
			JOB # 1 COST TOTAL		190.33		
			JOB # 1 TOTAL PARTS				284.22
			JOB # 1 TOTAL LABOR & PARTS				345.71

J# 4+37CVZ000001 BODY EXTERIOR HOURS: 1.00 TECH(S):101973 102.49
Added Operation (ASHLEIGHM @ 05/30/2017 16:46)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
101973	05/30/17	17.00	17.10	0.10	0.00	FINISHED
101973	06/02/17	0.00	0.00	0.00	1.00	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.10	1.00	

CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. PLEASE CHECK AND ADVISE.
TECHNICIAN 156568 VERIFIED THAT BOTH REAR SIDE DOOR OUTSIDE HANDLES ARE LOOSE.
FOLLOWED SI PROCEDURE ON REMOVING AND INSTALLING A NEW LEFT REAR SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617249. REMOVED LEFT REAR SIDE DOOR TRIM PER SI 3638027.
VERIFIED LEFT REAR SIDE DOOR OUTSIDE HANDLE OPERATES PROPERLY.
OLH DUE TO REMOVING THE RIGHT REAR SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617249. REMOVED THE RIGHT REAR SIDE DOOR TRIM PER SI 3638027. VERIFIED THE RIGHT SIDE DOOR OUTSIDE HANDLE WORKS PROPERLY. REPAIRS COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	2	13585374	HANDLE KI 16.350	76.56	153.12	128.62	257.24
			JOB # 4 COST TOTAL		153.12		
			JOB # 4 TOTAL PARTS				257.24

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, gasoline, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

GM Goodwrench Service Plus

GM Parts

Thank You

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910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL [redacted]

ADVISOR: ASHLEIGH 149538	TAG NO. [redacted]		INVOICE DATE: 06/05/17	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 43,684	COLOR: /	STOCK NO.
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1GNSCKKC6FR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.	P. O. NO.		R. O. DATE: 05/24/17	
PHONE	COMMENTS			MO: 43684

[redacted]

JOB # 4 TOTAL LABOR & PARTS 359.73

SUBLET----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1	95689	[redacted]	06/02/17	DOOR HANDLES	143.00
				TOTAL - SUBLET	143.00

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

JOB # 1	42	RENTAL CHARGES	273802-1	84.00
			TOTAL - MISC	84.00
			R/O TAX	0.00
			R/O TOTALS	932.44

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	501.21
	431.23
CLAIM TOTALS	932.44

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCKKC6F[redacted]	REPAIRING BAC	161[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/24/2017
ODOMETER	43684	SERVICE ADVISOR GMIN	534766424
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001334472734	0002

JOB COMPLETION DATE: 06/05/2017
TECHNICIAN GMIN: 183158723

LABOR OPERATION	BASE HOURS	OTHER
2060070	.3	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0422
COMPLAINT DESCRIPTION: CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. NEEDS TO BE PAINTED TO MATCH. INSTALL SOP.

CAUSE CODE: 6025
CAUSE DESCRIPTION: VERIFIED BY TECHNICIAN 156568. THE RIGHT AND LEFT FRONT DOOR EXTERIOR HANDLES ARE LOOSE.

CORRECTION DESCRIPTION: REMOVED AND REPLACED THE LEFT FRONT SIDE DOOR OUTSI

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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910-455-2121
Toll Free 1-800-737-2122
Fax . . . , 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH	149538	[redacted]	06/05/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 43,684	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCKKC6FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 05/24/17	
	COMMENTS				MO: 43684

DE HANDLE WITH ATH PER SI 3617250. REMOVED LEFT FRONT SIDE DOOR TRIM PER S
ER SI 3633481. VERIFEID REPAIR IS COMPLETED. OLH FOR REMOVING THE RIGHT FR
T FRONT SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617250. REMOVED THE RIGH
RIGHT FRONT SIDE DOOR TRIM PER SI 3633481. VERIFIED REPAIR COMPLETED.

CAUSAL PART: 13585377

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
13585377	2	95.17			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
84.00	NIC			1GNKRGKD4HJ[redacted]	2	P
71.50	NIS	[redacted]		PAINT		

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: OLH HANDLE ON PASSANGER SIDE

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	93.88		
PARTS	190.34	0.00	284.22
LABOR	61.49	0.00	61.49
NET ITEMS	155.50	0.00	155.50
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	501.21	0.00	501.21

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCKKC6FR[redacted]	REPAIRING BAC	161[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/24/2017
ODOMETER	43684	SERVICE ADVISOR GMIN	534766424
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		[redacted]	001334473761	0003

JOB COMPLETION DATE: 06/05/2017
TECHNICIAN GMIN: 183158723

LABOR OPERATION	BASE HOURS	DIAGNOSIS
2061370	.8	.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0422
COMPLAINT DESCRIPTION: CUSTOMER STATES ALL DOOR HANDLES ARE LOOSE AND SEEM TO BE COMING OFF. PLEASE CHECK AND ADVISE.

CAUSE CODE: 6025

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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SHOP MATERIALS

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GM Parts

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Chevrolet Cadillac

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WARRANTY COPY-W

[CONTINUED ON NEXT PAGE]

10:36am

[redacted]

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Eastern Carolina's Hometown Dealer
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910-455-2121
Toll Free 1-800-727-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	06/05/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 43,684		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 05/24/17	
	COMMENTS			MO: 43684

CAUSE DESCRIPTION: TECHNICIAN 156568 VERIFIED THAT BOTH REAR SIDE DOOR OUTS IDE HANDLES ARE LOOSE.

CORRECTION DESCRIPTION: FOLLOWED SI PROCEDURE ON REMOVING AND INSTALLING A NEW LEFT REAR SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617249. REMOVED LE D LEFT REAR SIDE DOOR TRIM PER SI 3638027. VERIFIED LEFT REAR SIDE DOOR OU R OUTSIDE HANDLE OPERATES PROPERLY. OLH DUE TO REMOVING THE RIGHT REAR SID SIDE DOOR OUTSIDE HANDLE WITH ATH PER SI 3617249. REMOVED THE RIGHT REAR EAR SIDE DOOR TRIM PER SI 3638027. VERIFIED THE RIGHT SIDE DOOR OUTSIDE HA E HANDLE WORKS PROPERLY. REPAIRS COMPLETED.

CAUSAL PART: 13585374

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
13585374	2	76.56			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
71.50	NIS	[redacted]		PAINT		

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: OLH REPLACE PASSENGER SIDE

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	104.12		
PARTS	153.12	0.00	257.24
LABOR	102.49	0.00	102.49
NET ITEMS	71.50	0.00	71.50
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	431.23	0.00	431.23

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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GM Goodwrench Service Plus

GM Parts

Thank You

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Chevrolet Cadillac

WARRANTY COPY-W

[END OF INVOICE] 10:36am

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ERAINTINVE

PE18-012

GM

3-27-2019

Q3

[redacted]

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-6049
E-mail: guestservices@marinechevy.com Web Address: www.marinechevy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	^ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZ48CVZ45K	45000 MINI SERVICE	MI		99CVZ48CVZ45KMA	45000 MAX SERVICE	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/17	[redacted]	43684	149538	101973	W	41CVZ	DOORS
				101973	I	04CVZNR	MPVI NOT REQUIRED
				101973	I	97CVZ	RENTAL REQUIRED
				101973	W	37CVZ000001	BODY EXTERIOR
05/23/17		43684	149538	156568	W	41CVZ	DOORS
				156568	I	04CVZ	MULTI POINT INSP

SALESPERSON NO.

S E R V I C E

STATE REG# 3

CASH / CHECK / M C / VISA / DISC / A E

VEHICLE I.D. NO: 1GNSCKKC6FR[redacted]
YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD
PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]
CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | P.O. DATE 06/22/17
COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MFR.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	45,465	149538	ASHLEIGH

[redacted]

09:57am 06/22/17 02:06pm PRIORITY 3

APPOINTMENT X Yes / No

CELL: [redacted]

LABOR RATE

TERMS: CASH UNLESS ARRANGEMENTS MADE

[redacted]

JOB

COMMENTS :
X03YHK4RYD:created 2017-06-19 02:44:00pm taken by Kourtney Ezzell

1 W 36CVZ **INTERIOR DIAGNOSIS**
CUSTOMER STATES WATER IS LEAKING THROUGH THE LEFT REAR DOOR. WATER KEEPS COMING DOWN FROM THE SEATBELT AREA. PLEASE CHECK AND ADVISE. Verify leak at LR Rear C-Pillar Rear Sel
3556-3 Remove pins & apply Sealer. Test. ck

2 I * 04CVZ **MULTI POINT INSP**
CUSTOMER REQUESTS A MULTI POINT INSPECTION

3556-3

Nice Silverado.
Ind Serv (annually)

No Black GM Accessory Grill is available.

Chrome will not hold paint unless Sand blasted.

Send vehicle to caliber in the morning to get price quote to have front chrome grille painted Black!

when chuck retu
[redacted]

Certified Service

[redacted]

AM

PAGE 1 OF 1

The Reynolds and Reynolds Company (USA) (INTL) (CDB13956.0) (04/17)

COMMENTS	DESCRIPTION	PARTS	LABOR	TOTAL
	[redacted] Grille.	611.10		
	CONDITION			
	CAUSE			
	CORRECTION			
	CONDITION			
	CAUSE			
	CORRECTION			
	CONDITION			
	CAUSE			
	CORRECTION			
	CONDITION			
	CAUSE			
	CORRECTION			

(2728)

Vehicle Report

Printed on: 06/22/2017 09:38:11

WORKBENCH Service

VIN: 1GNSCKKC6FF[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 2WD **Delivery Date:** 06/26/2014

Service Consultant : Evelyn Lazo **Mileage :** 45465

Oil Life : 67%

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Service Update Bulletin	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	07/29/2014	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	06/26/2014	9 MI	06/26/2019	100009 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	06/26/2014	9 MI	06/26/2016	24009 MI	Expired
Corrosion Limited Warranty	06/26/2014	9 MI	06/26/2020	100009 MI	Applicable
CAC/BRC CCL - Comprehensive	12/15/2016	36000 MI	12/15/2019	81000 MI	Applicable
CBG Certified Pre-Owned Limited Warranty	06/26/2014	9 MI	06/26/2018	48009 MI	Applicable
Standard CBG CPO Maintenance Plan	04/03/2015	10962 MI	04/03/2017	34962 MI	Expired
Emission Select Component Ltd Wty	06/26/2014	9 MI	06/26/2022	80009 MI	Applicable
Bumper to Bumper Limited Warranty	06/26/2014	9 MI	06/26/2017	36009 MI	Expired

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
05/24/2017	[redacted]	ZREG	[redacted]	Rear Side Door Outside Handle Replacement	43684 MI	Warranty
05/24/2017		ZREG		Front Side Door Outside Handle Replacement	43684 MI	Warranty
12/12/2016		ZREG		Sunroof Window Seal Replacement	36507 MI	Warranty
12/12/2016		ZREG		Sunroof Window Replacement	36507 MI	Warranty
11/29/2016		ZREG		High Frequency Antenna Replacement	35633 MI	Warranty
11/29/2016		ZREG		Front Side Door Window Frame Rear Applique Replacement	35633 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 06/22/2017 09:38:11

WORKBENCH Service

VIN: 1GNSCKKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 2WD **Delivery Date:** 06/26/2014

Service Consultant : Evelyn Lazo **Mileage :** 45465

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
11/29/2016	[redacted]	ZREG	[redacted]	Rear Side Door Window Frame Front Applique Replacement	35633 MI	Warranty
11/09/2016		ZREG		3rd Row Seat Head Restraint Replacement	34539 MI	Warranty
10/19/2016		ZFAT		16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	33418 MI	Warranty
10/19/2016		ZREG		Sunroof Panel Side Opening Closeout Cover Replacement	33418 MI	Warranty
08/24/2016		ZREG		Rear Seat Armrest Support Finish Cover Replacement	31496 MI	Warranty
08/24/2016		ZREG		Air Conditioning Compressor Replacement	31496 MI	Warranty
06/15/2016		ZREG		Air Conditioning Compressor Hose Replacement	27903 MI	Warranty
03/21/2016		ZREG		Chevrolet 2 Year Maintenance	22999 MI	Warranty
11/17/2015		ZREG		Driveline/Axle - Customer Concern Not Duplicated (CCND)	19441 MI	Warranty
10/08/2015		ZREG		Lubricate Front Seat Pivot Points, Install Lateral Retainer and Install Seat Actuator Shim Clip.	18429 MI	Warranty
10/05/2015		ZREG		Chevrolet 2 Year Maintenance	18346 MI	Warranty
05/08/2015		ZREG		Steering Column Replacement	12849 MI	Warranty
05/08/2015		ZREG		Rear Seat Retractor Side Belt Replacement	12849 MI	Warranty
02/23/2015		ZFAT	[redacted]	N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	10944 MI	Warranty
06/27/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	06/05/2017	[redacted]	NC	DOORS	4	I,W	43684 MI
	05/23/2017		NC	DOORS	2	I,W	43684 MI
	04/26/2017		NC	OIL CHANGE/ROT	24	C,I,U	42934 MI
	01/11/2017		NC	A/C SYSTEM REPAIR	3	I	37896 MI
	12/23/2016		NC	INTERIOR DIAGNOSIS	3	I,W	36507 MI
	11/30/2016		NC	LEFT REAR DOOR	29	C,I,W	35633 MI
	11/09/2016		NC	REPAIR SEAT/SEATBELT	4	I,W	34539 MI
	11/03/2016		NC	INTERIOR TRIM	1	W	33645 MI
	10/21/2016		NC	BODY EXTERIOR DIAG	5	I,W	33418 MI
	08/29/2016		NC	AC SYSTEM DIAG	5	I,W	31496 MI
	08/22/2016		NC	NCSI-SAFETY INSP	27	C,I,U	31460 MI
	07/13/2016		NC	OIL CHANGE/ROT	22	C,I,U	29880 MI
	06/22/2016		NC	GENERAL MAINTENANCE	2	C,W	27903 MI
	04/28/2016		NC	2 WHEEL ALIGNMENT	5	C,I,U	25505 MI
	03/21/2016		NC	14 CHEV OIL FILTER	2	I,W	22999 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

MARINE
Chevrolet Cadillac
marinechevy.com

Marine Chevrolet
1408 Western Blvd
Jacksonville, NC 28546
910-569-4042

Scanned by: Whitney W

Black
Suburban

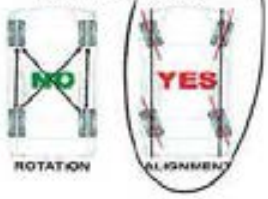
[redacted]

VIN	5GAKRCKD5G[redacted]
Vehicle	2016 Buick Enclave
Tire Size	P255/60R19
License Plate	[redacted] Odo: mi.

Vehicle Scan Summary - 6/22/2017, 9:39 AM

Recommendation

Service Needs



Diagnostic Notes

- Front Tires Have Equal Tread Wear.
- Rear Tires Have Equal Tread Wear.
- Tire widths all match.

[redacted]

Braking Distance

(70 MPH - Wet Surface)

Left Front Tire

OUTSIDE — INSIDE

9.0 — 10.4

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

Right Front Tire

INSIDE — OUTSIDE

10.6 — 8.9

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

Left Rear Tire

OUTSIDE — INSIDE

10.4 — 9.0

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK
- There is minor inside wear. Inspect Suspension.

Right Rear Tire

INSIDE — OUTSIDE

8.9 — 9.6

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

GOOD | MARGINAL | REPLACE NOW

Ask for **Wheel Lock Key** and **Registration

NC State Inspection Due **MO** 9 **YR** 17

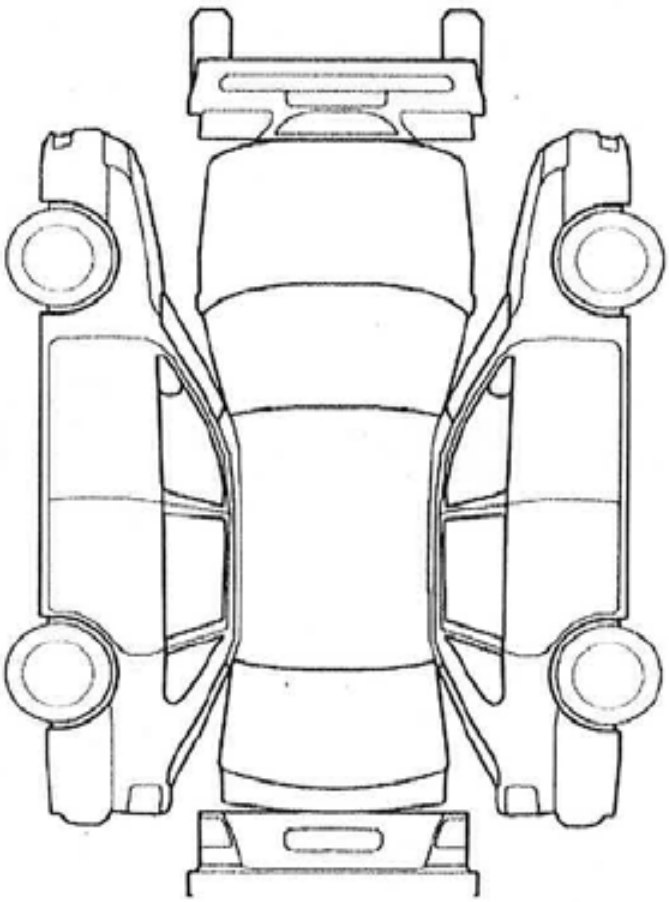
Marine LOGO N / A

Wiper Blades / A

Lights / A

VEHICLE CONDITION:

good!



[redacted]

MARINE
Chevrolet Cadillac

Eastern Carolina's Hometown Dealer
P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ASHLEIGH 149538	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		45,465	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		06/22/17

COMMENTS

MO: 45465

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCKKC6FR[redacted]	REPAIRING BAC	161[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	06/22/2017
ODOMETER	45465	SERVICE ADVISOR GMIN	534766424
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001338006324	0002

JOB COMPLETION DATE: 07/11/2017
TECHNICIAN GMIN: 493004245

LABOR OPERATION	BASE HOURS	OTHER
0560052	.5	.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0824
COMPLAINT DESCRIPTION: CUSTOMER STATES WATER IS LEAKING THROUGH THE LEFT RE AR DOOR. WATER KEEPS COMING DOWN FROM THE SEATBELT AREA. PLEASE CHECK AND AND ADVISE.

CAUSE CODE: 4061
CAUSE DESCRIPTION: INSPECT CARPET AND PAD FOR WATER. NONE FOUND. WATER TEST . VERIFY LEAK THROUGH LH C-PILLAR SEAT BELT OPENING. -REMOVED TRIM PANELS ELS AND ISOLATED LEAK TO UPPER PUSH-PIN ATTACHMENT OF SEAL AT UPPER REAR O AR OF LR DOOR OPENING. REMOVE ATTACHMENTS AND INSPECT. PINS ARE UNDAMAGED. GED. GASKET ON EACH IS INSUFFICIENTLY THICK (POOR FIT) TO PREVENT WATER EN R ENTRY.

CORRECTION DESCRIPTION: CLEAN SURFACES AND APPLY KENT HI-TECH SEALER TO PIN HOLES. REATTACH SEAL WITH ORIGINAL PINS AND PRESS IN PLACE WITH SEALER. R R. REASSEMBLE, TEST, OK.

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: OLH TO WATER TEST VEHCILE

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	102.49	0.00	102.49
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	102.49	0.00	102.49

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

GM Goodwrench Service Plus

GM Parts

Thank You

MARINE
Chevrolet Cadillac

Copyright © 1999 The Reynolds and Reynolds Company
DRAINTAVE DR007984 (07/02)

WARRANTY COPY-W

[END OF INVOICE] 01:39pm

[redacted]

MARINE
Chevrolet Cadillac

Eastern Carolina's Hometown Dealer
P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-9121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ASHLEIGH 149538	TAG NO. [redacted]	INVOICE DATE 07/11/17	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 45,465	COLOR / STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C K K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/22/17	
	COMMENTS			MO: 45465

LABOR & PARTS----------

J# 1 36CVZ INTERIOR DIAGNOSIS HOURS: 1.00 TECH(S):38563 102.49

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
38563	06/28/17	9.20	10.40	1.20	0.00	FINISHED
38563	06/28/17	0.00	0.00	0.00	0.00	FINISHED
38563	07/11/17	0.00	0.00	0.00	1.00	ENTERED IN INVOICING
		TOTAL TECH TIME		1.20	1.00	

CUSTOMER STATES WATER IS LEAKING THROUGH THE LEFT REAR DOOR.
WATER KEEPS COMING DOWN FROM THE SEATBELT AREA. PLEASE
CHECK AND ADVISE.
INSPECT CARPET AND PAD FOR WATER. NONE FOUND. WATER TEST.
VERIFY LEAK THROUGH LH C-PILLAR SEAT BELT OPENING.
-REMOVED TRIM PANELS AND ISOLATED LEAK TO UPPER PUSH-PIN
ATTACHMENT OF SEAL AT UPPER REAR OF LR DOOR OPENING. REMOVE
ATTACHMENTS AND INSPECT. PINS ARE UNDAMAGED. GASKET ON EACH
IS INSUFFICIENTLY THICK (POOR FIT) TO PREVENT WATER ENTRY.
CLEAN SURFACES AND APPLY KENT HI-TECH SEALER TO PIN HOLES.
REATTACH SEAL WITH ORIGINAL PINS AND PRESS IN PLACE WITH
SEALER. REASSEMBLE, TEST, OK.

JOB # 1 TOTAL LABOR & PARTS 102.49

COMMENTS----------
X03YHK4RYD:created 2017-06-19 02:44:00pm taken by Kourtney Ezzell

R/O TAX 0.00
R/O TOTALS 102.49

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	102.49
CLAIM TOTALS	102.49

APPROVED BY SIGNATURE

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increases could simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

GM Goodwrench Service Plus

GM Parts

Thank You

MARINE
Chevrolet Cadillac

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ERANTINVE 5760704 (0702)

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital
1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-6049
E-mail: guestservices@marinechevy.com Web Address: www.marinechevy.com

[redacted]

GM Parts

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	
99CVZTRANSFLUSH	FLUSH TRANS COMPLETE	MI		05CVZTRANSFLUSH	*TRANSMISION SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/22/17	[redacted]	45465	149538	38563	W	36CVZ	INTERIOR DIAGNOSIS
				38563	I	04CVZ	MULTI POINT INSP
05/24/17		43684	149538	101973	W	41CVZ	DOORS
				101973	I	04CVZNR	MPVI NOT REQUIRED
				101973	I	97CVZ	RENTAL REQUIRED
				101973	W	37CVZ000001	BODY EXTERIOR

SALESPERSON NO.

S E R V I C E

STATE REG# 3

CASH ☐ CHECK ☐ M C ☐ VISA ☐ DISC ☐ A E

VEHICLE I.D. NO. 1GNSCKKC6FR [redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 08/01/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	47,716	159945	MICHAEL HARRIS

TIME PROMISED 02:46pm | DATE/TIME PROMISED 08/01/17 06:00pm | PRIORITY 3

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZED AS PER R.O.

APPOINTMENT ☐ Yes ☐ No

CELL: [redacted]

LABOR RATE

[redacted]

JOB

COMMENTS :
++LOANER++X032PGQPBQ:CUSTOMER REQUESTED A RENTAL BDC Appt created 2017-07-31 10:43:00am taken by Lizzy Maxwell DROPPING OFF MONDAY GETTING INTO LOANER.

1 **W** 99CVZ60CVZLEAK ***WATER LEAK***
CUSTOMER STATES THAT THE DRIVER REAR SEAT IS LEAKING WATER FROM WHERE THE SEAT BELT CONNECTS

2 **W** *36CVZ00007 ***WINDOW/DOOR REPAIR***
CUSTOMER STATES THE SUN ROOF WILL NOT OPEN ALL THE TIME. PLEASE CHECK ADVISE

3 + **W** *41CVZ ***DOORS***
CUSTOMER STATES THAT THE PASSENGER RIGHT REAR DOOR WILL NOT OPEN FROM THE INSIDE. THE ELECTRIC CHILD LOCK IS OF. PLEASE CHECK AND ADVISE

4 + **C** * 04CVZ ***MULTI POINT INSP***
CUSTOMER REQUESTS A MULTI POINT INSPECTION

[redacted]

ESTIMATE OF REPAIRS

PARTS		
LABOR		
SUBLET		SPOKE TO:
TAXES		AGREES TO REPAIR
TOTAL	$	☐ YES ☐ NO

CUSTOMER PLEASE READ AND INITIAL

a. Promised job to be ready for inspection on or about ☐ YES ☐ NO

b. I waived my right to receive a written estimate. ☐ YES ☐ NO

c. A storage fee of $ _____ per day will be assessed after the authorized has been notified that the repair work has been completed.

Authorization To Perform Repairs
Having reviewed the adjacent estimate, I authorize the above-described repairs. When the repairs have been completed, I agree to pay the repair shop in full for this work, provided the actual cost does not exceed the estimate or any subsequent approved estimate(s) by ten percent (10%).
If determined that the actual total cost will exceed the above estimate, by more than ten percent (10%), I or my above authorized representative(s), will be notified and at that time may authorize, modify or cancel the repair order under the revised estimate. Should the repair order be cancelled, the vehicle may be reassembled (unless re-assembly would be unsafe), or retrieved unassembled.
At that point, I agree to pay in full for the cost of repairs actually completed that were authorized by the written repair estimate or any other repair estimate provided in accordance with law. As provided by law, I further agree to pay for diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the component(s) and the vehicle.

*Customer/Employee Initials: _____

SHOP MATERIALS
This figure incorporates supplies used in servicing your vehicle, which includes cleaners, special lubes, shop towels, etc.

* ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

Certified Service

The Reynolds and Reynolds Company ERA-IVH2E CC0153656 Q (9/17)

[redacted]

Vehicle Report

Printed on: 8/1/2017 2:39 PM

WORKBENCH
Service Menu & Inspection Toolkit

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

Oil Life : 38%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Not Equipped
Advanced Diagnostics:	✔ Yes	**Radio ID:**	
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	4/26/2017	Factory
✖ Declined	POWER STEERING FLUID EXCHANGE-MOST MODELS	4/26/2017	Dealer
✖ Declined	Change automatic transmission fluid, if equipped. If filter is serviceable, change filter.	4/26/2017	Exception
✖ Declined	45K Maintenance Services	4/26/2017	Factory
✖ Declined	WHEEL ALIGNMENT-MOST MODELS	4/26/2017	Dealer

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 45465 mi.
Driving Conditions: Severe

Previous Menu: 4/26/2017
Previous MPVI: 6/22/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016
Closed	Service Update Bulletin	14450	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	7/29/2014

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
6/22/2017	[redacted]	ZREG	[redacted]	Plenum Panel Resealing	45465 mi.	Warranty
5/24/2017		ZREG		Rear Side Door Outside Handle Replacement	43684 mi.	Warranty
5/24/2017		ZREG		Front Side Door Outside Handle Replacement	43684 mi.	Warranty
12/12/2016		ZREG		Sunroof Window Seal Replacement	36507 mi.	Warranty
12/12/2016		ZREG		Sunroof Window Replacement	36507 mi.	Warranty
11/29/2016		ZREG		High Frequency Antenna Replacement	35633 mi.	Warranty
11/29/2016		ZREG		Front Side Door Window Frame Rear Applique Replacement	35633 mi.	Warranty
11/29/2016		ZREG		Rear Side Door Window Frame Front Applique Replacement	35633 mi.	Warranty
11/9/2016		ZREG		3rd Row Seat Head Restraint Replacement	34539 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/1/2017 2:39 PM

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

WORKBENCH
Service Menu & Inspection Toolkit

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/19/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	33418 mi.	Warranty
10/19/2016		ZREG		Sunroof Panel Side Opening Closeout Cover Replacement	33418 mi.	Warranty
8/24/2016		ZREG		Rear Seat Armrest Support Finish Cover Replacement	31496 mi.	Warranty
8/24/2016		ZREG		Air Conditioning Compressor Replacement	31496 mi.	Warranty
6/15/2016		ZREG		Air Conditioning Compressor Hose Replacement	27903 mi.	Warranty
3/21/2016		ZREG		Chevrolet 2 Year Maintenance	22999 mi.	Warranty
11/17/2015		ZREG		Driveline/Axle - Customer Concern Not Duplicated (CCND)	19441 mi.	Warranty
10/8/2015		ZREG		Lubricate Front Seat Pivot Points, Install Lateral Retainer and Install Seat Actuator Shim Clip.	18429 mi.	Warranty
10/5/2015		ZREG		Chevrolet 2 Year Maintenance	18346 mi.	Warranty
5/8/2015		ZREG		Steering Column Replacement	12849 mi.	Warranty
5/8/2015		ZREG		Rear Seat Retractor Side Belt Replacement	12849 mi.	Warranty
2/23/2015		ZFAT		N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	10944 mi.	Warranty
6/27/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	6/26/2014	9 mi.	6/26/2019	100009 mi.	✔ Applicable
Chevrolet 2 Year Scheduled Maintenance	6/26/2014	9 mi.	6/26/2016	24009 mi.	✖ Expired
Corrosion Limited Warranty	6/26/2014	9 mi.	6/26/2020	100009 mi.	✔ Applicable
CAC/BRC CCL - Comprehensive	12/15/2016	36000 mi.	12/15/2019	81000 mi.	✔ Applicable
CBG Certified Pre-Owned Limited Warranty	6/26/2014	9 mi.	6/26/2018	48009 mi.	✔ Applicable
Standard CBG CPO Maintenance Plan	4/3/2015	10962 mi.	4/3/2017	34962 mi.	✖ Expired
Emission Select Component Ltd Wty	6/26/2014	9 mi.	6/26/2022	80009 mi.	✔ Applicable
Bumper to Bumper Limited Warranty	6/26/2014	9 mi.	6/26/2017	36009 mi.	✖ Expired

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/1/2017 2:39 PM

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

WORKBENCH
Service Menu & Inspection Toolkit

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
☆	7/11/2017	[redacted]	NC	INTERIOR DIAGNOSIS	2	I, W	45465 mi.
☆	6/5/2017		NC	DOORS	4	I, W	43684 mi.
☆	5/23/2017		NC	DOORS	2	I, W	43684 mi.
☆	4/26/2017		NC	OIL CHANGE/ROT	24	C, I, U	42934 mi.
☆	1/11/2017		NC	A/C SYSTEM REPAIR	3	I	37896 mi.
☆	12/23/2016		NC	INTERIOR DIAGNOSIS	3	I, W	36507 mi.
☆	11/30/2016		NC	LEFT REAR DOOR	29	C, I, W	35633 mi.
☆	11/9/2016		NC	REPAIR SEAT/SEATBELT	4	I, W	34539 mi.
☆	11/3/2016		NC	INTERIOR TRIM	1	W	33645 mi.
☆	10/21/2016		NC	BODY EXTERIOR DIAG	5	I, W	33418 mi.
☆	8/29/2016		NC	AC SYSTEM DIAG	5	I, W	31496 mi.
☆	8/22/2016		NC	NCSI-SAFETY INSP	27	C, I, U	31460 mi.
☆	7/13/2016		NC	OIL CHANGE/ROT	22	C, I, U	29880 mi.
	6/22/2016		NC	GENERAL MAINTENANCE	2	C, W	27903 mi.
☆	4/28/2016		NC	2 WHEEL ALIGNMENT	5	C, I, U	25505 mi.
☆	3/21/2016		NC	14 CHEV OIL FILTER	2	I, W	22999 mi.
☆	11/20/2015		NC	*STEERING SYS DIAG	2	I, W	19441 mi.
☆	11/11/2015		NC	*STEERING SYS DIAG	2	I	19254 mi.
☆	10/12/2015		NC	SEATS/SEATBELTS	1	W	18429 mi.
☆	10/6/2015		NC	14 CHEV OIL FILTER	3	I, W	18346 mi.
	5/22/2015		NC	ACCESSORIES	3	I, W	12849 mi.
	2/27/2015		NC	GM CERTIFIED INSPECT	6	I, W	10944 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed.

Service Lane eAdvisor

DTC Report

VIN: 1GNSCKKC6FR[redacted]

Date: 8/1/2017 2:39:06 PM

DTCs Read

Code	Description	Failure Code	Status
B3109	Keyless Entry Transmitter 1 Low Battery	00 - no additional information	History
B101E	Electronic Control Unit Software	47 - VIN not programmed	Current
B101E	Electronic Control Unit Software	48 - theft / security data not programmed	Current
U150F	LIN Bus 15	00 - no additional information	History
B125A	Antenna Signal Circuit	04 - open circuit	Current

Marine Chevrolet Cadillac

Recommended Maintenance Schedule

Michael Harris 910-455-2121 ext 3286

2015 Chevrolet Suburban	**VIN: 1GNSCKKC6FR[redacted]**
5.30L 8	**Odometer: 47716**
RWD	**08/01/2017**

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$0.00	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	See Advisor		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

22500 Miles		45000 Miles		67500 Miles	
Replace cabin air filter	$89.95	Replace cabin air filter	$89.95	Replace cabin air filter	$89.95
		Replace engine air filter	$0.00		
		Replace automatic transmission fluid and filter (Applies to: Severe)	See Advisor		
		Replace transfer case fluid (4WD, AWD)	$125.95		
		Change brake fluid (or every 3 years, whichever occurs first).	$115.95		

Dealer Recommended Maintenance

Recent 45000 Miles		Current N\A	Next 55000 Miles	
Battery Service	$24.95		GOOD Oil Change	$59.95
Fuel Induction Service	$149.95		BETTER Oil Change	$69.95
Throttle Body Service	$117.00		BEST Oil Change	$76.95
4 Wheel Diff Svc (4wd)	$125.95			
Front Diff Svc (4wd)	$125.95			
Rear Diff Svc (Rwd)	$125.95			
Transfer Case Service (4wd)	$125.95			
4 Wheel Diff + Trans Svc (4wd)	$349.95			
Brake Fluid Exchange	$115.95			
Spin Balance Tires	$49.95			
GOOD Oil Change	$59.95			
BETTER Oil Change	$69.95			
BEST Oil Change	$76.95			

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:30 am - 6:00 pm Monday - Friday
8:00 am - 5:00 pm Saturday
Closed - Sunday

MARINE
Chevrolet Cadillac
marinechevy.com

Marine Chevrolet
1408 Western Blvd
Jacksonville, NC 28546
910-569-4042

Scanned by: Kat M

Black

VIN	1GNSCKKC6FR[redacted]
Vehicle	2015 Chevrolet Suburban
Tire Size	P275/55R20
License Plate	[redacted] Odo: mi.

Vehicle Scan Summary · 8/1/2017, 2:18 PM

Recommendation

Service Needs

Diagnostic Notes

- Front Tires Have Equal Tread Wear.
- Rear Tires Have Equal Tread Wear.
- Tires should be rotated every 5,, or as specified by the manufacturer.
- Tire widths all match.

[redacted]

Braking Distance

Left Front Tire

OUTSIDE — INSIDE

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

Right Front Tire

INSIDE — OUTSIDE

Groove Depth in **32nds**

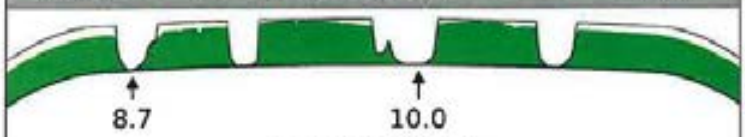
DOT: Size: Load:

Notes:

- Tread Depth OK

Left Rear Tire

OUTSIDE — INSIDE



Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK
- There is minor outside wear. Inspect Suspension.

Right Rear Tire

INSIDE — OUTSIDE

Groove Depth in **32nds**

DOT: Size: Load:

Notes:

- Tread Depth OK

GOOD | MARGINAL | REPLACE NOW

Ask for **Wheel Lock Key** and **Registration

NC State Inspection Due MO 9 YR 17

Marine LOGO N / A

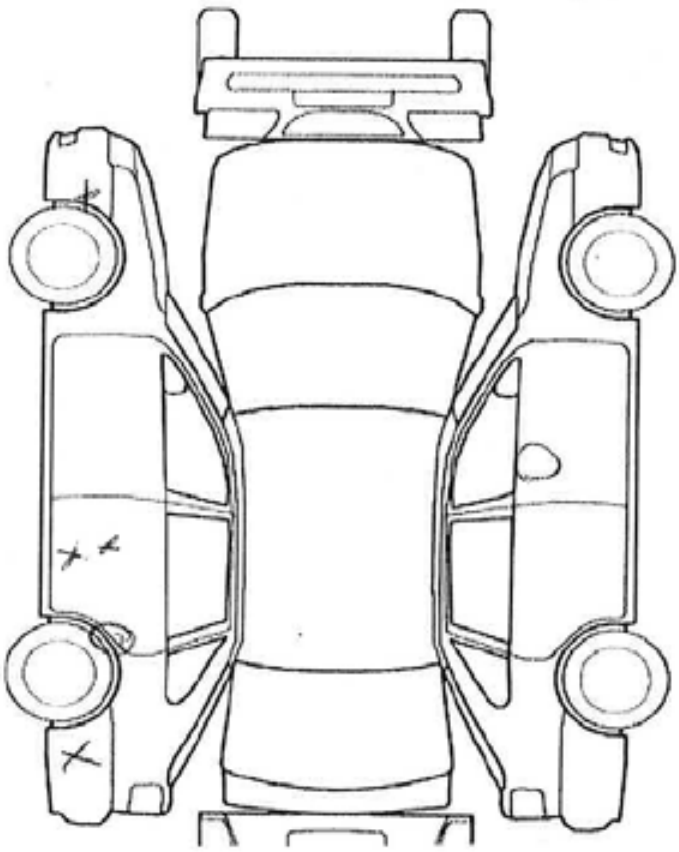
Wiper Blades X

Lights X

VEHICLE CONDITION:

D= Dent

X= Scratch



[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	
99CVZTRANSFLUSH	FLUSH TRANS COMPLETE	MI		05CVZTRANSFLUSH	*TRANSMISION SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/22/17	[redacted]	45465	149538	38563	W	36CVZ	INTERIOR DIAGNOSIS
				38563	I	04CVZ	MULTI POINT INSP
05/24/17		43684	149538	101973	W	41CVZ	DOORS
				101973	I	04CVZNR	MPVI NOT REQUIRED
				101973	I	97CVZ	RENTAL REQUIRED
				101973	W	37CVZ000001	BODY EXTERIOR

SALESPERSON NO.

S E R V I C E

STATE REG# 3

VEHICLE I.D. NO. 1GNSCKKC6FR [redacted]

YR/MAKE/MODEL 5/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. 08/01/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | R/O NO. [redacted]

TURBO	MVMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	47,716	159945	MICHAEL HARRIS

TIME RECEIVED 02:46pm | DATE/TIME PROMISED 08/01/17 06:00pm | PRIORITY 3

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

LABOR RATE

JOB

COMMENTS :
++LOANER++X032PGQPBQ:CUSTOMER REQUESTED A RENTAL BDC Appt created 2017-07-31 10:43:00am taken by Lizzy Maxwell DROPPING OFF MONDAY GETTING INTO LOANER.

1 **W** 99CVZ60CVZLEAK ***WATER LEAK***
CUSTOMER STATES THAT THE DRIVER REAR SEAT IS LEAKING WATER FROM WHERE THE SEAT BELT CONNECTS

2 **W** *36CVZ00007 ***WINDOW/DOOR REPAIR***
CUSTOMER STATES THE SUN ROOF WILL NOT OPEN ALL THE TIME. PLEASE CHECK ADVISE

3 + **W** *41CVZ ***DOORS***
CUSTOMER STATES THAT THE PASSENGER RIGHT REAR DOOR WILL NOT OPEN FROM THE INSIDE. THE ELECTRIC CHILD LOCK IS OF. PLEASE CHECK AND ADVISE

4 + **C** * 04CVZ ***MULTI POINT INSP***
CUSTOMER REQUESTS A MULTI POINT INSPECTION

[redacted]

[redacted]

CHEVROLET

December 16, 2016

[redacted]

Dear [redacted]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter on behalf of Marine Chevrolet Cadillac. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1GNSCKKC6FR[redacted] and will begin on December 15, 2016 at 36,000 miles and will continue until December 15, 2019 or 81,000 miles, whichever occurs first.

The following Comprehensive components will be covered: All vehicle components; but excludes non-covered items and maintenance as detailed in your GM vehicle's Warranty and Owner Assistance Booklet.

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please don't hesitate to contact your dealer Marine Chevrolet Cadillac. If you prefer to contact Chevrolet, you can email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request[redacted]

ATTENTION: DEALERSHIP SERVICE MANAGER
Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

PE18-012

GM

3-27-2019

Q3

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-1031
E-mail: greatdeals@marinechevy.com Web Address: www.marinechevy.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	MICHAEL HARRIS 159945	[redacted]	08/01/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		47,716	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S C K K C 6 F R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		08/01/17	

[redacted]

COMMENTS

MO: 47716

LABOR & PARTS----------

J# 1 99CVZ60CVZLEAK WATER LEAK HOURS: TECH(S):676 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
676	08/01/17	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
676	08/01/17	15.40	15.40	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES THAT THE DRIVER REAR SEAT IS LEAKING WATER
FROM WHERE THE SEAT BELT CONNECTS
CUSTOMER HAD TO RESCHEDULE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 36CVZ00007 WINDOW/DOOR REPAIR HOURS: TECH(S):676 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
676	08/01/17	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
676	08/01/17	15.40	15.40	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES THE SUN ROOF WILL NOT OPEN ALL THE TIME.
PLEASE CHECK ADVISE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+41CVZ DOORS HOURS: TECH(S):676 0.00
Added Operation (MICHAELH @ 08/01/2017 14:48)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
676	08/01/17	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
676	08/01/17	15.40	15.40	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES THAT THE PASSENGER RIGHT REAR DOOR WILL NOT
OPEN FROM THE INSIDE. THE ELECTRIC CHILD LOCK IS OF.
PLEASE CHECK AND ADVISE

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+04CVZ MULTI POINT INSP HOURS: TECH(S):676 0.00
Added Operation (MICHAELH @ 08/01/2017 14:49)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
676	08/01/17	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
676	08/01/17	15.40	15.40	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUESTS A MULTI POINT INSPECTION
COMPLETED

JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS----------
++LOANER++X032PGQPBQ:CUSTOMER REQUESTED A RENTAL BDC Appt created
2017-07-31 10:43:00am taken by Lizzy Maxwell DROPPING OFF MONDAY
GETTING INTO LOANER.

TERMS: CASH UNLESS ARRANGEMENTS MADE

WARRANTY DISCLAIMER

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

Certified Service

Monday - Friday.....7:30 AM - 6:00 PM

Saturday.....8:00 AM - 5:00 PM

Thank You

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

The Reynolds and Reynolds Company (DRAINTNVE SF607664 Q (11/15)

PE18-012

GM

3-27-2019

Q3

Update By 3:30

AAK9251
5.3L

[redacted]

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-6049
E-mail: guestservices@marinechevy.com Web Address: www.marinechevy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	
99CVZTRANSFLUSH	FLUSH TRANS COMPLETE	MI		05CVZTRANSFLUSH	*TRANSMISION SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/17	[redacted]	47716	159945	676	I	99CVZ60CVZLEAK	WATER LEAK
				676	I	36CVZ00007	WINDOW/DOOR REPAIR
				676	I	41CVZ	DOORS
06/22/17		45465	149538	676	I	04CVZ	MULTI POINT INSP
				38563	W	36CVZ	INTERIOR DIAGNOSIS
				38563	I	04CVZ	MULTI POINT INSP

SALESPERSON NO.

SERVICE

STATE REG# 3

CASH / CHECK / M C / VISA / DISC / A E

1GNSCKKC6FR[redacted]

15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					08/02/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MFG.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	47,730	158733	TONY AND[redacted]

50 166

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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. I agree to pay for all storage charges and all costs 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 on roads, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on all vehicles to secure the amount of repairs thereto.

X [redacted]

TIME RECEIVED	PROMISE PROMISED	PRIORITY
08:39am	08/02/17 02:00pm	3

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

LABOR RATE

JOB

1 **W** *36CVZ **INTERIOR DIAGNOSIS**
CUSTOMER STATES SUNROOF WOULD NOT OPEN YESTERDAY BUT FINALLY OPEN BUT IS MOVING SLOW PLEASE CHECK AN ADVISE
38563 Ok. Good speed & smooth operation. Test sunroof operation. Tracks for debris. Ok. Operating as designed

2 **W** *36CVZ00006 **RIGHT REAR DOOR**
CUSTOMER STATES THE RIGHT REAR DOOR WILL NOT OPEN FROM INSIDE CHILD LOCK IS OFF BUT STILL WILL NOT OPEN PLEASE CHECK AN ADVISE
38563 Verify RR Door inside handle inop. Verify Child lock off. RR Door opens from inside. Remove panel & find cable unsecure at handle

3 **W** *36CVZ00004 **LEFT REAR DOOR**
CUSTOMER STATES HER LEFT REAR DOOR IS STILL LEAKING BY THE SEAT BELT PLEASE CHECK AN ADVISE
38563 trim. Water test. Remove interior C-Pillar trim. Leak at Ext. trim hole. order trim panel (Poor fit)

4 **C** 03CVZEM **NC EMISSION INSPECT**
CUSTOMER REQUESTS NC STATE OBD II INSPECTION
38563 .3 MY15 Fail (Tint) Rechecked w/New Battery Ok

5 **W** *04CVZ **MULTI POINT INSP**
CUSTOMER REQUESTS A MULTI POINT INSPECTION
Ok

PART RETURNED

Tint insp. 30.9% fail

[redacted]

32.2LH 32RH ok

ESTIMATE OF REPAIRS

PARTS		
LABOR		
SUBLET		SPOKE TO:
TAXES		AGREES TO REPAIR
TOTAL	$	☐ YES ☐ NO

PLEASE READ AND INITIAL

1. Replaced parts are to be saved for inspection ☐ YES ☐ NO
2. I waive my right to receive a written estimate. ☐ YES ☐ NO

A charge for $ _____ per day will be assessed after this date/time. Time limited by the repair work has been completed.

Authorization To Perform Repairs

I hereby authorize the above-listed repairs. I authorize the above-described repairs. When the repairs are completed, I agree to pay the repair shop in full for their work, provided the actual cost does not exceed the previous oral estimate or any subsequent approved estimate(s) by ten percent (10%). If the actual cost will exceed the above estimate by more than ten percent (10%), I (or my representative(s)) will be notified and at that time may authorize, modify or cancel the repair order under the revised estimate. Should the repair order be cancelled, I may be responsible for labor re-assembly would be unable, or removed unassembled. I agree to pay in full for the cost of repairs actually completed that were authorized by the written repair estimate or any other repair estimate provided in accordance with law. As provided by law, I further agree to pay for diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the components and the vehicle.

Customer/Employee Initials: _____

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle, which includes cleaners, special lubes, shop towels, etc.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be willing to know they are helping to pay for a cleaner environment.

Certified Service

Make Call 53.2% ok

309

[redacted]

CUSTOMER COPY

The Vehicle and Equipment Manufacturers Consortium (EMA/TMC/OE) CCS13956 Q (04/17)

[redacted]

MARINE
Chevrolet Cadillac
Eastern Carolina's Truck Capital

1408 Western Boulevard Post Office Box 346 Jacksonville, NC 28541-0346 Phone 910-455-2121 Fax 910-455-6049
E-mail: guestservices@marinechevy.com Web Address: www.marinechevy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	* VIP LOF	MI		05CVZ	FLUSHES	MI	
07CVZ	*ALIGNMENT	MI		34CVZFILTER	REPLACE FUEL FILTER	MI	
99CVZBATTSERV	SERVICE BATTERY	MI		99CVZBRAKEFLUSH	FLUSH BRAKE SYSTEM	MI	
99CVZCOOLFLUSH	FLUSH COOLING SYSTEM	MI		99CVZINJECTFLSH	FUEL INDUCTION CLEAN	MI	
99CVZTRANSFLUSH	FLUSH TRANS COMPLETE	MI		05CVZTRANSFLUSH	*TRANSMISION SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/17	[redacted]	47716	159945	676	I	99CVZ60CVZLEAK	WATER LEAK
				676	I	36CVZ00007	WINDOW/DOOR REPAIR
				676	I	41CVZ	DOORS
06/22/17		45465	149538	676	I	04CVZ	MULTI POINT INSP
				38563	W	36CVZ	INTERIOR DIAGNOSIS
				38563	I	04CVZ	MULTI POINT INSP

SALESPERSON NO.

SERVICE

STATE REG# 3

CASH / CHECK / M C / VISA / DISC / A E

VIN: 1GNSCKKC6ER[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO.: [redacted]

CUSTOMER NO.: [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | 08/02/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.: [redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	47,730	158733	TONY ANDREWS

TIME RECEIVED: 08:39am | DATE/TIME PROMISED: 08/02/17 02:00pm | PRIORITY: 3

APPOINTMENT: [ ] Yes [X] No

CELL: [redacted]

LABOR RATE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE INDIVIDUAL OWNER OR PERSON AUTHORIZING REPAIRS

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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.

X

JOB

6 I* 97CVZ **RENTAL REQUIRED**

7. Better oil Change 157520 5%
w/Rotate

ESTIMATE OF REPAIRS

PARTS		
LABOR		
SUBLET		SPOKE TO:
TAXES		AGREES TO REPAIR
TOTAL	$	☐ YES ☐ NO

CUSTOMER, PLEASE READ AND INITIAL

a. Replaced parts are to be taken for inspection as refund ☐ YES ☐ NO

b. I waive my right to receive a written estimate ☐ YES ☐ NO

c. A charge fee of $ _____ per day will be assessed after this notification that the repair work has been completed.

Authorization To Perform Repairs

Having reviewed the attached estimate, I authorize the above described repairs. When the repairs have been completed, I agree to pay the repair shop in full for this work, provided the actual cost does not exceed the estimate or any subsequent approved estimate(s) by ten percent (10%).

If determined that the actual total cost will exceed the above estimate by more than ten percent (10%), I or my above authorized representative(s), will be notified and at that time may authorize, modify or cancel the repair order under the revised estimate. Should the repair order be cancelled, the vehicle may be reassembled (unless no assembly would be unsafe), or retrieved unassembled.

At that point, I agree to pay in full for the cost of repairs actually completed that were authorized by the written repair estimate or any other repair estimate provided in accordance with law. As provided by law, I further agree to pay for diagnostic work and labor/parts, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the components and the vehicle.

**Customer/Employee Initials: _____

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle, which includes cleaners, special lubes, shop towels, etc.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

Certified Service

[redacted]

The Reynolds and Reynolds Company ©INVENTIVE CC0139F6 Q (04/17)

[redacted]

CUSTOMER COPY

COMMENTS	DESCRIPTION	PARTS	LABOR	TOTAL

Vehicle Report

Printed on: 8/2/2017 8:28 AM

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] | **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

WORKBENCH
Service Menu & Inspection Toolkit

Oil Life : 37%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	✖ Not Equipped
Advanced Diagnostics:	✔ Yes	**Radio ID:**	
DMN Enabled:	✔ Yes	**Owner Center Status:**	⚠ Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	4/26/2017	Factory
✖ Declined	WHEEL ALIGNMENT-MOST MODELS	4/26/2017	Dealer
✖ Declined	POWER STEERING FLUID EXCHANGE-MOST MODELS	4/26/2017	Dealer
✖ Declined	45K Maintenance Services	4/26/2017	Factory
✖ Declined	Change automatic transmission fluid, if equipped. If filter is serviceable, change filter.	4/26/2017	Exception

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 45465 mi.
Driving Conditions: Severe

Previous Menu: 4/26/2017
Previous MPVI: 6/22/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016
Closed	Service Update Bulletin	14450	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	7/29/2014

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
6/22/2017	[redacted]	ZREG	[redacted]	Plenum Panel Resealing	45465 mi.	Warranty
5/24/2017		ZREG		Rear Side Door Outside Handle Replacement	43684 mi.	Warranty
5/24/2017		ZREG		Front Side Door Outside Handle Replacement	43684 mi.	Warranty
12/12/2016		ZREG		Sunroof Window Seal Replacement	36507 mi.	Warranty
12/12/2016		ZREG		Sunroof Window Replacement	36507 mi.	Warranty
11/29/2016		ZREG		High Frequency Antenna Replacement	35633 mi.	Warranty
11/29/2016		ZREG		Front Side Door Window Frame Rear Applique Replacement	35633 mi.	Warranty
11/29/2016		ZREG		Rear Side Door Window Frame Front Applique Replacement	35633 mi.	Warranty
11/9/2016		ZREG		3rd Row Seat Head Restraint Replacement	34539 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/2/2017 8:28 AM

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] | **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

WORKBENCH
Service Menu & Inspection Toolkit

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/19/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	33418 mi.	Warranty
10/19/2016		ZREG		Sunroof Panel Side Opening Closeout Cover Replacement	33418 mi.	Warranty
8/24/2016		ZREG		Rear Seat Armrest Support Finish Cover Replacement	31496 mi.	Warranty
8/24/2016		ZREG		Air Conditioning Compressor Replacement	31496 mi.	Warranty
6/15/2016		ZREG		Air Conditioning Compressor Hose Replacement	27903 mi.	Warranty
3/21/2016		ZREG		Chevrolet 2 Year Maintenance	22999 mi.	Warranty
11/17/2015		ZREG		Driveline/Axle - Customer Concern Not Duplicated (CCND)	19441 mi.	Warranty
10/8/2015		ZREG		Lubricate Front Seat Pivot Points, Install Lateral Retainer and Install Seat Actuator Shim Clip.	18429 mi.	Warranty
10/5/2015		ZREG		Chevrolet 2 Year Maintenance	18346 mi.	Warranty
5/8/2015		ZREG		Steering Column Replacement	12849 mi.	Warranty
5/8/2015		ZREG		Rear Seat Retractor Side Belt Replacement	12849 mi.	Warranty
2/23/2015		ZFAT		N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	10944 mi.	Warranty
6/27/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	6/26/2014	9 mi.	6/26/2019	100009 mi.	✔ Applicable
Chevrolet 2 Year Scheduled Maintenance	6/26/2014	9 mi.	6/26/2016	24009 mi.	✖ Expired
Corrosion Limited Warranty	6/26/2014	9 mi.	6/26/2020	100009 mi.	✔ Applicable
CAC/BRC CCL - Comprehensive	12/15/2016	36000 mi.	12/15/2019	81000 mi.	✔ Applicable
CBG Certified Pre-Owned Limited Warranty	6/26/2014	9 mi.	6/26/2018	48009 mi.	✔ Applicable
Standard CBG CPO Maintenance Plan	4/3/2015	10962 mi.	4/3/2017	34962 mi.	✖ Expired
Emission Select Component Ltd Wty	6/26/2014	9 mi.	6/26/2022	80009 mi.	✔ Applicable
Bumper to Bumper Limited Warranty	6/26/2014	9 mi.	6/26/2017	36009 mi.	✖ Expired

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/2/2017 8:28 AM

2015 CHEVROLET SUBURBAN 1500 2WD
VIN: 1GNSCKKC6FR[redacted] | **Odometer:** 47716 mi | **Delivery Date:** 6/26/2014
Service Advisor: Michael Harris

WORKBENCH
Service Menu & Inspection Toolkit

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
☆	7/11/2017	[redacted]	NC	INTERIOR DIAGNOSIS	2	I, W	45465 mi.
☆	6/5/2017		NC	DOORS	4	I, W	43684 mi.
☆	5/23/2017		NC	DOORS	2	I, W	43684 mi.
☆	4/26/2017		NC	OIL CHANGE/ROT	24	C, I, U	42934 mi.
☆	1/11/2017		NC	A/C SYSTEM REPAIR	3	I	37896 mi.
☆	12/23/2016		NC	INTERIOR DIAGNOSIS	3	I, W	36507 mi.
☆	11/30/2016		NC	LEFT REAR DOOR	29	C, I, W	35633 mi.
☆	11/9/2016		NC	REPAIR SEAT/SEATBELT	4	I, W	34539 mi.
☆	11/3/2016		NC	INTERIOR TRIM	1	W	33645 mi.
☆	10/21/2016		NC	BODY EXTERIOR DIAG	5	I, W	33418 mi.
☆	8/29/2016		NC	AC SYSTEM DIAG	5	I, W	31496 mi.
☆	8/22/2016		NC	NCSI-SAFETY INSP	27	C, I, U	31460 mi.
☆	7/13/2016		NC	OIL CHANGE/ROT	22	C, I, U	29880 mi.
	6/22/2016		NC	GENERAL MAINTENANCE	2	C, W	27903 mi.
☆	4/28/2016		NC	2 WHEEL ALIGNMENT	5	C, I, U	25505 mi.
☆	3/21/2016		NC	14 CHEV OIL FILTER	2	I, W	22999 mi.
☆	11/20/2015		NC	*STEERING SYS DIAG	2	I, W	19441 mi.
☆	11/11/2015		NC	*STEERING SYS DIAG	2	I	19254 mi.
☆	10/12/2015		NC	SEATS/SEATBELTS	1	W	18429 mi.
☆	10/6/2015		NC	14 CHEV OIL FILTER	3	I, W	18346 mi.
	5/22/2015		NC	ACCESSORIES	3	I, W	12849 mi.
	2/27/2015		NC	GM CERTIFIED INSPECT	6	I, W	10944 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

Marine Chevrolet Cadillac

Recommended Maintenance Schedule

Evelyn Garcia 910-455-2121 EXT 3317

2013 Chevrolet Equinox	VIN: 2GNALBEK3D[redacted]
2.40L 4	Odometer: 81622
2WD	08/02/2017

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$0.00	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	See Advisor		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

67500 Miles		90000 Miles		97500 Miles	
Replace cabin air filter	$89.95	Replace cabin air filter	$89.95	Replace automatic transmission fluid	$199.95
		Replace transfer case fluid (4WD, AWD)	$125.95	Replace transfer case fluid (4WD, AWD)	$125.95
		Replace engine air filter	$0.00	Replace spark plugs	$0.00
		Replace automatic transmission fluid	$199.95		

Dealer Recommended Maintenance

Recent 75000 Miles		Current 80000 Miles		Next 85000 Miles	
Battery Service	$24.95	Transmission Service	$199.95	GOOD Oil Change	$59.95
Cooling System Service	$139.95	2 Wheel Alignment	$79.95	BETTER Oil Change	$69.95
Spin Balance Tires	$49.95	4 Wheel Alignment	$99.95	BEST Oil Change	$76.95
GOOD Oil Change	$59.95	Fuel Induction Service MAJOR	$179.95		
BETTER Oil Change	$69.95				
BEST Oil Change	$76.95				

Bonus Coupon

Take Advantage of this Discount Coupon for Your Non-Warranty Service Center Repairs!

YOU SPEND THIS:	YOU SAVE THIS:
$400.00 - $550.00	SAVE - $50.00
$551.00 - $750.00	SAVE - $75.00
$751.00 - $Up	SAVE - $100.00

Does not apply to tire purchases. Cannot be used for deductible. Not valid with any other offer.

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:30 am - 6:00 pm Monday - Friday
8:00 am - 5:00 pm Saturday
Closed - Sunday

Service Department: (910)455-2121

marinechevy.com

MARINE
Chevrolet Cadillac
marinechevy.com

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Marine Chevrolet

Address: 1408 Western Blvd

City: Jacksonville | State: NC | Zip: 28546

Phone: (910) 455-2121 | Advisor: TONY ANDREWS

RO#: [redacted] | Unit#: HT730 | RA#: 1856

CUSTOMER INFORMATION

Customer: [redacted]

Home Address: [redacted] N/A

City: [redacted] | State: [redacted] | Zip: [redacted]

Driver's License No.: [redacted] | State: [redacted] | Expires: [redacted]

Birth Date: [redacted] | Home Telephone: [redacted]

Additional Driver's Name: NONE | Birth Date:

Driver's License No.: | State: | Expires:

Additional Driver's Name: NONE | Birth Date:

Driver's License No.: | State: | Expires:

CUSTOMER VEHICLE INFORMATION

License No.: | State:

VIN:

Year/Make/Model/Color:

RENTAL VEHICLE INFORMATION

Date and Time IN		
Date and Time OUT	08/02/2017	08:44 AM
Date and Time DUE IN	08/04/2017	08:44 AM
Vehicle VIN	1GNKRFKD1HJ[redacted]	
Plate #/State	[redacted] NC	
Vehicle Description	2017 CHEVROLET TRAVERSE WHITE	
Mileage IN		
Mileage OUT	1263	
Miles Driven		
Miles Allowed	999	
Chargeable Miles	0	

FUEL

OUT	IN
X	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E

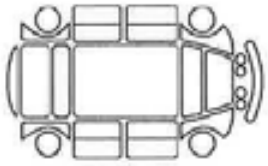
CUSTOMER INSURANCE INFORMATION

Insurer: NATIONAL GENERAL | Agent:

Policy No.: [redacted] | Expiration Date: 03/01/2018 | Telephone:

DAMAGE DESCRIPTION

Initials:



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: 0 @ 0.00 c	0.00
DAYS: 3 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL ____ GAL. @ $ 0.00	0.00
VEHICLE LICENSE FEE	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL ____ GAL. @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	0.00
TOTAL CHARGE →	0.00

METHOD OF PAYMENT

$ ____

❑ CHECK

____/____ EXPIRES

#

❑ CARD VERIFIED

❑ AMEX
❑ MC
❑ VISA
❑ OTHER

REFUNDED

$ ____

CUSTOMER INITIALS

X ____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms

[redacted]

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

North Carolina Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions**. "**Agreement**" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "**You**" or "**your**" means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "**We**," "**us**" or "**our**" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may including the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. "**Authorized Driver**" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; and, (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a temporary substitute for a vehicle being serviced or repaired, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. "**Loss of Use**" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "**Daily Vehicle Rate**" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "**Diminished Value**" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License and Registration Fee**" means our good faith estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, inspection, and registration costs. "**Rental Period**" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties**. This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer, and is acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; the financial benefits we receive from others for the service/repair work; the financial benefits we receive from others to obtain and use this Vehicle as a service replacement vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. We also have the right to monitor the Vehicle through GPS or other remote tracking devices where permitted under applicable law. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle**. You must return the Vehicle to our office on the date and time specified in this Agreement with at least as much fuel as when rented, unless we offer, and you purchase, a pre-paid fuel option. You also will check and maintain Vehicle fluid levels. If you wish to extend the Rental Period you must return the Vehicle to our office for inspection and written amendment by us before the Date Due In. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of the Vehicle until we inspect it on reopening for business. All Charges may continue to accrue until the return location opens for business. You must obtain our prior approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police**. You are responsible for theft of the Vehicle and damage to it whether or not you are at fault. You are responsible for damage to the Vehicle caused by weather, road conditions and acts of nature. Subject to the law in the jurisdiction where the Vehicle was rented, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage;(ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which shall be measured by multiplying your Daily Vehicle Rate either by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. The estimated number of days of Loss of Use shall be calculated as follows (assuming that all Loss of Use begins on a Monday and that 1 repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate divided by 4 hours to determine the number of repair days, plus 2 weekend days for every 5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve the Vehicle for repairs. Loss of Use shall be payable regardless of whether we had other vehicles in our fleet to rent, the Vehicle would have been used but for the damage, or we suffered lost profits as a result of the damage; (c) an administrative fee, calculated based on the damage repair estimate as follows, which you agree is reasonable: $0-$250 damage=$50 fee; $251-$500 damage=$75 fee; $501-750 damage=$100 fee; $751-1500 damage=$150 fee; $1501-2500 damage=$200 fee; $2501+ damage=$250 fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You also are responsible for replacing missing equipment, Vehicle documents and Vehicle keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police as soon as you discover them.

5. **Prohibited Uses**. **The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object that is in excess of the manufacturer's weight specifications or 2,000 pounds, whichever is less, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) where applicable, by anyone who lacks experience driving a vehicle equipped with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is not permitted in the Vehicle.** PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. **Insurance**. You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required, and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. You must obtain written permission and purchase special liability insurance to use or operate the Vehicle in Mexico. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges**. **You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: (a) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; (b) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (c) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (d) a 2% per month late fee on all charges due us that are not paid when due; (e) a reasonable fee not to exceed $350 to clean the Vehicle if it is returned substantially less clean than when rented; (f) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (g) a mileage charge based on our experience if the odometer is tampered with; and, (h) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

8. **Your Property**. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges**. You are responsible for paying the charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during this rental. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this rental.

10. **Personal Information**. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement.

11. **Miscellaneous**. No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. A waiver by us of a breach of this Agreement is not a waiver of an additional breach or waiver of the performance of your obligations under this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

STATE OF NORTH CAROLINA
VEHICLE INSPECTION RECEIPT/STATEMENT
SAFETY ONLY

Classification: SI
Electronic Authorization Number:
Date: 08/02/2017

FAILED

Inspection Fee:	$12.75
E-Auth. Fee:	$0.00
Window Tinting Fee:	$10.00
Total Fees:	$22.75

Make: Chevrolet
Year: 2015
Engine Size: 5300
Body Style: Sport/Utility Vehicle
VIN: 1GNSCKKC6FR[redacted]
County: ONSLOW
TIN:

Vehicle Type: Light Duty
Plate Number: [redacted]
Odometer Reading: 47730
Number of Cylinders: 8
Type of Fuel: Gasoline
Previous Odometer:
Motor Vehicle Dealer Number:

****

Safety Equipment

Headlights	Pass
Parking Lights	Pass
Tail Lights	Pass
Beam Indicator Light/Switch	Pass
License Plate Light	Pass
Stop Light	Pass
Directional Signals	Pass
Horn	Pass
Windshield Wipers	Pass
Rear View Mirrors	Pass
Foot Brake	Pass
Emergency Brake	Pass
Steering Mechanism	Pass
Tires	Pass
Exhaust System	Pass
Clearance Lights	N/A
Reflectors	N/A
Window Tinting	Fail

Tampering Inspection

Catalytic Converter	Pass
Air Injection System	N/A
PCV Valve	Pass
Unleaded Gas Restrictor	Pass
Exhaust Gas Recirculation	N/A
Thermostatic Air Control	N/A
Fuel Evaporation Control	Pass
Oxygen Sensor	Pass
Gasoline Tank Cap	Pass

**********[redacted]**********

Station Number: 07279
Inspection Class: Safety
Parts Exemption Numbe
Inspector Mechanic: _____
C

Analyzer Number: DS001243 Ver: 1104
Receipt/Statement Number: 00002992
Waiver Number:
Owner's Repair Authorization: _____

RETAIN THIS COPY FOR YOUR RECORDS
REINSPECTION MUST BE PERFORMED AT THIS STATION WITHIN 60 DAYS TO AVOID PAYING ANOTHER INSPECTION FEE

STATE OF NORTH CAROLINA
VEHICLE INSPECTION RECEIPT/STATEMENT
REINSPECTION SAFETY ONLY

Classification: SI
Electronic Authorization Number: 056
Date: 08/02/2017

PASSED

Inspection Fee:	$0.00
E-Auth. Fee:	$0.85
Window Tinting Fee:	$0.00
Total Fees:	$0.85

Make: Chevrolet
Year: 2015
Engine Size: 5300
Body Style: Sport/Utility Vehicle
VIN: 1GNSCKKC6F[redacted]
County: ONSLOW
TIN: [redacted]

Vehicle Type: Light Duty
Plate Number: [redacted]
Odometer Reading: 47730
Number of Cylinders: 8
Type of Fuel: Gasoline
Previous Odometer: 47730
Motor Vehicle Dealer Number:

See your vehicle's registration card for your next Inspection Due Date

****

Safety Equipment

Headlights	Pass
Parking Lights	Pass
Tail Lights	Pass
Beam Indicator Light/Switch	Pass
License Plate Light	Pass
Stop Light	Pass
Directional Signals	Pass
Horn	Pass
Windshield Wipers	Pass
Rear View Mirrors	Pass
Foot Brake	Pass
Emergency Brake	Pass
Steering Mechanism	Pass
Tires	Pass
Exhaust System	Pass
Clearance Lights	N/A
Reflectors	N/A
Window Tinting	Pass

Tampering Inspection

Catalytic Converter	Pass
Air Injection System	N/A
PCV Valve	Pass
Unleaded Gas Restrictor	Pass
Exhaust Gas Recirculation	N/A
Thermostatic Air Control	N/A
Fuel Evaporation Control	Pass
Oxygen Sensor	Pass
Gasoline Tank Cap	Pass

****

Station Number: 0727[redacted]er Number: DS001243 Ver: 1104
Inspection Class: Safet[redacted]/Statement Number: 00002993
Parts Exemption Numb[redacted] Number:
Inspector Mechanic: [redacted] Repair Authorization:_____
C[redacted]

RETAIN THIS COPY FOR YOUR RECORDS

MARINE
Chevrolet Cadillac
marinechevy.com

FACE PAGE
RENTAL AGREEMENT

DEALER INFORMATION

Name: Marine Chevrolet

Address: 1408 Western Blvd

City: Jacksonville | State: NC | Zip: 28546

Phone: (910) 455-2121 | Advisor: TONY ANDREWS

RO#: [redacted] | Unit#: HT526 | RA#: 2008

CUSTOMER INFORMATION

Customer: [redacted]

Home Address: [redacted] N/A

City: [redacted] | State: [redacted] | Zip: [redacted]

Driver's License No: [redacted] | State: [redacted] | Expires: [redacted]

Birth Date: [redacted] | Home Telephone: [redacted]

Additional Driver's Name: NONE | Birth Date:

Driver's License No. | State | Expires

Additional Driver's Name: NONE | Birth Date:

Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN		
Date and Time OUT	08/30/2017	08:55 AM
Date and Time DUE IN	09/01/2017	08:55 AM
Vehicle VIN / Plate #/State	1GNKRGKD3H[redacted]	
Vehicle Description	2017 CHEVROLET TRAVERSE BLACK	
Mileage IN		
Mileage OUT	2280	
Miles Driven		
Miles Allowed	999	
Chargeable Miles	0	

FUEL

OUT	IN
F	F
3/4	3/4
1/2	1/2
X 1/4	1/4
E	E

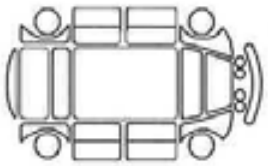
CUSTOMER INSURANCE INFORMATION

Insurer: NATIONAL GENERAL | Agent:

Policy No.: [redacted] | Expiration Date: 03/01/2018 | Telephone:

DAMAGE DESCRIPTION

Initials



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: 0 @ 0.00 ¢	0.00
DAYS: 3 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL ____ GAL. @ $ 0.00	0.00
VEHICLE LICENSE FEE	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL ____ GAL. @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	0.00
TOTAL CHARGE →	0.00

METHOD OF PAYMENT

$ ____

❑ CHECK

____/____ EXPIRES

#

❑ CARD VERIFIED

❑ AMEX
❑ MC
❑ VISA
❑ OTHER

REFUNDED

$ ____

CUSTOMER INITIALS

X ____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms

[redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

White: Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

North Carolina Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions**. "**Agreement**" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "**You**" or "**your**" means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "**We**," "**us**" or "**our**" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may including the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. "**Authorized Driver**" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; and, (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a temporary substitute for a vehicle being serviced or repaired, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. "**Loss of Use**" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "**Daily Vehicle Rate**" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "**Diminished Value**" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "**Charges**" means the fees and charges that are incurred under this Agreement. "**Vehicle License and Registration Fee**" means our good faith estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, inspection, and registration costs. "**Rental Period**" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties**. This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer, and is acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; the financial benefits we receive from others for the service/repair work; the financial benefits we receive from others to obtain and use this Vehicle as a service replacement vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. We also have the right to monitor the Vehicle through GPS or other remote tracking devices where permitted under applicable law. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle**. You must return the Vehicle to our office on the date and time specified in this Agreement with at least as much fuel as when rented, unless we offer, and you purchase, a pre-paid fuel option. You also will check and maintain Vehicle fluid levels. If you wish to extend the Rental Period you must return the Vehicle to our office for inspection and written amendment by us before the Date Due In. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of the Vehicle until we inspect it on reopening for business. All Charges may continue to accrue until the return location opens for business. You must obtain our prior approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

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10. **Personal Information**. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement.

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Marine Chevrolet Co. Inc Account Transaction Results

[redacted]

Status: **approved**

Transaction ID: [redacted]

Transaction Details

Date: **08-30-2017 14:21 EDT**

Transaction Type: **sale**

Amount: **$107.23**

Card Type: **Visa**

Account Number: [redacted]

Name: **BURKE**

Authcode: [redacted]

RO/Deal Number:

Customer Number:

Customer Signature X [redacted]

[redacted]

[redacted]

MARINE
Chevrolet Cadillac

Eastern Carolina's Hometown Dealer
P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax . . . 910-455-1031

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	TONY ANDREWS 158733	[redacted]	08/31/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 47,730		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCKKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. / P.O. NO.		R. O. DATE: 08/02/17	
	COMMENTS			MO: 50166

LABOR & PARTS----------

J# 1 36CVZ INTERIOR DIAGNOSIS HOURS: TECH(S):38563 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
38563	08/02/17	9.10	9.20	0.10	0.00	FINISHED
38563	08/02/17	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.10	0.00	

CUSTOMER STATES SUNROOF WOULD NOT OPEN YESTERDAY BUT FINALLY
OPEN BUT IS MOVING SLOW PLEASE CHECK AN ADVISE
TEST SUNROOF OPERATION. GOOD SPEED. SMOOTH OPERATION.
UNABLE TO DUPLICATE CONCERN.
OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	0		23227752	MOLDING 17.507	50.00	0.00	84.00	0.00
				** QUANTITY 1 IS SPECIAL ORDERED **				

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 36CVZ00006 RIGHT REAR DOOR HOURS: 0.50 TECH(S):38563 51.25

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
38563	08/02/17	9.20	9.60	0.40	0.00	FINISHED
38563	08/30/17	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.40	0.50	

CUSTOMER STATES THE RIGHT REAR DOOR WILL NOT OPEN FROM
INSIDE CHILD LOCK IS OFF BUT STILL WILL NOT OPEN PLEASE
CHECK AN ADVISE
VERIFY RR DOOR INSIDE HANDLE WILL NOT OPEN DOOR. VERIFY
CHILD LOCK IS OFF (LEFT REAR DOOR OPENS FROM INSIDE).
REMOVE DOOR PANEL AND VERIFY CABLE END NOT SECURED AT INSIDE
HANDLE END.
INSPECT CABLE AND HANDLE. OK. ATTACH CABLE & ENSURE THAT IT
IS SECURE. OK. REASSEMBLE AND TEST HANDLE OPERATION. OK.
VERIFY CHILD LOCK OPERATION. OK.

JOB # 2 TOTAL LABOR & PARTS 51.25

J# 3 36CVZ00004 LEFT REAR DOOR HOURS: 0.20 TECH(S):38563 20.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
38563	08/02/17	10.10	10.90	0.80	0.00	HOLD PARTS
38563	08/30/17	9.60	10.10	0.50	0.00	FINISHED
38563	08/30/17	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.30	0.20	

CUSTOMER STATES HER LEFT REAR DOOR IS STILL LEAKING BY THE
SEAT BELT PLEASE CHECK AN ADVISE
WATER TEST. VERIFY LEFT C-PILLAR TRIM LEAKING AT UPPER
ATTACHMENT. POOR FIT.
REMOVE TRIM PANEL AND REPLACE. NEW FASTNERS LOCK IN PLACE
FIRMLY. WATER TEST. OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1		23227752	MOLDING 17.507	50.00	50.00	84.00	84.00
				JOB # 3 COST TOTAL		50.00		

JOB # 3 TOTAL PARTS 84.00

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

* ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, gasoline, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. The dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

GM Goodwrench Service Plus

GM Parts

Thank You

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Chevrolet Cadillac

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DYNAMIC Version 17.00

[redacted]

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Chevrolet Cadillac

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P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TONY ANDREWS 158733		TAG NO. [redacted]	INVOICE DATE: 08/31/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 47,730	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. F. NO.		P. O. NO.	R. O. DATE: 08/02/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 50166

JOB # 3 TOTAL LABOR & PARTS 104.50

R/O TAX 0.00
R/O TOTALS 155.75

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	51.25
	104.50
CLAIM TOTALS	155.75

APPROVED BY SIGNATURE

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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GM Parts

Thank You

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Chevrolet Cadillac

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ERA-IVTHWE (2/98)

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE]

12:14pm

[redacted]

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Eastern Carolina's Hometown Dealer
P.O. Drawer 346, Jacksonville, N.C. 28541-0346
910-455-2121
Toll Free 1-800-737-2122
Fax 910-455-1031

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TONY ANDREWS 158733		TAG NO. [redacted]	INVOICE DATE 08/31/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 47,730	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C K K C 6 F R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. [redacted]		R. O. DATE 08/02/17	
TELEPHONE PHONE	BUSINESS PHONE	COMMENTS			MO: 50166

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCKKC6FR[redacted]	REPAIRING BAC	161[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/02/2017
ODOMETER	47730	SERVICE ADVISOR GMIN	520681396
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001343101881	0002

JOB COMPLETION DATE: 08/31/2017
TECHNICIAN GMIN: 493004245

LABOR OPERATION	BASE HOURS
2062120	0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0422
COMPLAINT DESCRIPTION: CUSTOMER STATES THE RIGHT REAR DOOR WILL NOT OPEN FR OM INSIDE CHILD LOCK IS OFF BUT STILL WILL NOT OPEN PLEASE CHECK AN ADVISE VISE

CAUSE CODE: 4025
CAUSE DESCRIPTION: VERIFY RR DOOR INSIDE HANDLE WILL NOT OPEN DOOR. VERIFY CHILD LOCK IS OFF (LEFT REAR DOOR OPENS FROM INSIDE). REMOVE DOOR PANEL AN L AND VERIFY CABLE END NOT SECURED AT INSIDE HANDLE END.

CORRECTION DESCRIPTION: INSPECT CABLE AND HANDLE. OK. ATTACH CABLE & ENSURE THAT IT IS SECURE. OK. REASSEMBLE AND TEST HANDLE OPERATION. OK. VERIFY C FY CHILD LOCK OPERATION. OK.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	51.25	0.00	51.25
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	51.25	0.00	51.25

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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GM Goodwrench Service Plus

GM Parts

Thank You

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Chevrolet Cadillac

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[CONTINUED ON NEXT PAGE]

12:14pm

[redacted]

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Fax 910-455-1031

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TONY ANDREWS 158733	TAG NO. [redacted]	INVOICE DATE: 08/31/17	STOCK NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 47,730	COLOR: /
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C K K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/02/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 50166

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCKKC6FR[redacted]	REPAIRING BAC	161[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/02/2017
ODOMETER	47730	SERVICE ADVISOR GMIN	520681396
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[redacted]	001343102099	0006

JOB COMPLETION DATE: 08/31/2017
TECHNICIAN GMIN: 493004245

LABOR OPERATION	BASE HOURS
1013090	.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0421
COMPLAINT DESCRIPTION: CUSTOMER STATES HER LEFT REAR DOOR IS STILL LEAKING BY THE SEAT BELT PLEASE CHECK AN ADVISE

CAUSE CODE: 1031
CAUSE DESCRIPTION: WATER TEST. VERIFY LEFT C-PILLAR TRIM LEAKING AT UPPER ATTACHMENT. POOR FIT.

CORRECTION DESCRIPTION: REMOVE TRIM PANEL AND REPLACE. NEW FASTNERS LOCK IN PLACE FIRMLY. WATER TEST. OK.

CAUSAL PART: 23227752

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23227752	1	50.00			

SERVICE MANAGEMENT AUTHORIZATION CODE: A
REASON FOR AUTHORIZATION: CUSTOMER HAS HAD MULTIPLE ISSUES WITH THIS MOLDING

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	34.00		
PARTS	50.00	0.00	84.00
LABOR	20.50	0.00	20.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	104.50	0.00	104.50

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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Thank You

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Chevrolet Cadillac

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[END OF INVOICE] 12:14pm

PE18-012

GM

3-27-2019

Q3

2015 SUBURBAN 2WD 1/2 TON LTZ GENERAL MOTORS LLC
GBA BLACK /V8G
H2X JET BLACK RENAISSANCE CENTER
ORDER NO. RRXC3V/FDR STOCK NO. DETROIT MI 48243-1114
VIN 1GN SCKK C6 FR[redacted] VEHICLE INVOICE [redacted]
**********1961******13*03277S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CC15906 SUBURBAN 2WD 1/2 TON LTZ	61700.00	55530.00
CF5 POWER SUNROOF	995.00	845.75
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00
FE9 50-STATE EMISSIONS	N/C	N/C
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION	495.00	420.75
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C
NHT MAX TRAILERING PACAKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER	300.00	255.00
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00
VX7 FLT-PURCHASE RISK PROGRAM	0.00	0.00

FLEET
INVOICE 06/25/14
SHIPPED 06/25/14
EXP I/T 07/06/14
INT COM 07/07/14
PRC EFF 01/01/14
KEYS V4542 V4542
WFP-S MTH OPT-2
FAN: 000805331
BANK: ALLY - 008
CHG-TO 03-277
SHIP-TO 45-177
NATIONAL CAR RENT
NEW ORLEANS LA

SHIP WT: 5572
HP: 45.7
GVWR: 7300
GAWR.FT: 3500
GAWR.RR: 4300
MRM: 64485.00
NTR: 1/2
CUST PO NUMBER:
14236756
DAN: 00005

TOTAL MODEL & OPTIONS	63490.00	57051.50	ACT 237 58046.50
DESTINATION CHARGE	995.00	995.00	
TOTAL	64485.00	58046.50	PAY 310 58046.50

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

ELCO CHEVROLET/ENTERPRISE RAC

REMIT TO ALLY NO. 008
VIN 1GNSCKKC6FR[redacted]
$ 58046.50 INV [redacted]
DUE 07/07/14 DEALER 03-277

PE18-012

GM

3-27-2019

Q3

TOTAL
1. CREASE ON DOTTED LINE
2. LIFT EDGE & PEEL STICKER
3. APPLY TO LOWER RIGHT CORNER OF LICENSE PLATE THAT IS CLEAN, DRY AND WARM TO THE TOUCH
4. RUB OR PRESS DOWN FIRMLY AROUND ALL EDGES
5. DO NOT MOISTEN EITHER PLATE OR STICKER
STATE OF NORTH CAROLINA
REGISTRATION CARD
EXPIRATION DATE
05/30/18
INSPECTION DUE
05/30/18
GROSS WT
MAKE/SERIES
CHEV
EQUIP #
SHIPPING WEIGHT
STYLE
MP
YEAR
2015
FUEL
G
TOTAL FEE
36.00
CLASSIFICATION
PRIVATE/Pass Veh
VEHICLE BRAND
COUNTY
IREDE
FOLD HERE - DO NOT TEAR
INSURANCE COMPANY AUTHORIZED IN NC -
POLICY NUMBER

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [4:21:08 PM]:

Welcome to chat.

Armin Angel [4:21:16 PM]:

Thank you for chatting General Motors Customer Assistance Center, my name is Min. How can I help you today?

[redacted] [4:21:35 PM]:

I am the original owner of 3GCPCREC4EG[redacted] This truck has 64,000 miles and is currently at Integrity Chevrolet having the entire brake system replaced. (booster, master cylinder, vacuum pump, etc). I understand that this is a common issue with this model truck. I am very disappointed that this is not covered under extended warranty or recall.

[redacted] [4:22:23 PM]:

can this work be covered under the powertrain warranty?

Armin Angel [4:23:20 PM]:

Thank you for that information. I know that having an issue with the vehicle is frustrating. I appreciate you taking the time to chat with us today.

Armin Angel [4:23:42 PM]:

Can you give me the current mileage on the vehicle, please?

[redacted] [4:23:51 PM]:

64,000

Armin Angel [4:24:49 PM]:

Thank you. Have you already reached out to the dealership regarding this?

[redacted] [4:25:09 PM]:

yes. it is at Integrity Chevrolet in Chattanooga Tennessee

Armin Angel [4:26:03 PM]:

Thank you. Let me go ahead and check this for you.

Armin Angel [4:27:02 PM]:

By the way, is the vehicle under your name or someone else's?

[redacted] [4:28:04 PM]:

my name and my wife's, [redacted]

Armin Angel [4:29:05 PM]:

Thank you. Can you also give me your current mailing address, please?

[redacted] [4:29:34 PM]:

[redacted]

[redacted] [4:29:43 PM]:

[redacted]

[redacted] [4:29:52 PM]:

[redacted]

Armin Angel [4:31:31 PM]:

Thank you for that information.

Armin Angel [4:31:34 PM]:

I will transfer your case to a Senior Advisor who will continue to work directly with you and the dealership. Please know that all the information you have provided me will be available to them as well. Our Senior Advisor will work on the case and then contact you within 1-2 business days.

[redacted] [4:31:58 PM]:

Thank you.

Armin Angel [4:32:48 PM]:

You're welcome! I also created a case number for your reference: [redacted]

Armin Angel [4:32:54 PM]:

Is there anything else that I can help you with today?

[redacted] [4:34:43 PM]:

no. that will be all for today

Armin Angel [4:35:37 PM]:

Perfect! Thank you for chatting with Chevrolet Customer Assistance Center! Again, this is Min and I hope you have a great day! If you have additional questions, please feel free to contact us again.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 04/03/2018

[redacted] Information

First Name [redacted]
Last Name
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

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

Time

Component's Warranty End Date: 09/01/2017
Job Card Date: 04/03/2018
Days out of Warranty: 214

Mileage

Component's Warranty End Mileage (Miles): 36,021
Current Mileage: 64,000
Miles out of Warranty: 27,979

Repair

Total Repair Cost At Warranty Rates: $1,100.00
Repair Group: Brakes
Job Card / Repair Order : tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Customer retention (customer is in market for new vehicle)

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

GM Participation Amount: $220.00 - $440.00
Cust/Dlr Participation Amount: $660.00 - $880.00
Agreed upon Customer/Dealer Participation Amount:

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

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

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

Customer

[redacted]
() -
No referenced time.

Vehicle

Chevrolet Silverado 2015
3GCUKRECXFG[redacted]
Mileage Now: 93000 mi
Warranty Start:

Status of vehicle/concern

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

Key Points

Supporting Factors	Limiting Factors
4 GM Vehicles Purchased High-Dollar or Premium Vehicle Vehicle has been serviced for this concern: 1 time	Current or former fleet vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2015 Chevrolet Silverado

Reference

CAC SR#:[redacted]
Tier 2 CAC advisor: Brandon DeView --> 1-866-790-5700 Ext # 13150

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted] [redacted]

[redacted]

AutoNation

INVOICE

AutoNation Chevrolet North Richland Hills
7769 GRAPEVINE HWY, FORT WORTH, TX 76180
METRO: (817) 498-2400
LOCAL: (817) 485-0400
SERVICE PHONE: (817) 605-2463

BUS: CLER: SERVICE ADVISOR: 3586 RICKY WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	CHEVROLET SILVERADO	3GCPCREC3EG[redacted]		49579/49579	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN14 DD		11JUN2019	17:00 09APR18			CASH	09APR18

R.O. OPENED	READY	OPTIONS:
11:46 09APR18	16:51 09APR18	DLR:07340 ENG:5.3_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CLIENT STATES BRAKE PEDAL HARD. LOSS OF ASSIST IF PUSHING THE PEDAL MORE THAN ONCE			
100 CLIENT STATES BRAKE PEDAL HARD. LOSS OF ASSIST IF PUSHING THE PEDAL MORE THAN ONCE			
5062 CCC		309.99	309.99
1 12669488 (S)PUMP	242.13	242.13	242.13
PARTS: 242.13 LABOR: 309.99 OTHER: 0.00		TOTAL LINE A:	552.12
49579 VACUUM PUMP FAILURE 2.00 REPLACED VACUUM PUMP AS NECESSARY			
**********			
B Loss of Steering Assist 17276			
CAUSE: .			
17276 Loss of Steering Assist 17276			
5062 WCT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
49579 needed recall 9103255 0.20 COMPLETED RECALL			
**********			
C MULTI-I: VEHICLE SAFETY CONDITION INSPECTION INCLUDED			
MULTI-I MULTI-I: VEHICLE SAFETY CONDITION INSPECTION INCLUDED			
5062CCMPI		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE C:	0.00
49579 COMPLETED INSPECTION			
**********			
D WASH: CLEAN AND WASH JOB			
WASH WASH: CLEAN AND WASH JOB			
5062 CCC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE D:	0.00
49579 SEND TO WASH			
**********			
E **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer.100% of your donation goes to BCRF. Please visit DrivePink.com for more info**			

YOUR FINANCE CHARGE is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to $500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over $500 which is an ANNUAL PERCENTAGE RATE of 12%.
We guarantee our workmanship for 12 months or 12,000 miles, whichever occurs first. If our repair or replacement parts fail in normal use within that period because of our workmanship, we will fix it free of charge, parts and labor.
48 hours after work is completed and the customer is notified, storage charges will accrue at $15.00 per day. Vehicle will be sold for charges after 30 days.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, AUTONATION CHEVROLET FORT WORTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and AUTONATION CHEVROLET FORT WORTH, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I acknowledge receipt of the parts and labor listed above.

TERMS: Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or damage to vehicle while road testing. The below bill for labor and materials is approved, and an express mechanic's lein is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.
I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE:

CUSTOMER SIGNATURE: _____

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person responsible or Agent for Person Responsible for payment

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

WE GUARANTEE OUR WORKMANSHIP FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

AutoNation

INVOICE

AutoNation Chevrolet North Richland Hills

7769 GRAPEVINE HWY, FORT WORTH, TX 76180

METRO: (817) 498-2400
LOCAL: (817) 485-0400
SERVICE PHONE: (817) 605-2463

SERVICE ADVISOR: 3586 RICKY WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	CHEVROLET SILVERADO	3GCPCREC3EG[redacted]		49579/49579	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN14 DD		11JUN2019	17:00 09APR18			CASH	09APR18

R.O. OPENED	READY
11:46 09APR18	16:51 09APR18

OPTIONS: DLR:07340 ENG:5.3_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	DDRV			AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!			
				5062 CCTR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00							
49579 OK							

****

F AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

AMPARTS AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

				5062 CCTR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00							
49579 OK							

****

EST: 157.52 09APR18 11:46 SA: 3586

EST: 399.65 09APR18 14:55 SA: 3586

CUSTOMER PAY ENVIRO AND SHOP FOR REPAIR ORDER 46.47

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********

,,SUMMARY FS01 Alignment - Front End
PBF3 SDC Brake Fluid DOT 3 Service **Ask about our Protection Plan

YOUR FINANCE CHARGE is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to $500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over $500 which is an ANNUAL PERCENTAGE RATE of 12%.
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48 hours after work is completed and the customer is notified, storage charges will accrue at $15.00 per day. Vehicle will be sold for charges after 30 days.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, AUTONATION CHEVROLET FORT WORTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and AUTONATION CHEVROLET FORT WORTH, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I acknowledge receipt of the parts and labor listed above.

TERMS: Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or damage to vehicle while road testing. The below bill for labor and materials is approved, and an express mechanic's lein is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.
I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE:

CUSTOMER SIGNATURE: _____

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
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Signature of the Person responsible or Agent for Person Responsible for payment

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

WE GUARANTEE OUR WORKMANSHIP FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 3

AutoNation

AutoNation Chevrolet North Richland Hills

7769 GRAPEVINE HWY. METRO: (817) 498-2400
FORT WORTH, TX 76180 LOCAL: (817) 485-0400
SERVICE PHONE: (817) 605-2463

SERVICE ADVISOR: 3586 RICKY WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	CHEVROLET SILVERADO	3GCPCREC3EG[redacted]		49579/49579	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN14 DD		11JUN2019	17:00 09APR18			CASH	09APR18

R.O. OPENED	READY	OPTIONS:
11:46 09APR18	16:51 09APR18	DLR:07340 ENG:5.3_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

YOUR FINANCE CHARGE is computed by a single periodic rate of 1.5% (minimum .50) per month on balances up to $500 which is an ANNUAL PERCENTAGE RATE of 18% and a single periodic rate of 1% per month on balances over $500 which is an ANNUAL PERCENTAGE RATE of 12%.
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TERMS: Payment terms will be strictly cash unless arrangements made. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles and/or personal items left in said vehicles, placed with this company for storage, sale or repair, or damage to vehicle while road testing. The below bill for labor and materials is approved, and an express mechanic's lein is granted on said vehicle to secure the payment thereof, said obligation being payable in Fort Worth, Tarrant County, Texas, and in the event of default, I agree to pay in addition thereto, reasonable attorney's fee. Permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.
I AUTHORIZE AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE:

CUSTOMER SIGNATURE: _____

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SIZE - IMAGING

NOTICE PURSUANT TO §70.001.
TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person responsible or Agent for Person Responsible for payment

DESCRIPTION	TOTALS
LABOR AMOUNT	309.99
PARTS AMOUNT	242.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	46.47
TOTAL CHARGES	598.59
LESS INS. / DISCOUNT	0.00
SALES TAX	23.81
PLEASE PAY THIS AMOUNT	622.40

WE GUARANTEE OUR WORKMANSHIP FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

CUSTOMER COPY

AutoNation

AN Chevrolet North Richland Hills- 2

7769 Boulevard 26

North Richland Hills Texas
76180

(817) 485-0400

Customer information

Street: [redacted]

Zip code:

Cardholder Signature

theresa

Transaction information

MOTO

Date:	04/09/2018 6:33 PM
Merchant ID:	[redacted]
Terminal ID:	
Invoice No.:	
Amount	$622.40
Card Number:	[redacted]
Response M...	Approved
Auth Code:	0908...
Auth Mode:	Issuer
Processed as:	VISA
Entry Method:	Manual
Trace No.:	
Reference ...	[redacted]
Match AVS:	Match Z
Match ZIP:	Match Z
Match CVV:	Not Present
User ID:	mccarleyp

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

Texas Department of Motor Vehicles

REGISTRATION RENEWAL RECEIPT

COUNTY: TARRANT
TAC NAME: [redacted]
DATE: 04/[redacted]/2018
TIME: 10:30AM
EMPLOYEE ID: [redacted]
EFFECTIVE DATE: 06/01/2018
EXPIRATION DATE: 5/2019
TRANSACTION ID: [redacted]

PLATE NO: [redacted]
DOCUMENT NO: [redacted]

OWNER NAME AND ADDRESS

[redacted]

REGISTRATION CLASS: TRUCK-LESS/EQL. 1 TON
PLATE TYPE: PASSENGER-TRUCK PLT
ORGANIZATION:
STICKER TYPE: WS

PREVIOUS PLATE NO: [redacted]
VEHICLE IDENTIFICATION NO: 3GCPCREC3EG[redacted]
YR/MAKE: 2014/CHEV MODEL: SIL BODY STYLE: PK UNIT NO:
EMPTY WT: 5200 CARRYING CAPACITY: 1000 GROSS WT: 6200
BODY VEHICLE IDENTIFICATION NO:
VEHICLE CLASSIFICATION: TRK<=1
TRAVEL TRLR LENGTH: 0

INVENTORY ITEM($)	YR
WINDSHIELD STICKER	2019

FEES ASSESSED		
WINDSHIELD STICKER	$	54.00
REG FEE-DPS	$	1.00
CNTY ROAD BRIDGE ADD-ON FEE	$	10.00
INSPECTION FEE-OBDNL	$	8.25
PROCESSING AND HANDLING FEE	$	4.75
TOTAL	$	78.00

VEHICLE RECORD NOTATIONS
ACTUAL MILEAGE
E-TITLE
MAJOR COLOR: SILVER

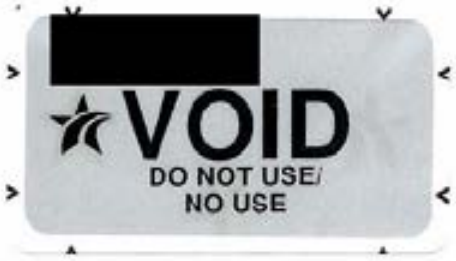
METHOD OF PAYMENT AND PAYMENT AMOUNT:
CHARGE $ 78.00

TOTAL AMOUNT PAID $ 78.00

IMPORTANT DOCUMENT: Please retain for your records.
THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES
Purchased registration remains with this vehicle and will not be refunded if the vehicle is sold.

PEEL FROM BACK ONLY / DESPEGUE POR DETRÁS

Peel sticker from any corner.
Despegue la calcomanía de cualquier esquina.



WINDSHIELD STICKER / CALCOMANÍA DE PARABRISAS

OR

PLATE STICKER / CALCOMANÍA DE PLACA

PE18-012

GM

3-27-2019

Q3

CHEVROLET

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSKCKC0GR[redacted]
Ref SR[redacted]

Dear[redacted]

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN 1**GNSKCKC0GR**[redacted]nd that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$60,747.45.** This offer was calculated by using the following figures:

Total Repurchase Amount (sales tax $2,027.25)	$60,747.45
Down Payment	$3,500.00
Monthly Payments	$23,358.00
Less Usage	$13,137.03
Payoff of Original Vehicle-Good until 8/23/2018	$47,026.48
Total Amount to Customer	**$13,720.97**

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the [redacted] any questions or concerns.

[redacted]

[redacted]

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

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.

[redacted]

CHEVROLET

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

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

Please return this signed document to fax number ***866-802-6668*** *by* Monday August 6, 2018

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

PE18-012

GM

3-27-2019

Q3

Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: Peter Price 866-790-5600x5923734 peter.1.price@gm.com
Created Date: 06/14/2018

Vehicle Info

*VIN:	1GNSKCKC0GR[redacted]	MSRP:	70160.0	*TAC #:	n/a
Year:	2016	Make:	Chevrolet	Model:	Tahoe

Vehicle Comments & TAC Explanation:
Brakes aren't working properly.
Replaced vacuum pump assembly.

*Date Reviewed with Customer:	06/08/2018	*Repurchase Mileage:	29886
Original Purchase Date:	04/14/2016	* Original Purchase Condition:	New

Vehicle Owner(s)

Entity Type			
* Names(s) on Ti[redacted]		* Title State: [redacted]	
* Address			
* City		* State [redacted]	* ZIP Code: [redacted]
* Day Phone:		* Home Phone:	* Cell Phone:
* E-mail:		* Fax Phone:	* Exec Init Repurchase: N

* Reason Repurchase: Brakes inop.

UCC Codes: (H0106) Brakes - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	Wells Fargo AS CTL A	Account #:	
Contact or Attention:					
Address	PO BX 9000				
City	Lutherville	State	MD	ZIP Code:	21094
Day Phone:	(000) 000-0000	Fax:		E-mail:	

Original Selling Dealer

* Dealer #:	[redacted]	Dealer Name:	RYDELL AUTOMOTIVE GROUP		
Region:	10	District:	1114		
* Phone:	(818) 832-1600	Fax:	(818) 832-1690		
* Contact Name:	Shannon Risher	* Contact Title:	CEM	E-Mail:	

Repurchasing Dealer: -

* Dealer #:	[redacted]	Dealer Name:	KEYES CHEVROLET		
Region:	10	District:	1114		
* Phone:	(818) 267-1400	Fax:	(818) 817-4682		
* Contact Name:	Zian S bai	* Contact Title:	Service Manager	E-Mail:	

Repair

* Contact Name:		* Contact Title:	

Vehicle Location: -

Case Number: [redacted]

Originator Name: Peter Price 866-790-5600x5923734 peter.1.price@gm.com
Created Date: 06/14/2018

Transaction Details

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

Repurchase:

*** Processing Instructions:** GMLS approves customer?s choice of trade or straight repurchase with usage based on service event at 56,569 miles, less mileage on vehicle when purchased.

Disposition:

Repair Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Rene Kolka

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GNSKCKC0GR[redacted]

Date: July 17, 2018

71.34 tax p

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	**Usage**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$3,500.00	1880.56 T
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$23,358.00	
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00	
4	case originator instructions differ from LL.		4	State Fees	$0.00	4	Tax (leases only)	$0.00	
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00	
6			6	Sales Tax	$0.00	6	Other-Explain	$0.00	
7	**Usage Using Base Price**		7	Finance Charges	$0.00	7	Other-Explain	$0.00	
8	Base Price/Total Repurch Price	$66,134.29	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00	
9	Mileage	23,837	9	Other-Explain	$0.00	9	Other-Explain	$0.00	
10	Denominator	120,000	10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$26,858.00**	
11	**Usage**	**$13,137.03**	11			11			
12			12	*** Usage/Depreciation**	**$13,137.03**	12	*** Usage/Depreciation**	**$13,137.03**	
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00	
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$0.00	
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00	
16	**Usage**	**$0.00**	16	Negative Equity	$0.00	16	Negative Equity	$0.00	
17			17	Incentives	$0.00	17	Incentives	$0.00	
18	**USAGE CHARGED**		18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00	
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00	
20	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00	
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00	
22	**Usage Using Base Price**		22	**Total Deductions**	**$13,137.03**	22	**Total Deductions**	**$13,137.03**	
23	Base Price/Total Repurch Price	$0.00	23			23			
24	Mileage	0	24	**Repurchase Subtotal**	**-$13,137.03**	24	**Total Refund to Customer**	**$13,720.97**	
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$47,026.48	
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**-$13,137.03**	26	(GMAC=DL quote) good thru 8/23/2018		
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00	
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**-$13,137.03**	28	**Total Repurchase**	**$60,747.45**	
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00	
30	Cents per mile	$0.000	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	
31	**Usage**	**$0.00**	31	**Projected Loss**	**-$13,137.03**	31	**Projected Loss**	**$60,747.45**	

PURCHASE PRICE (before t/t/t)	$ 66,134.29	TRADE ALLOWANCE		**LEMON LAW COMPARISON**	
MSRP (FROM BARS INVOICE)	$ 70,160.00	PAYOFF OF TRADE	$ -		
DIFFERENCE	$ (4,025.71)	DIFFERENCE	$ -	USAGE PER LEMON LAW	$ 13,137.03
if positive look for over allowance		if negative=negative equity		USAGE CHARGED	$ 13,137.03
		TRADE ALLOWANCE	$ -	LEMON LAW VARIANCE	$ -
PURCHASE PRICE	$ 66,134.29	ACV OF TRADE			
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -		
OVERALLOWANCE	$ -	ACV=actual cash value			
ACTUAL PRICE	$ 66,134.29				

Form Rev June 1, 2017

er month	
OTAL tax $2027.25	

PE18-012

GM

3-27-2019

Q3

2016 TAHOE 4WD LTZ GENERAL MOTORS LLC
GBA BLACK /V8G
H2X JET BLACK RENAISSANCE CENTER
ORDER NO. SZXW5Q/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SKCK C0 GR[redacted] VEHICLE INVOICE [redacted]
**********8638******13*20501S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15706 TAHOE 4WD LTZ	64610.00	60087.30	INVOICE 12/09/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	SHIPPED 12/09/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	EXP I/T 12/22/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	INT COM 12/22/15
NHT MAX TRAILERING PACKAGE:	500.00	455.00	PRC EFF 12/09/15
* REAR AXLE, 3.42 RATIO			KEYS V0179 V0179
* TRAILER BRAKE CONTROLLER			WFP-S QTR OPT-1
* TRANSFER CASE 2-SPEED			BANK: WELLS FARGO
PCJ SUN, ENTERTAINMENT, DESTINATIO	2760.00	2511.60	CHG-TO 20-501
PACKAGE:			
* POWER SUNROOF			SHIP WT: 5567
* REAR SEAT ENTERTAINMENT			HP: 45.7
* ADD'L 9 MONTHS XM RADIO			GVWR: 7300
RD2 WHEELS, 20" CHROME	400.00	364.00	GAWR.FT: 3600
(REPLACES STANDARD WHEELS)			GAWR.RR: 4300
SFE WHEEL LOCKS (DEALER INSTALLED)	70.00	63.70	EMPLOY: 62883.34
UHS 8" DIAGONAL RECONFIGURABLE	875.00	796.25	SUPPLR: 65445.35
CLUSTER WITH HEAD UP DISPLAY			NTR: 1/2
VQQ ROOF RACK CROSS RAILS	250.00	227.50	DAN: TAH13
(DEALER INSTALLED)			EMPINC: 3997.41
VV4 4G LTE WI-FI(R) HOTSPOT WITH	0.00	0.00	SUPINC: 1435.40
LIMITED DATA TRIAL AND MORE.			
(SUBJECT TO TERMS SEE			
ONSTAR.COM)			
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ SUN, ENTERTAINMENT AND	500.00-	455.00-	
DESTINATIONS PACKAGE DISCOUNT			

TOTAL MODEL & OPTIONS	68965.00	64050.35	ACT 237 63176.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2068.95
DEALER IMR CONTRIBUTION		689.65	ADV 261 689.65
LMA GROUP CONTRIBUTION		689.65	EXP 65A 689.65
TOTAL	70160.00	66624.65	PAY 310 66624.65
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		63586.55	

****

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.

****

CHEVROLET OF MONTEBELLO

PE18-012

GM

3-27-2019

Q3

LEASE AGREEMENT
(WITH ARBITRATION PROVISION)

CHEVROLET

Lease Date: 04/14/2016

Lessor Name and Business Address
[redacted]

Lessee Name and Address
[redacted]

Co-Lessee Name and Address
N/A
County:

Lessee Billing Address (if different than above)
N/A

Vehicle Garaging Address (if different than above)
N/A
County:
Principal Driver: N/A
(if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease. If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.

Single Payment Lease. If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2016	CHEVROLET	TAHOE LTZ	UT	[redacted]	56	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 4000.00

3. Scheduled Payments
A. Your first monthly payment of $ 864.00 is due on 04/14/2016 followed by 35 monthly payments of $ 864.00 due on the 14TH of each month.
B. Your single payment of $ N/A is due on N/A
C. The Total of your Scheduled Payments is $ 31696.00

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(l)) $ 395.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 395.00

5. Total of Payments
(The amount you will have paid by the end of the Lease)
$ 37227.00
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$ 2299.36
2. Taxes on capitalized cost reduction	$ 206.94
3. First monthly payment	$ 864.00
4. Single scheduled payment	$ N/A
5. Refundable security deposit	$ N/A
6. Lease acquisition fee	$ N/A
7. Vehicle license fees	$ 595.00
8. Registration, transfer, and titling fees	$ N/A
9. Sales/use tax	$ 4.95
10. Document processing charge (not a governmental fee)	$ 85.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 25.00
12. California tire fee	$ 8.75
13. N/A	$ N/A
14. N/A	$ N/A
15. Total	$ 4000.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$ N/A
2. Rebates and noncash credits	$ 500.00
3. Amount to be paid in cash	$ 3500.00
4. Other N/A	$ N/A
5. Total	$ [redacted]

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 66134.29) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 56729.29
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 2299.36
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 54429.93
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 39991.20
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 14438.73
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 6475.01
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 30913.74
H. Lease payments. The number of payments in your Lease.	÷	39
I. Base scheduled payment.	=	$ 792.66
J. Sales/use tax (e).	+	$ 71.34
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. Total Scheduled Payment.	=	$ 864.00

***Early Termination.* You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.**

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 39991.20 plus a purchase option fee of $ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$ 66134.29	G. Document processing charge (not a governmental fee)	$ N/A
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)		H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
N/A	$ N/A	I. California tire fee	$ N/A
N/A	$ N/A	J. Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Optional Products and Services:	
N/A	$ N/A	K. N/A	$ N/A
C. Vehicle license fees	$ N/A	L. N/A	$ N/A
D. Registration, transfer, and titling fees	$ N/A	M. N/A	$ N/A
E. Lease acquisition fee	$ 595.00	N. N/A	$ N/A
F. Sales/use tax	$ N/A	O. N/A	$ N/A
		P. N/A	$ N/A
		Q. Total Gross Capitalized Cost	$ 66729.29

12. The Trade-In Vehicle

Year N/A
Make N/A
Model N/A

A. Agreed Upon Value of Trade-In		$ N/A
B. Prior Credit or Lease Balance	–	$ N/A
C. Net Trade-In Allowance (If less than 0 then enter 0)	=	$ 0.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 4750.98 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ 25.00 Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked: ☐

☐ If this box is checked, the Vehicle is subject to the following express warranties:
N/A
N/A
N/A

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND 'WITH ALL FAULTS', AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If the Vehicle is subject to the manufacturer's standard warranty, if we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of this warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name UNITRIN DIRECT INS. CO. Insurance Agency Name UNITRIN DIRECT INS. CO.
Agency Address P.O. BOX 3057 Agency Phone Number (800)437-8394
Agent's Name Policy Number [redacted]
Deductibles: Collision $ Comprehensive $

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 10B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 10B).
B. The scheduled lease term is 39 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any changes to the Lease must be in writing and we must sign them. No oral changes are binding.
Lessee Signs X [redacted]
Co-Lessee Signs X

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to Arbitrate. By initialing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this Lease, 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.
Lessee Signs X [redacted] Co-Lessee Signs X N/A

Lessor's Right to Cancel. If Lessor is unable to assign this Lease to a financial institution within 10 days after Lessee signs this Lease, then the provisions of the Lessor's Right to Cancel section on the back giving the Lessor the right to cancel will apply.

THERE IS NO COOLING-OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the obligations, of N/A to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not included in your monthly payment. If you have any questions about insurance, you should ask your insurance agent or broker before signing this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, FOUND IT TO BE SATISFACTORY IN EVERY RESPECT, AND RECEIVED NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lessee Signature [redacted] Date 04/14/2016
Type/Print Lessee Name [redacted]
Co-Lessee Signature N/A Date N/A
Type/Print Co-Lessee Name N/A

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee N/A Date N/A By N/A
Type/Print Name N/A Type/Print Title N/A

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: RYDELL AUTOMOTIVE GROUP
Lienholder Name: WELLSFRGO AS CTL AGT
Assignee Name: ACAR Leasing Ltd
By [redacted]
Type/Print Name:
Type/Print Title FINANCE MANAGER

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DEALER COPY

PE18-012

GM

3-27-2019

Q3

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON | Tag [redacted] | License [redacted] | 1GNSKCKC0 GR[redacted] | Page 1 | Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 30252 Out: 30253 | WAR W Prelim

Begin: 04/19/18 | Done: 04/20/18 | Invoiced: 04/25/18 15:44 MG

Vehicle Information

16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Inservice: 04/14/16 | Production: 12/09/15 | Sold: 04/14/16

Customer Concern

Concern 24
CUSTOMER STATES PERFORM MULTIPOINT INSPECTION
.
PERFORMED MULTIPOINT INSPECTION
Tech 999 TECH, SUBLET

Cause
Correction
Type: WM

Operation	Tech	Amount
30PT	999	0.00
	Subtotal	
TOTAL CHARGE FOR CONCERN		0.00

Concern +25
SUPPLIED WITH KEYES CHEVY LOANER CAR PER LOANER CAR AGREEMENT.CUSTOMER IS RESPONSIBLE FOR ALL DAYS AFTER THEIR VEHICLE IS COMPLETED INITIALS _____. ENTERPRISE PO 189280
.
LOANER CAR RETURNED
Tech 999 TECH, SUBLET
Line Auth: 04/20/18 09:54

Cause
Correction
Type: WM

Operation	Tech	Units	Amount
LOANER	999	0.0	0.00
	Subtotal		
TOTAL CHARGE FOR CONCERN			0.00

Concern S1
CUSTOMER STATES REAR PARKING ASSIST SYMBOL NOT AVAILABLE MESSAGE DISPLAYED WHEN IN REVERSE.
SERVICE PARKING ASSIST COMES ON AT DIC

Cause
Correction
INSPECT PARKING ASSIST SYSTEM ,FOUND B0955#04,B0956/B0954/B0957 TRACE PARKING ASSIST HARNESS FOR OPEN OR BAD CONNECTION ,FOUND BAD CONNECTION AT X150 BODY HARNESS T FORWARD LAMP HARNESS 23/CAVITIES DISCONNECT & ADD SOME DIELECTRIC LUBE TP CONNECTOR X150 & RECONNECT ALL CODES WHEN INTO HISTORY

Operation	Tech	Units	Amount
5430922	283	1.8	274.23

DISCLAIMER OF WARRANTIES

AS IS. THE ONLY WARRANTIES APPLYING TO THIS PART(s) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Those chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	Licens[redacted]	1GNSKCKC0 GR[redacted] Page 2 Invoice [redacted]
Invoice to [redacted]		Driver/Owner [redacted]	
Invoiced: 04/25/18 15:44:32 MG		16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	

Tech Notes
Comment
& REPAIR PARKING ASSIST SYSTEM./SEE DOCUMENT #4074558 PER REPAIR GRID G-14
& INSPECT PARKING SYSTEM OPERATION + CLEAR ALL CODES NEED OLH FOR INSPECT & TRACING
04-20-18 8:00 AM TO 11:10 AM. SHOP FOREMAN APPROVED OLH R&R TO GAIN ACCESS

Parts

Part Number	PO#	Note	Description	Qty	Sell	
	189280		ENTERPRISE	1	76.00	76.00

Manager Approval 1: 04/25/18 14:55 DAGRACRI
Manager Approval 2: 04/25/18 14:59 DAGRACRI
Tech 283 MENDEZ, MARIO

Type: W

Subtotal	
SUBLET REPAIRS	76.00
LABOR MECHANICAL	274.23
TOTAL CHARGE FOR CONCERN	350.23

Concern 52
Cause
Correction
CUSTOMER STATES A/C NOT BLOWING COLD AIR
A/C BLOWING WARM AIR .
INSPECT A/C SYSTEM FOUND NO COMPRESSOR BELT ,REINSTALL BELT & INSPECT A/C SYSTEM & OPERATION.

Parts

Part Number	PO#	Note	Description	Qty	Sell	
000 012658178			BELT KIT	1	52.99	52.99

Parts: Count 1.00 Allowance: 15.14
Tech 283 MENDEZ, MARIO

Type: W

Operation	Tech	Units	Amount
4062750	283	0.6	91.41

Subtotal	
PARTS	52.99
LABOR MECHANICAL	91.41
TOTAL CHARGE FOR CONCERN	144.40

Concern 60
Cause
Correction
AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION
.
ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT:
Tech 999 TECH, SUBLET

Type: WM

Operation	Tech	Units		Amount
PSI	999	0.0	*	0.00

Subtotal	
TOTAL CHARGE FOR CONCERN	0.00

Concern 61
Cause
Correction
.
.
.

Operation	Tech	Units		Amount
TEXT	999	0.0	*	0.00

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

UCS02004

ACCOUNTING

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON | Tag [redacted] | License [redacted] | 1GNSKCKC0 GR[redacted] | Page 3 | Invoice [redacted]

Invoice to [redacted] | Driver/Owner [redacted]

Invoiced: 04/25/18 15:44:32 MG | 16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Type: WM | Tech 999 TECH, SUBLET | Subtotal | TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	52.99	TOTAL CHARGE	494.63
SUBLET REPAIRS	76.00		
LABOR MECHANICAL	365.64	FAC WARRANTY	494.63
TOTAL CHARGE	494.63		

created 2018-04-18 03:14:00pm taken by Christopher Millson

If you have any questions - please see CHRISTOPHER MILLSON

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Thank You

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UCS62004

ACCOUNTING

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON | Tag [redacted] | License [redacted] | 1GNSKCKC0 GR[redacted] | Page 4 (Last) | Invoice [redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 04/25/18 15:44:32 MG

16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Skill 30 Tech# 283 Start Time: 04/19/18 15:50 Stop Time: 04/20/18 11:07

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	283	Begin	04/19/18 16:28	HT	04/19/18 17:10	:42	.7	
		RW	04/20/18 08:01	End	04/20/18 08:01	:00	.0	
		Begin	04/20/18 08:01	HT	04/20/18 08:19	:18	.3	Other
		RW	04/20/18 10:01	End	04/20/18 10:02	:01	.0	Other
		Begin	04/20/18 10:02	End	04/20/18 10:02	:00	.0	Other
		Begin	04/20/18 10:02	End	04/20/18 10:07	:05	.1	
		Begin	04/20/18 10:07	End	04/20/18 10:08	:01	.0	Other
		Begin	04/20/18 10:08	End	04/20/18 10:46	:38	.6	
		Begin	04/20/18 10:46	End	04/20/18 11:07	:21	.4	Other
					Total	2:06	2.1	
52	283	Begin	04/19/18 15:51	End	04/19/18 16:28	:37	.6	

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

UCS02004

ACCOUNTING

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	1GNSKCKC0 GR[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 30252 Out: 30253	WAR W	Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Begin: 04/19/18 Done: 04/20/18	Invoiced: 04/20/18 17:23 CM		Inservice: 04/14/16	Production: 12/09/15	Sold: 04/14/16

Customer Concern

Concern 24 Cause Correction Type: WM	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION . PERFORMED MULTIPOINT INSPECTION Tech 999 TECH, SUBLET	Operation Tech Amount 30PT 999 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern +25 Cause Correction Parts Type: WM	SUPPLIED WITH KEYES CHEVY LOANER CAR PER LOANER CAR AGREEMENT.CUSTOMER IS RESPONSIBLE FOR ALL DAYS AFTER THEIR VEHICLE IS COMPLETED INITIALS _____. ENTERPRISE PO 189280 . LOANER CAR RETURNED Part Number / PO# 189280 / Note / Description ENTERPRISE Tech 999 TECH, SUBLET Line Auth: 04/20/18 09:54	Operation Tech Units Amount LOANER 999 0.0 0.00 Qty Sell 1 76.00 76.00 Subtotal SUBLET REPAIRS 76.00 TOTAL CHARGE FOR CONCERN 76.00
Concern 51 Cause	CUSTOMER STATES REAR PARKING ASSIST SYMBOL NOT AVAILABLE MESSAGE DISPLAYED WHEN IN REVERSE. SERVICE PARKING ASSIST COMES ON AT DIC	Operation Tech Units Amount 5430922 283 1.8 274.23

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Thank You

I HEREBY ACKNOWLEDGE RECE
THE PARTS AND LABOR LISTED A

[redacted]

UCS02004

ACCOUNTING

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	1GNSKCKC0 GR[redacted]	Page 2	Invoice [redacted]
Invoice to [redacted]			Driver/Owner: [redacted]		
Invoiced: 04/20/18 12:23:45 CM			16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		

Correction Tech Notes Comment Type: W	INSPECT PARKING ASSIST SYSTEM ,FOUND B0955#04,B0956/B0954/B0957 TRACE PARKING ASSIST HARNESS FOR OPEN OR BAD CONNECTION ,FOUND BAD CONNECTION AT X150 BODY HARNESS T FORWARD LAMP HARNESS 23/CAVITIES DISCONNECT & ADD SOME DIELECTRIC LUBE TP CONNECTOR X150 & RECONNECT ALL CODES WHEN INTO HISTORY & REPAIR PARKING ASSIST SYSTEM./SEE DOCUMENT #4074558 PER REPAIR GRID G-14 & INSPECT PARKING SYSTEM OPERATION + CLEAR ALL CODES NEED OLH FOR INSPECT & TRACING Tech 283 MENDEZ, MARIO	Subtotal LABOR MECHANICAL 274.23 TOTAL CHARGE FOR CONCERN 274.23
Concern 52 Cause Correction Parts Type: W	CUSTOMER STATES A/C NOT BLOWING COLD AIR A/C BLOWING WARM AIR . INSPECT A/C SYSTEM FOUND NO COMPRESSOR BELT ,REINSTALL BELT & INSPECT A/C SYSTEM & OPERATION. Part Number PO# Note Description 000 012658178 BELT KIT Parts: Count 1.00 Allowance: 15.14 Tech 283 MENDEZ, MARIO	Operation Tech Units Amount 4062750 283 0.6 91.41 Qty Sell 1 52.99 52.99 Subtotal PARTS 52.99 LABOR MECHANICAL 91.41 TOTAL CHARGE FOR CONCERN 144.40
Concern 60 Cause Correction Type: WM	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION . ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT: Tech 999 TECH, SUBLET	Operation Tech Units Amount PSI 999 0.0 * 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 61 Cause Correction	. . . Tech 999 TECH, SUBLET	Operation Tech Units Amount TEXT 999 0.0 * 0.00 Subtotal

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Thank You

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UCS02004

ACCOUNTING

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	1GNSKCKC0 GR [redacted]	Page 3	Invoice [redacted]

Invoice to: [redacted]

Driver/Owner [redacted]

Invoiced: 04/20/18 17:23:45 CM

16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Type: WM

TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	52.99	TOTAL CHARGE	494.63
SUBLET REPAIRS	76.00		
LABOR MECHANICAL	365.64	FAC WARRANTY	494.63
TOTAL CHARGE	494.63		

created 2018-04-18 03:14:00pm taken by Christopher Millson

If you have any questions - please see CHRISTOPHER MILLSON

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Thank You

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UCS02004

ACCOUNTING

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
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7:00 A.M. - 5:00 P.M.

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Adv: 318 CHRISTOPHER NELLSON	Tag [redacted]	License [redacted]	1GNSKCKC0 GR[redacted]	Page 4 (Last)	Invoice [redacted]
Invoice to: [redacted]			Driver/Owner [redacted]		
Invoiced: 04/20/18 17:23:45 CM			16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		

Skill 30 Tech# 283 Start Time: 04/19/18 15:50 Stop Time: 04/20/18 11:07

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	283	Begin	04/19/18 16:28	HT	04/19/18 17:10	:42	.7	
		RW	04/20/18 08:01	End	04/20/18 08:01	:00	.0	
		Begin	04/20/18 08:01	HT	04/20/18 08:19	:18	.3	Other
		RW	04/20/18 10:01	End	04/20/18 10:02	:01	.0	Other
		Begin	04/20/18 10:02	End	04/20/18 10:02	:00	.0	Other
		Begin	04/20/18 10:02	End	04/20/18 10:07	:05	.1	
		Begin	04/20/18 10:07	End	04/20/18 10:08	:01	.0	Other
		Begin	04/20/18 10:08	End	04/20/18 10:46	:38	.6	
		Begin	04/20/18 10:46	End	04/20/18 11:07	:21	.4	Other
					Total	2:06	2.1	
52	283	Begin	04/19/18 15:51	End	04/19/18 16:28	:37	.6	

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UCS02004

ACCOUNTING

KEYES CHEVROLET

5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE $	HAZ WASTE H/M.O. & DISP	TOTAL ESTIMATE $	
REVISED ESTIMATE $		ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE $	HAZ WASTE H/M.O. & DISP	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

TO OUR CUSTOMERS

CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Then, those charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

★ HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PAINTS, CLEANING FLUIDS & BRAKES, ETC.

SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

Enterprise
PO: 169280

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	318 CHRISTOPHER MILLSON	04/19/18 08:37	[redacted]	1GNSKCKC0 GR[redacted]

Customer Information

[redacted]

Cell: [redacted]
Home:
Reservation: 012 04/25/18 08:00

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD
ENGINE, 5.3L V8 ECOTEC3 Odometer: 30252
Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16
Last Svc: Client: 63E001 Date: 04/16/18 Adv: 318 Odom: 29887 Daily Avg: 41 Month Avg: 1230

Ln	Type	Operation	Customer Concern	Hr./Qty
24	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
			SPG	
			Total Without Tax $	0.00
			Total Charges with Tax $	0.00
51*	W		CUSTOMER STATES REAR PARKING ASSIST SYMBOL NOT AVAILABLE MESSAGE DISPLAYED WHEN IN REVERSE. SK 30	
52	W		CUSTOMER STATES A/C NOT BLOWING COLD AIR SK 30	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
			Estimated Total Without Tax $	0.00

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of $90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO $1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and/or its employees permission to

[redacted]

WO#62004

KEYES CHEVROLET

5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE $	HAZ. WASTE HNLG. & DISP.	TOTAL ESTIMATE $	
REVISED ESTIMATE $		ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE $	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

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SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	318 CHRISTOPHER MILLS	[redacted]	1GNSKCKC0 GR[redacted]	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [redacted]

Estimated Total Charges with Tax $ 0.00

61	CM	TEXT	YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Estimated Total Without Tax $ 0.00
Estimated Total Charges with Tax $ 0.00

Sk/Hr/Tech: 30-2.2

Additional Information

Dist: 1G1 Fuel: UNL Estimated Completion: 04/25/18 12:00

Comment

Possible recheck. Last Serviced 04/16/18

RO Information

SVC Note: created 2018-04-18 03:14:00pm taken by Christopher Millson

Method of Payment

WAR WARRANTY WA - FAC WARRANTY
CUS CUSTOMERPAY CA - CASH DUE

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	04/10/18	29887	318	045		62	REPLACED AIR DEFLECTOR
	04/10/18	29887	318	999		30PT	PERFORMED MULTIPOINT INSPECTION
				999		2WAY	SHUTTLE RIDE PROVIDED
				999		LOANER	LOANER CAR RETURNED
				045		4023850	REPLACED VACUUM PUMP ASSEMBLY. ROAD TESTED

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

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COMPANY OR PERSONALIZED CHECK UP TO $1,200.00 WITH THE FOLLOWING:
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PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X _____
CUSTOMER'S SIGNATURE

TECHNICIAN

KEYES CHEVROLET

5949 Van Nuys Blvd.
Van Nuys, CA 91401

(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE $	HAZ. WASTE H/M,O, & DISP.	TOTAL ESTIMATE $	
REVISED ESTIMATE $		ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE $	HAZ. WASTE H/M,O, & DISP.	ADDITIONAL COST $	
REASON		CONTACTED BY	
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SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000396348

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		318 CHRISTOPHER MILLS	[redacted]	1GNSKCKC0 GR[redacted]	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				999		PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
				999		TEXT	.
[redacted]	3/19/18	28523	318	197		0600673	SERVICE COMPLETED
				197		30PT	PERFORMED MULTIPOINT INSPECTION
				197		PSI	ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT:35
	2/18/17	25099	318	999		2WAY	SHUTTLE RIDE PROVIDED
				999		30PT	PERFORMED MULTIPOINT INSPECTION

CUS CUSTOMERPAY 0.00

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X _____
CUSTOMER'S SIGNATURE

TECHNICIAN

10/29/2004

PE18-012

GM

3-27-2019

Q3

CHEVROLET

GM FINANCIAL LEASING ACCOUNT STATEMENT

April 24, 2018

2016 CHEVROLET

ACCOUNT NUMBER	TOTAL DUE
[redacted]	$867.80
PAYMENT PROGRESS	14 payments to go

Log in or Register at
gmfinancial.com/myaccount

TOTAL AMOUNT DUE:	PAYMENT DUE DATE:
$867.80	May 14, 2018

TRANSACTION SUMMARY

DATE	ACTIVITY	AMOUNT
04/12/2018	**Payment received. Thank you!**	$868.00
Late Charges	Total of any late charges in this bill cycle, if applicable.	$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	$867.80

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:

https://my.gm.com/recalls

[redacted]

PAYMENT METHODS

For complete payment options, see reverse side.

Online Bill Payment*
Pay your bill online now at
gmfinancial.com/myaccount

Pay By Phone*
Pay securely by phone. See reverse side for complete details.

**A Western Union fee may be assessed*

Contact Customer Service at (888) 755-8643
or TTY Access (888) 998-0253 (requires TTY capable device)

x

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT LSESTMT_US

GM | GM FINANCIAL LEASING

P.O. Box 183834 Arlington, TX 76096-3834

[redacted]

PAYMENT SUMMARY	
TOTAL AMOUNT DUE:	$867.80
PAYMENT DUE DATE:	May 14, 2018
AMOUNT ENCLOSED:	$

ACCOUNT NUMBER [redacted]

Check Information

- ✓ Fill out your check with your **Account Number**
- ✓ Make it payable to **GM Financial Leasing**

GM Financial
P.O Box 78143
Phoenix, AZ 85062-8143

[redacted]

PE18-012

GM

3-27-2019

Q3

REGISTRATION VALID FROM | TYPE | LICENSE NUMBER

AUTO 04/16/2018 TO 04/16/2019 LA [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNSKCKC0GR[redacted]

MAKE
CHEV

BODY TYPE MODEL
UT

DATE FIRST SOLD
00/00/2016

CLASS
SC

YR
2016

DATE ISSUED
04/20/2018

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
120	G				$648

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

WELLS FARGO AS CTL AGENT
PO BX 9000
LUTHERVILLE MD

0

L0344

[redacted]

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

READ REVERSE SIDE - IMPORTANT INSTRUCTIONS