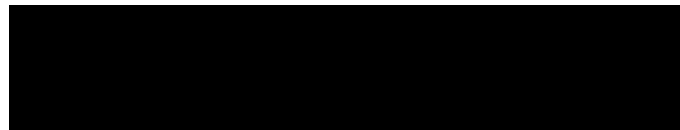


PE18-012

GM

3-27-2019

Q3



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.	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 414 FRANCISCO PEREZ	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
Estimate			Driver/Owner Information		
For Office Use			Vehicle Information		
Odometer in: 7513	Out: 7513	WAR W	Quote	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	
Begin: 10/03/16	Done: 10/03/16	Invoiced: 10/03/16 17:53 MG	Inservice: 04/14/16	Production: 12/09/15	
*** R.O. not Complete ***					

Concern 25	CUSTOMER STATES PERFORM MAINT SERV., OIL AND FILTER SERV, TIRE ROTATION, MPI 20% OIL LIFE	Operation	Tech Units	
Cause	MAINTENANCE SERVICE COMPLETED, RESET OIL LIFE	0600723	063	0.7 *
Correction	Part Number	Qty	Sell	
Parts	000 019330000 PO# Note Description	1	6.02	
	000 088864007 GOG OIL	9	4.69	4
	Parts: Count 1.00 Allowance: 13.78	Subtotal		
	Tech 063 CASTRO, JESSE	PARTS		
		GAS-OIL-GREASE 42		
		LABOR MECHANICAL 10		
		TOTAL CHARGE FOR CONCERN 59.04		
Type: W		Subtotal		
Concern 26	CUSTOMER STATES WE WILL SCHEDULE YOUR NEXT SERVICE APPOINTMENT SCHEDULED	Operation	Tech Units	Amount
Cause	YOUR NEXT SERVICE APPOINTMENT IS	APPT	999	0.0
Correction	Tech 999 TECH, SUBLET	Subtotal		
		Subtotal		

**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

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 414 FRANCISCO PEREZ	Tag	License	1GNSKCKC0 GR	Page 2 (Last)	Invoice
Invoice to:	Driver/Owner:				
Invoiced: 10/03/16 17:53:54 MG	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				

Concern	Cause	Correction	Operation	Tech	Units	Amount
27	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION PREVENTIVE MAINTENANCE	PERFORMED MULTIPOINT INSPECTION Tech 063 CASTRO, JESSE	30PT	063		0.00
TOTAL CHARGE FOR CONCERN						0.00
Subtotal						
40	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY RECALL	RECALL COMPLETED Tech 063 CASTRO, JESSE	16007	063	0.3	43.50
TOTAL CHARGE FOR CONCERN						0.00
Subtotal						
LABOR MECHANICAL						43.50
TOTAL CHARGE FOR CONCERN						43.50
60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION SET	ADJUSTED TIRE PSI TO: FRT LT: FRT RT: REAR LT: REAR RT: Tech 063 CASTRO, JESSE	PSI	063	0.0 *	0.00
TOTAL CHARGE FOR CONCERN						0.00
Subtotal						

Summary of Charges for Invoice		Payment Distribution for Invoice	
PARTS	6.02	TOTAL CHARGE	93.50
GAS-OIL-GREASE	42.21	CASH DUE	93.50
LABOR MECHANICAL	54.31		
CORRECTION	9.04-		
TOTAL CHARGE	93.50		

If you have any questions - please see FRANCISCO PEREZ

**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*

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--

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(818) 933-3000

Monday - Friday:  
7:00 A.M. - 6:00 P.M.  
Saturday:  
7:00 A.M. - 5:00 P.M.

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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 414 FRANCISCO PEREZ	Tag	License	IGNSECKCO GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[Redacted]	[Redacted]

For Office Use		Vehicle Information	
Odometer in: 7513	Out: 7513	WAR W Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
Begin: 10/03/16	Done: 10/03/16	Invoiced: 10/03/16 10:24 TF	Inservice: 04/14/16
Production: 12/09/15			

Concern 25	CUSTOMER STATES PERFORM MAINT SERV., OIL AND FILTER SERV, TIRE ROTATION, MPI 20% PREVENTIVE MAINTENANCE	Operation	Tech Units	Amount
Cause	MAINTENANCE SERVICE COMPLETED	0600723	063 0.7 *	10.81
Correction	Part Number	Qty	Sell	
Parts	000 019330000	1	6.02	6.02
	000 088864007	9	4.69	42.21
	Parts: Count 1.00 Allowance: 13.78	Subtotal		
	Tech 063 CASTRO, JESSE	PARTS 6.02		
	CONT CODE : .	GAS-OIL-GREASE 42.21		
	FAIL CODE : .	LABOR MECHANICAL 10.81		
Type: W		TOTAL CHARGE FOR CONCERN 59.04		

Concern 26	CUSTOMER STATES WE WILL SCHEDULE YOUR NEXT SERVICE APPOINTMENT SCHEDULED	Operation	Tech Units	Amount
Cause	YOUR NEXT SERVICE APPOINTMENT IS	APPT	999 0.0	0.00
Correction	Tech 999 TECH, SUBLET	Subtotal		
	AUTH : .			
	CONT CODE : .			
	FAIL CODE : .			

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EPA #: CAL000386348

BAR #: ARD260656

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ORIGINAL ESTIMATES	REVISED ESTIMATES	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 414 FRANCISCO PEREZ	Tag	License	1GNSKCKCO GR	Page 2 (Last)	Invoice
Invoice to:	Driver/Owner:				
Invoiced: 10/03/16 10:24:03 TF	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				

Type: W	Concern 27 Cause Correction	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION PREVENTIVE MAINTENANCE PERFORMED MULTIPOINT INSPECTION Tech 063 CASTRO, JESSE  CONT CODE : . FAIL CODE : .	TOTAL CHARGE FOR CONCERN 0.00 Operation Tech Amount 30PT 063 0.00  Subtotal TOTAL CHARGE FOR CONCERN 0.00
Type: W	Concern 40 Cause Correction	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY RECALL RECALL COMPLETED Tech 063 CASTRO, JESSE  CONT CODE : . FAIL CODE : .	TOTAL CHARGE FOR CONCERN 0.00 Operation Tech Units Amount 16007 063 0.3 43.50  Subtotal LABOR MECHANICAL 43.50 TOTAL CHARGE FOR CONCERN 43.50
Type: W	Concern 60 Cause Correction	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION SET ADJUSTED TIRE PSI TO: FRT LT: FRT RT: REAR LT: REAR RT: Tech 063 CASTRO, JESSE  CONT CODE : . FAIL CODE : .	TOTAL CHARGE FOR CONCERN 0.00 Operation Tech Units Amount PSI 063 0.0 * 0.00  Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice		Payment Distribution for Invoice	
PARTS	6.02	TOTAL CHARGE	102.54
GAS-OIL-GREASE	42.21	FAC WARRANTY	102.54
LABOR MECHANICAL	54.31		
TOTAL CHARGE	102.54		

If you have any questions - please see FRANCISCO PEREZ

*Thank You*

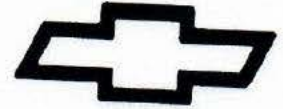
**DISCLAIMER OF WARRANTIES**  
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR 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.

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

# WAITER

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> 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. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

**\* HAZARDOUS WASTE:** A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.

RO	Tag	Advisor	Added	License	VIN
		501 RENE SAZO	10/03/16 08:24		1GNSKCKC0 GR

Customer Information

494 ~~501~~  
Frank

Cell: [REDACTED]

Reservation: 042 10/03/16 08:15

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD  
ENGINE, 5.3L V8 ECOTEC3  
Odometer: 7513

Dates: Production: 12/09/15 Inservice: 04/14/16 Sold:

Ln	Type	Operation	Customer Concern	Hr./Qty
25	W	LOF	CUSTOMER STATES PERFORM OIL AND FILTER SERVICE, RESET OIL LIFE, PERFORM MPI + Rotation	n 063
26	W	APPT	CUSTOMER STATES WE WILL SCHEDULE YOUR NEXT SERVICE APPOINTMENT	
27	W	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	n SPG Jesse
40*	W		16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	n
60	W	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	C.T.S.K.

Sk/Hr/Tech: 01-0.9 20-0.9 36-0.2 05-0.1

**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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay the costs of such action.

51 CAUSE \_\_\_\_\_

CORRECTION WF

ADDITIONAL WORK		NEW				DATE:	TIME:
AUTHORIZED S.	STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO.		TIME	OFF	
COMMENTS							
CDL #		.4		OPER. NO. <u>60F</u>			
				EMP. NO. <u>063</u>			

52 CAUSE Open Recall

CORRECTION Reprogram inflatable restraint sensing and diagnostic module with SPS warranty code: 53012

ADDITIONAL WORK		NEW				DATE:	TIME:
AUTHORIZED S.	STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO.		TIME	OFF	
COMMENTS							
CDL #		.3		OPER. NO. <u>910227</u>			
				EMP. NO. <u>063</u>			

53 CAUSE \_\_\_\_\_

CORRECTION rotate tires

ADDITIONAL WORK		NEW TOTAL \$				DATE:	TIME:
AUTHORIZED S.	STRAIGHT TIME (HOURS.)	FLAT RATE	PHONE	IN PERSON	BY	TO	
COMMENTS							
CDL #		.3					
				OPER. NO. <u>fire</u>			
				EMP. NO. <u>063</u>			

54 CAUSE \_\_\_\_\_

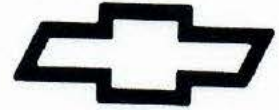
CORRECTION \_\_\_\_\_

ADDITIONAL WORK		NEW TOTAL \$				DATE:	TIME:
AUTHORIZED S.	STRAIGHT TIME (HOURS.)	FLAT RATE	PHONE	IN PERSON	BY	TO	
COMMENTS:							
CDL #							

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

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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

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

**TO OUR CUSTOMERS**  
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We appreciate your business!

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RO	Tag	Advisor	Customer	VIN	Page
		501 RENE SAZO		1GNSKCKC0 GR	2
Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]					
Additional Information					
Dist: 1G1 Fuel: UNL Estimated Completion: 10/03/16 18:00					
RO Information					
SVC Note: First Visit					
Method of Payment					
WAR WARRANTY WA - FAC WARRANTY					
Last Service Performed					
RO	Date	Odom Adv	Tech	Hrs Operation	Description
	12/18/15	3		0590032	
	12/11/15	1		0590072	

**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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

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.	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 192 RIGOBERTO LOPEZ	Tag [REDACTED]	License [REDACTED]	1GNSKCKCO G [REDACTED]	Page 1	Invoice [REDACTED]
--------------------------	----------------	--------------------	------------------------	--------	--------------------

Estimate [REDACTED]	Driver/Owner Information [REDACTED]
---------------------	-------------------------------------

For Office Use		Vehicle Information	
Odometer in: 14496	Out: 14496	WAR W	Quote
Begin: 03/22/17	Done: 03/23/17	Invoiced: 03/23/17 09:20 MG	Inservice: 04/14/16
*** R.O. not Complete ***		Production: 12/09/15	Sold: 04/ [REDACTED]

Concern 24	CUSTOMER STATES PERFORM MAINT SERV., OIL AND FILTER SERV, TIRE ROTATION, MPI 0% OIL LIFE	Operation	Tech Units
Cause	MAINTENANCE SERVICE COMPLETED, RESET OIL LIFE	0600723	617 0.7 *
Correction	Part Number	Qty	Sell
Parts	000 019330000 PO# Note Description	1	6.02
	000 088864007 GOG OIL	9	4.69
	Parts: Count 1.00 Allowance: 13.78	Subtotal	
	Tech 617 JOHNSON, JOHN A	PARTS	
	Line Auth: 03/23/17 09:20	GAS-OIL-GREASE 4	
		LABOR MECHANICAL 10.81	
		TOTAL CHARGE FOR CONCERN 59.04	
Type: W		Subtotal	

Concern 25	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Amount
Cause	MULTIPOINT INSPECTION	30PT	617	0.00
Correction	PERFORMED MULTIPOINT INSPECTION	Subtotal		
	Tech 617 JOHNSON, JOHN A			
	CONT CODE : .			
	FAIL CODE : .			

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*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

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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 192 RIGOBERTO LOPEZ Tag [redacted] License [redacted] 1GNSKCKCO GR [redacted] Page 2 Invoice [redacted]

Invoiced: 03/23/17 09:20:46 MG Driver/Owner: [redacted]  
16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Concern Cause Correction	40	28770 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP 28770 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP REPROGRAM TRANSFER CASE CONTROL MODULE AND SET UP Tech 514 CLARA, GERARDO	TOTAL CHARGE FOR CONCERN 0.00	
		CONT CODE : . FAIL CODE : .	Operation	Tech Units
			9102844	514 0.4
				Amount
				59.45
			Subtotal	
			LABOR MECHANICAL	59.45
			TOTAL CHARGE FOR CONCERN 59.45	

Concern Cause Correction	51	CUSTOMER STATES ROOF RACK IS LOSE ORDERED PARTS EXPECTED 3-23-17 ORDERED PARTS EXPECTED 3-23-17 Tech 514 CLARA, GERARDO	TOTAL CHARGE FOR CONCERN 0.00	
		CONT CODE : . FAIL CODE : .	Operation	Tech Units
			000000	514 0.0
				Amount
				0.00
			Subtotal	
			LABOR MECHANICAL	59.45
			TOTAL CHARGE FOR CONCERN 59.45	

Concern Cause Correction	52	CUSTOMER STATES HEADPHONES WONT CONNECT TO VEHICLE TV RECOMMEND NEW HEADPHONES RECOMMEND NEW HEADPHONES Tech 999 TECH, SUBLET	TOTAL CHARGE FOR CONCERN 0.00	
		CONT CODE : . FAIL CODE : .	Operation	Tech Units
			00000	999 0.0
				Amount
				0.00
			Subtotal	
			LABOR MECHANICAL	59.45
			TOTAL CHARGE FOR CONCERN 59.45	

Concern Cause Correction	60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION PSI ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT: 35 REAR LT: 35 REAR RT:35 Tech 617 JOHNSON, JOHN A	TOTAL CHARGE FOR CONCERN 0.00	
		CONT CODE : . FAIL CODE : .	Operation	Tech Units
			PSI	617 0.0 *
				Amount
				0.00
			Subtotal	
			LABOR MECHANICAL	59.45
			TOTAL CHARGE FOR CONCERN 59.45	

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Thank You

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5949 Van Nuys Blvd.

# KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:  
7:00 A.M. - 6:00 P.M.  
Saturday:  
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348

BAR #: ARD260656

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 192 RIGOBERTO LOPEZ	Tag [REDACTED]	License [REDACTED]	1GNSKCKCO GR [REDACTED]	Page 3 (Last)	Invoice [REDACTED]
Invoice to [REDACTED]	Driver/Owner: [REDACTED]		16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Invoiced: 03/23/17 09:20:46 MG	Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]		
PARTS	6.02	TOTAL CHARGE	109.45		
GAS-OIL-GREASE	42.21	INTERNAL	109.45		
LABOR MECHANICAL	70.26				
CORRECTION	9.04-				
TOTAL CHARGE	109.45				

If you have any questions - please see RIGOBERTO LOPEZ

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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 192 RIGOBERTO LOPEZ Tag [REDACTED] License [REDACTED] 1GNSKCKC0 GR [REDACTED] Page 1 Invoice [REDACTED]

Invoice to [REDACTED]	Driver/Owner Information [REDACTED]
-----------------------	-------------------------------------

Odometer in: 14496 Out: 14496	WAR W Prelim	Vehicle Information
Begin: 03/22/17 Done: 03/22/17	Invoiced: 03/22/17 15:42 RL	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
Customer Concern		Inservice: 04/14/16 Production: 12/09/15 Sold: 04/14/16

Concern 24	CUSTOMER STATES PERFORM MAINT SERV., OIL AND FILTER SERV, TIRE ROTATION, MPI PREVENTIVE MAINT	Operation	Tech Units	Amount
Cause	MAINTENANCE SERVICE COMPLETED	0600723	617 0.7 +	10.81
Correction				
Parts	Part Number PO# Note Description	Qty	Sell	
	000 019330000	1	6.02	6.02
	000 088864007	9	4.69	42.21
	Parts: Count 1.00 Allowance: 13.78			
	Tech 617 JOHNSON, JOHN A			
	Line Auth: 03/22/17 15:39			
Type: W				

Concern 25	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Amount
Cause	MULTIPOINT INSPECTION	30PT	617	0.00
Correction	PERFORMED MULTIPOINT INSPECTION			
	Tech 617 JOHNSON, JOHN A			
	CONT CODE : .			
	FAIL CODE : .			

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EPA #: CAL000386348  
BAR #: ARD280656

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REASON	CONTACTED BY	DATE	TIME	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #			I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
				X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 192 RIGOBERTO LOPEZ	Tag	License	1GNSK0K00 GR	Page 2	Invoice
Invoice to:	Driver/Owner:				
Invoiced: 03/22/17 15:42:59 RL	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				
Type: W					TOTAL CHARGE FOR CONCERN 0.00
Concern 40	28770 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP			Operation	Tech Units
Cause	28770 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP			9102844	514 0.4
Correction	REPROGRAM TRANSFER CASE CONTROL MODULE AND SET UP				59.45
	Tech 514 CLARA, GERARDO				
	CONT CODE : .				
	FAIL CODE : .				
Type: W					Subtotal
	LABOR MECHANICAL				59.45
	TOTAL CHARGE FOR CONCERN				59.45
Concern 51	CUSTOMER STATES ROOF RACK IS LOSE			Operation	Tech Units
Cause	ORDERED PARTS EXPECTED 3-23-17			000000	514 0.0
Correction	ORDERED PARTS EXPECTED 3-23-17				0.00
	Tech 514 CLARA, GERARDO				
	CONT CODE : .				
	FAIL CODE : .				
Type: W					Subtotal
	TOTAL CHARGE FOR CONCERN				0.00
Concern 52	CUSTOMER STATES HEADPHONES WONT CONNECT TO VEHICLE TV			Operation	Tech Units
Cause	RECOMMEND NEW HEADPHONES			000000	999 0.0
Correction	RECOMMEND NEW HEADPHONES				0.00
	Tech 999 TECH, SUBLET				
	CONT CODE : .				
	FAIL CODE : .				
Type: W					Subtotal
	TOTAL CHARGE FOR CONCERN				0.00
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE			Operation	Tech Units
Cause	PRESSURES TO FACTORY SPECIFICATION			PSI	617 0.0 *
Correction	ADJUSTED TIRE PSI TO: FRT LT: 35 FRT RT: 35 REAR LT: 35				0.00
	REAR RT: 35				
	Tech 617 JOHNSON, JOHN A				
	CONT CODE : .				
	FAIL CODE : .				
Type: W					Subtotal
	TOTAL CHARGE FOR CONCERN				0.00

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X

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Van Nuys, CA 91401

(818) 933-3000

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Saturday:  
7:00 A.M. - 5:00 P.M.

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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 192 RIGOBERTO LOPEZ	Tag	License	1GNSKCK00 GR	Page 3 (Last)	Invoice
Invoice to	Driver/Owner		16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Invoiced: 03/22/17 15:42:59 RL	Summary of Charges for Invoice W40066				
PARTS			Payment Distribution for Invoice W40066		
GAS-OIL-GREASE	6.02	TOTAL CHARGE		118.49	
LABOR MECHANICAL	42.21	FAC WARRANTY		118.49	
TOTAL CHARGE	70.26				
	118.49				

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*Thank You*

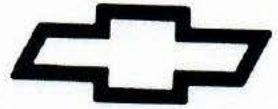
I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X \_\_\_\_\_

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

**TO OUR CUSTOMERS**  
Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which 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, PARTS, CLEANING FLUIDS & BRAKES, ETC.

RO	Tag	Advisor	Added	License	VIN
		192 RIGOBERTO LOPEZ	03/22/17 08:01		1GNSKCKC0 GR

### Customer Information

Cell: [REDACTED]

### Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD  
ENGINE, 5.3L V8 ECOTEC3

Odometer: 14496

Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 10/03/16 Adv: 414 Odom: 7513 Daily Avg: 44 Month Avg: 1320

In	Type	Operation	Customer Concern	Hr./Qty
24	W	0600723	CUSTOMER STATES PERFORM MAINT SERV., OIL AND FILTER SERV, TIRE ROTATION, MPI	
25	W	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
40*	W		28770 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP	
51	W		CUSTOMER STATES ROOF RACK IS LOSE	
52	W		CUSTOMER STATES HEADPHONES WONT CONNECT TO VEHICLE TV	

*Handwritten notes:*  
LUBE  
\$7 T8 SPG  
LAIES [REDACTED]  
ordered left and right luggage rack rails ETA 3-23-17  
S14

### 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 agree 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 operate the vehicle herein described on streets, highways, and other public places.

51 CAUSE oil lite 870 (70)

CORRECTION oil change R rate

(40)

~~52~~ CAUSE 28770

Reprogram transfer Case Control  
Module And Set Up - SPS  
CORRECTION Codes LAIES And FDA90  
9102844 #4

53 CAUSE \_\_\_\_\_

CORRECTION \_\_\_\_\_

54 CAUSE \_\_\_\_\_

CORRECTION \_\_\_\_\_

617 John

ADDITIONAL WORK		NEW TOTAL \$		PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>	BY	TO	DATE:	TIME:
AUTHORIZED \$									
CC	STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO.			TIME	OFF		
CC		.70				17 MAR 22	9:25 AM		
						17 MAR 22	9:11 AM		
							ON		

AD	STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO.			TIME	OFF		
AU		0.4	9102844			17 MAR 22	12:04 PM		
CC						17 MAR 22	11:09 AM		
							ON		
CDL #	(514)								

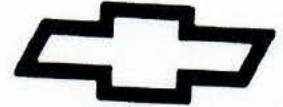
ADDITIONAL WORK		NEW TOTAL \$		PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>	BY	TO	DATE:	TIME:
AUTHORIZED \$									
COMMENT:									
CDL #									

ADDITIONAL WORK		NEW TOTAL \$		PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>	BY	TO	DATE:	TIME:
AUTHORIZED \$									
COMMENT:									
CDL #									

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00280656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

**TO OUR CUSTOMERS**  
Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which 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, PARTS, CLEANING FLUIDS & BRAKES, ETC.

RO	Tag	Advisor	Customer	VIN	Page
		192 RIGOBERTO LOPEZ		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]

60	W	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION
61	W	TEXT	CUSTOMER STATES YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

35 PSI

Sk/Hr/Tech: 01-0.6 20-0.6 36-0.1 05-0.1

Additional Information

Dist: 1G1 Fuel: UNL Estimated Completion: 03/22/17 17:00

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

RO	Date	Odom	Adv	Tech	Last Service Performed	Description
	10/03/16	7513	414	063	0600723	MAINTENANCE SERVICE COMPLETED, RESET OIL L
				999	APPT	YOUR NEXT SERVICE APPOINTMENT IS
				063	30PT	PERFORMED MULTIPOINT INSPECTION
				063	16007	RECALL COMPLETED
				063	PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
	12/18/15	3			0590032	
	12/11/15	1			0590072	

**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

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PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 404 TONY FRANCO	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[Redacted]	[Redacted]

Odometer in: 17148	Out: 17148	WAR W	Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
Begin: 05/08/17	Done: 05/08/17	Invoiced: 05/08/17 17:17 TF	Inservice: 04/14/16	Production: 12/09/15
Sold: 04				

Customer Concern		Operation	Tech	Units	Amount
Concern 24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	30PT	283		
Cause	PREVENTIVE MAINT				
Correction	PERFORMED MULTIPOINT INSPECTION				
	Tech 283 MENDEZ, MARIO				
Type: W	CONT CODE : . FAIL CODE : .	Subtotal			
TOTAL CHARGE FOR CONCERN					
Concern 25	CUSTOMER STATES PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP FOR SERVICE	2WAY	999	0.0 *	
Cause	SHUTTLE RIDE PROVIDED				
Correction	Tech 999 TECH, SUBLET				
Type: W	CONT CODE : . FAIL CODE : .	Subtotal			
LABOR MECHANICAL		15.00			
TOTAL CHARGE FOR CONCERN		15.00			
Concern 52	CUSTOMER STATES ROOF RAILS ARE LOOSE-SPO IN STOCK	6020060	283	2.1	312.12
Cause	VERIFIED CONCERN-FOUND ROOF RACK RAILS WARPED AT END				
Correction	REPLACED BOTH ROOF RAILS AND WATER TEST-NO ISSUES FOUND				
Parts	Part Number SPO 084191816	Qty	Note	Description	Sell
		1		RAIL	285.42
					285.42

**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

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____	CUSTOMER SIGNATURE

Adv: 404 TONY FRANCO	Tag	License	1GNSKCKCO GR	Page 2 (Last)	Invoice	
Invoice to:			Driver/Owner			
Invoiced: 05/08/17 17:17:56 TF			16 CHEVROLET TAHOE LTZ 4WD 4DR SUV			
Parts	Part Number	FO#	Note	Description	Qty	Sell
	SPO 084191815			RAIL	1	285.42 285.42
	Parts: Count 2.00	Allowance:	163.10			
	Tech 283 MENDEZ, MARIO					
Type: W					Subtotal	
				PARTS	570.84	
				LABOR MECHANICAL	312.12	
				TOTAL CHARGE FOR CONCERN	882.96	
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION			Operation	Tech Units	Amount
Cause	SET			PSI	283 0.0 *	0.00
Correction	ADJUSTED TIRE PSI TO:FRT LT:35 FRT RT:35 REAR LT:35 REAR RT:35					
	Tech 283 MENDEZ, MARIO					
Type: W					Subtotal	
				TOTAL CHARGE FOR CONCERN	0.00	
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS		570.84		TOTAL CHARGE		897.96
LABOR MECHANICAL		327.12		FAC WARRANTY		897.96
TOTAL CHARGE		897.96				
If you have any questions - please see TONY FRANCO						

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

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	<input type="checkbox"/> PERSON <input checked="" type="checkbox"/> PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE

**TO OUR CUSTOMERS**  
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

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B.A.P. #AFD 00260656 EPA #CAL000386348

*Please Vacuum*

RO	Tag	Advisor	Added	License	VIN
		404 TONY FRANCO	05/08/17 12:12		1GNSKCKC0G

Customer Information

89191815 / 84191816  
 23  
 # HJ  
 FIRST

Cell: [Redacted]  
 Home: [Redacted]  
 Reservation: 064 05/08/17 12:30

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD  
 ENGINE, 5.3L V8 ECOTEC3  
 Odometer: 17148

Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
 Last Svc: Client: 63E001 Date: 03/23/17 Adv: 192 Odom: 14496 Daily Avg: 42 Month Avg: 1260

Ln	Type	Operation	Customer Concern	Hr./Qty
24	W	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
25	W	2WAY	CUSTOMER STATES PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP	
51*	W		USE SPO 17081038 <i>— David</i>	
52	W		CUSTOMER STATES ROOF RAILS ARE LOOSE-SPO IN STOCK	
60	W	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	

**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 agree 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 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 below vehicle to secure the amount of repair bills. If Keyes Chevrolet commences legal action against the undersigned to enforce the amount of repair bills, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs. The undersigned agrees to pay Keyes Chevrolet attorney's fee of \$90.00 per day will be made for each day thereafter.

RE READ REVERSE SIDE.  
 \* NEW UNLESS INDICATED OTHERWISE.

CUSTOMER'S SIGNATURE \_\_\_\_\_  
 TECHNICIAN \_\_\_\_\_

51 CAUSE \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 CORRECTION \_\_\_\_\_  
 \_\_\_\_\_

ADDITIONAL WORK		DATE:	TIME:
AUTHORIZED \$	NEW TOTAL \$	PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>
BY _____		TO _____	
COMMENT:			
CDL #			

52 CAUSE *Both Roof Rail warped at end*  
 \_\_\_\_\_  
*pln Both Roof Rail*  
 CORRECTION *warped at ends +*  
*water left on found no*  
*leaks.*

ADDITIONAL WORK		DATE:	TIME:
AUTHC	NEW STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [REDACTED]
COMM			TIME OFF
	2 1		17 MAY 8 4:21 PM
CDL #			17 MAY 8 1:01 PM
			ON

53 CAUSE \_\_\_\_\_  
*note roof rail are chrome*  
 CORRECTION *not black customer needs*  
*to film*

ADDITIONAL WORK		DATE:	TIME:
AUTHORIZED \$	NEW TOTAL \$	PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>
BY _____		TO _____	
COMMENT:			
CDL #			

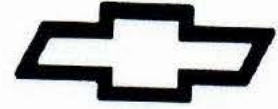
54 CAUSE \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 CORRECTION \_\_\_\_\_  
 \_\_\_\_\_

ADDITIONAL WORK		DATE:	TIME:
AUTHORIZED \$	NEW TOTAL \$	PHONE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>
BY _____		TO _____	
COMMENT:			
CDL #			

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<p><b>TO OUR CUSTOMERS</b></p> <p>CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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.</p> <p>We appreciate your business!</p> <p>* 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 &amp; AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS &amp; BRAKES, ETC.</p>		

RO	Tag	Advisor	Customer	VIN	Page
		404 TONY FRANCO		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

61 W TEXT CUSTOMER STATES  
YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Sk/Hr/Tech: 01-8.6 36-0.1 20-0.1 05-0.1

Additional Information

Dist: 1G1

Fuel: UNL Estimated Completion: 05/08/17 18:00

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	03/22/17	14496	192	617		0600723	MAINTENANCE SERVICE COMPLETED, RESET OIL L
				617		30PT	PERFORMED MULTIPOINT INSPECTION
				514		9102844	REPROGRAM TRANSFER CASE CONTROL MODULE AND
				514		000000	ORDERED PARTS EXPECTED 3-23-17
				999		00000	RECOMMEND NEW HEADPHONES
				617		PSI	ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT: 3
	10/03/16	7513	414	063		0600723	MAINTENANCE SERVICE COMPLETED, RESET OIL L
				999		APPT	YOUR NEXT SERVICE APPOINTMENT IS
				063		30PT	PERFORMED MULTIPOINT INSPECTION
				063		16007	RECALL COMPLETED
				063		PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
	12/18/15		3			0590032	

LIMITED WARRANTY

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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

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PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

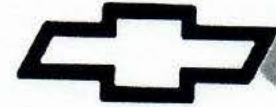
X

CUSTOMER'S SIGNATURE

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



COF

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE \$	HAZ WASTE INCL. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$ 200.-		ADDITIONAL COST \$ 105
REASON: Throttle Clean'g		CONTACTED BY: Tania
AUTHORIZED BY: [Redacted]	<input checked="" type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE: 7/10/17 TIME: 12:03
ESTIMATE \$	HAZ WASTE INCL. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> 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. THUS, THESE CHARGES MAY NOT REFLECT ACTUAL TIME EXPENDED IN REPAIRING OR SERVICING YOUR VEHICLE. MOST VEHICLES ARE SERVICED BY A TEAM OF TECHNICIANS, WHICH MAXIMIZES THE SPEED AND EFFICIENCY WITH WHICH WE MAY MAKE REPAIRS AND RETURN YOUR VEHICLE BACK TO YOU.

We appreciate your business!

\* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & 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

RO	Tag	Advisor	Added	License	VIN
[Redacted]	[Redacted]	231 TANIA MARTINEZ	09/11/17 10:38	[Redacted]	1GNSKCKC0G [Redacted]

Customer Information

\*\*\*Customer Waiting\*\*\*

Cell: [Redacted]  
Home: [Redacted]  
Reservations: 09/11/17 10:27

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD  
ENGINE, 5.3L V8 ECOTEC3  
Odometer: 21746

Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 05/09/17 Adv: 404 Odom: 17148 Daily Avg: 44 Month Avg: 1320

Ln	Type	Operation	Customer Concern	Hr./Qty
01*	C	DEXOS	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE SK 01 Apprv Amt 65.00 Contact: [Redacted] by: MARTINTA 09/11/17 10:38 Estimated Total Without Tax \$ Estimated Total Charges with Tax \$	
24	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION SPG Total Without Tax \$ Total Charges with Tax \$	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION Estimated Total Without Tax \$ Estimated Total Charges with Tax \$	
61	CM	TEXT		

**LIMITED WARRANTY**  
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.  
Vehicles are subject to a storage fee of \$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.

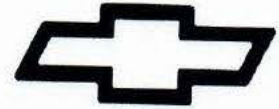
PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE  
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:  
MASTERCARD VISA AMERICAN EXPRESS  
COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:  
1) APPROVAL FROM TELECHECK  
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD  
3) 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 agree 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 operate the vehicle herein described on street.

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> 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. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

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RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		231 TANIA MARTINEZ		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Estimated Total Without Tax \$ 0.00  
Estimated Total Charges with Tax \$ 0.00

Sk/Hr/Tech: 01-2.7

**Additional Information**

Dist: 1G1

Fuel: UNL

Estimated Completion: 09/11/17 12:00

**RO Information**

SVC Note: X063KDZ0K:SHUTTLE CC created 2017-09-07 11:11:00am taken by Nancy Co

**Method of Payment**

CUS CUSTOMERPAY CA - CASH DUE

**Last Service Performed**

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	05/08/17	17148	404	283	30PT		PERFORMED MULTIPOINT INSPECTION
				999	2WAY		SHUTTLE RIDE PROVIDED
				283	6020060		REPLACED BOTH ROOF RAILS AND WATER TEST-NC
				283	PSI		ADJUSTED TIRE PSI TO:FRT LT:35 FRT RT:35
	03/22/17	14496	192	617	0600723		MAINTENANCE SERVICE COMPLETED, RESET OIL L
				617	30PT		PERFORMED MULTIPOINT INSPECTION
				514	9102844		REPROGRAM TRANSFER CASE CONTROL MODULE AND
				514	000000		ORDERED PARTS EXPECTED 3-23-17
				999	00000		RECOMMEND NEW HEADPHONES
				617	PSI		ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT: 3

**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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

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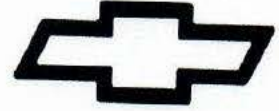
X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260666 EPA #CAL000386348

**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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

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RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		231 TANIA MARTINEZ		1GNSKCKC0 GR	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]

RO	Date	Odom Adv	Tech	Hrs Operation	Last Service Performed Description
	10/03/16	7513 414	063	0600723	MAINTENANCE SERVICE COMPLETED, RESET OIL L
			999	APPT	YOUR NEXT SERVICE APPOINTMENT IS

**Estimate Information**

CUS	CUSTOMERPAY	Estimate 65.00
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X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 231 TANJA MARTINEZ	Tag	License	1GNSKCKCO GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[REDACTED]	[REDACTED]

Vehicle Information	
Odometer in: 21746 Out:	Dist: 1G1 CUS C Prelim 16 CHEVROLET TAHOE LTE 4WD 4DR SUV
Begin: 09/11/17 Done: 09/11/17	Invoiced: 09/11/17 12:41 TM Inservice: 04/14/16 Production: 12/09/15 Sold: 04/14/16

\*\*\*Customer Waiting\*\*\*

Concern 01	CUSTOMER STATES PERFORM DEXOS OIL AND FILTER SERVICE	Operation	Tech	Amount
Cause	LOF	DEXOS	534	15.20
Correction	PERFORM DEXOS OIL AND FILTER, RESET OIL LIFE INDEX, AND MEI	Qty	Sell	
Facts	Part Number PO# Note Description	1	6.75	6.75
	000 019330000 FILTER	9	4.25	38.25
	000 088864007 OIL			
Approvals	Amount Contact Authorization Date Type User ID			
	Approval Signature			
	Tech 534 AGUILAR, OSCAR			
Type: C		Subtotal		
		PARTS		6.75
		GAS-OIL-GREASE		38.25
		LABOR MECHANICAL		15.20
		TOTAL CHARGE FOR CONCERN		60.20

Concern +02	PERFORM THROTTLE BODY CLEANING SERVICE	Operation	Tech	Amount
Cause	MILEAGE	CTBA	534	116.00
Correction	THROTTLE BODY SERVICE	Qty	Sell	
Facts	PERFORM THROTTLE BODY CLEANING SERVICE	1	17.06	17.06
	Part Number PO# Note Description			
	000 000002041 THROTTLE BODY			
	Tech 534 AGUILAR, OSCAR			
		Subtotal		
		PARTS		17.06

**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

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 231 TANIA MARTINEZ Tag [redacted] License [redacted] 1GNSKCKCO GR [redacted] Page 2 (Last) Invoice [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]  
Invoiced: 09/11/17 12:41:34 TM 16 CHEVROLET TAHOE LTZ 4WD 4DR SUV


Type: C	Concern 24 Cause Correction	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION  PERFORMED MULTIPOINT INSPECTION Tech 534 AGUILAR, OSCAR	LABOR MECHANICAL 116.00 TOTAL CHARGE FOR CONCERN 133.06
Type: CM	Concern 60 Cause Correction	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION SET ADJUSTED TIRE PSI TO: FRT LT: FRT RT: REAR LT: REAR RT: Tech 534 AGUILAR, OSCAR	Operation Tech Amount 30PT 534 * 0.00  Subtotal TOTAL CHARGE FOR CONCERN 0.00
Type: CM			Operation Tech Amount PSI 534 * 0.00  Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice C52850		Payment Distribution for Invoice C52850	
PARTS	23.81	TOTAL CHARGE	199.00
GAS-OIL-GREASE	38.25	CASH DUE	199.00
LABOR MECHANICAL	131.20		
SUB-TOTAL	193.26		
SALES TAX	5.74		
TOTAL CHARGE	199.00		

K063KDENOK:SHUTTLE CC created 2017-09-07 11:11:00am taken by Nancy Co  
Estimate 65.00 Revised Estimate 199.00  
Approval Signature \_\_\_\_\_

\*\*\*Customer Waiting\*\*\*

If you have any questions - please see TANIA MARTINEZ  
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT



**DISCLAIMER OF WARRANTIES**  
AS IS: THE ONLY WARRANTIES APPLYING TO THIS 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

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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 250 RON GILADY	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
Invoice to			Driver/Owner Information		
For Office Use			Vehicle Information		
Odometer in: 23893	Out: 23895	WAR W C I Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Begin: 11/06/17	Done: 11/06/17	Invoiced: 11/07/17 15:21 MG	Stock#: [REDACTED]	Inv Acct: 67C	
			Inservice: 04/14/16	Production: 12/09/15	Sold: 04/1
***Customer Waiting***					
Concern Cause Correction	24 CUSTOMER STATES PERFORM MULTIPOINT INSPECTION .. PERFORMED MULTIPOINT INSPECTION Tech 045 ESCOBAR, MIGUEL	Operation Tech 30PT 045			
Type: WM		Subtotal			
Concern Cause Correction	51 CUSTOMER STATES WHEN HITTING THE BREAKS THERE I A LOAD SOUND AND FEEL OF A METAL ON METAL, VERIFIED CONCERN. FRONT BRAKE PADS ARE WORN. OMM, DAMAGED LEFT FRONT ROTOR. REFERRED TO PIT5377E REPLACED FRONT BRAKE PADS WITH LEFT FRONT ROTOR. RESURFACED RIGHT FRONT ROTOR.	TOTAL CHARGE FOR CONCERN			
51-1 Tech Notes	DONE. LEFT FRONT INNER BRAKE PAD OMM, L/F OUT BOARD BRAKE PAD 5MM. RIGHT FRONT BRAKE PADS 5MM. LEFT FRONT ROTOR 27.80MM UNDER SPECS. RIGHT FRONT ROTOR BEFORE RESURFACE 29.89MM, AFTER 29.61MM. CUSTOMER ENTHUSIASTIC...KL..11/6/17	operation Tech Units 2420150 045 1.6 237			
Comment Parts	Part Number PO# Note Description Qty Sell	14.85- 0 045 0.0 0.0			
	000 022742382 PAD KIT 1 122.50 122.50				
	000 023144340 ROTOR 1 97.30 97.30				
	Parts: Count 2.00 Allowance: 62.80				

**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

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.oelha.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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 250 RON GILADY	Tag	License	1GNSKCKCO GR	Page 2	Invoice
Invoice to:	Driver/Owner				
Invoiced: 11/07/17 15:21:22 MG	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				
Type: w	Manager Approval 1: 11/07/17 14:58 LOPEZKEN Tech 045 ESCOBAR, MIGUEL Line Auth: GILADYRO 11/06/17 09:39			Subtotal PARTS 219.80 LABOR MECHANICAL 222.95 TOTAL CHARGE FOR CONCERN 442.75	
Concern 52 Cause Correction	CUSTOMER STATES PLEASE CHECK AIR PRESSURE ON ALL WHEELS DONE SET ALL TIRE PRESSURES TO 35PSI Tech 045 ESCOBAR, MIGUEL Line Auth: GILADYRO 11/06/17 09:39			Operation Tech Units Amount 0 045 0.0 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00	
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 045 ESCOBAR, MIGUEL			Operation Tech Units Amount PSI 045 0.0 * 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00	
Summary of charges for invoice			Payment Distribution for Invoice		
PARTS 219.80 LABOR MECHANICAL 222.95 TOTAL CHARGE 442.75			TOTAL CHARGE 442.75 FAC WARRANTY SUB-TOTAL 442.75 Deductible Moved to RO 100.00- FAC WARRANTY 342.75 ***customer waiting***		
Attention: The following invoices also exist INT - INTERNAL If you have any questions - please see RON GILADY					

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*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. 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.

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 250 RON GILADY	Tag	License	1GNSKCKC0 GF	Page 1	Invoice
Invoice to			Driver/Owner Information		
[REDACTED]			[REDACTED]		
Odometer in: 23893 out: 23895			WAR W I C Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	
Begin: 11/06/17			Done: 11/06/17	Invoiced: 11/06/17 09:59 RG	Inservice: 04/14/16
			Production: 12/09/15	sold: 04/14/16	

\*\*\*Customer Waiting\*\*\*

Concern 24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Amount	
Cause	..	30PT	045	0.00	
Correction	PERFORMED MULTIPOINT INSPECTION				
	Tech 045 ESCOBAR, MIGUEL				
Type: WM		Subtotal			
		TOTAL CHARGE FOR CONCERN 0.00			
Concern 51	CUSTOMER STATES WHEN HITTING THE BREAKS THERE I A LOAD SOUND AND FEEL OF A METAL ON METAL, VERIFIED CONCERN. FRONT BRAKE PADS ARE WORN. OMM, DAMAGED LEFT FRONT ROTOR. REFERRED TO PIT5377E	Operation	Tech	Units	Amount
Cause	REPLACED FRONT BRAKE PADS WITH LEFT FRONT ROTOR. RESURFACED RIGHT FRONT ROTOR.	2420150	045	1.6	237.81
Correction	DONE.	0	045	0.0	0.00
51-1					
Tech Notes	LEFT FRONT INNER BRAKE PAD 0MM, L/F OUT BOARD BRAKE PAD 5MM. RIGHT FRONT BRAKE PADS 5MM. LEFT FRONT ROTOR 27.80MM UNDER SPECS. RIGHT FRONT ROTOR BEFORE RESURFACE 29.89MM, AFTER 29.61MM.				
Parts	Part Number PO# Note Description Qty Sell				
	000 022742382 PAD KIT 1 122.50 122.50				
	000 023144340 ROTOR 1 97.30 97.30				
	Parts: Count 2.00 Allowance: 62.80				
	Tech 045 ESCOBAR, MIGUEL				
	Line Auth: GILADYRO 11/06/17 09:39				

### DISCLAIMER OF WARRANTIES

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 250 RON GILADY Tag [redacted] License [redacted] IGNSKCKC0 GR [redacted] Page 2 Invoice [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]  
Invoiced: 11/06/17 09:59:09 RG 16 CHEVROLET TAHOE LTZ 4wd 4DR SUV

Type	Concern	Cause	Correction	Subtotal
w	52	CUSTOMER STATES PLEASE CHECK AIR PRESSURE ON ALL WHEELS DONE SET ALL TIRE PRESSURES TO 35PSI Tech 045 ESCOBAR, MIGUEL Line Auth: GILADYRO 11/06/17 09:39		PARTS 219.80 LABOR MECHANICAL 237.81 TOTAL CHARGE FOR CONCERN 457.61 Operation Tech Units Amount 0 045 0.0 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
wm	60	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 045 ESCOBAR, MIGUEL		Operation Tech Units Amount PSI 045 0.0 * 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of charges for Invoice		Payment Distribution for Invoice	
PARTS	219.80	TOTAL CHARGE	457.61
LABOR MECHANICAL	237.81	FAC WARRANTY	
TOTAL CHARGE	457.61	SUB-TOTAL	457.61
		Deductible Moved to RO	100.00-
		FAC WARRANTY	357.61
		***Customer Waiting***	

Attention: The following Invoices also exist  
INT - INTERNAL CUS - CUSTOMERPAY  
If you have any questions - please see RON GILADY

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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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 250 RON GILADY

Tag [REDACTED] License [REDACTED] LGNSKCKC0 GR [REDACTED] Page 3 (Last) Invoice [REDACTED]

Invoice to [REDACTED] Driver/Owner: [REDACTED]  
Invoiced: 11/06/17 09:59:09 RG 16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Skill 05 Tech# 045 Start Time: 11/06/17 08:10 Stop Time: 11/06/17 09:33

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	045	Begin	11/06/17 08:10	End	11/06/17 09:32	1:22	1.4	
52	045	Begin	11/06/17 09:33	End	11/06/17 09:33	:00	.0	

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*Thank You*

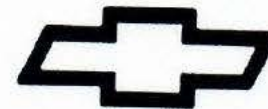
I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

[REDACTED SIGNATURE]

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<b>TO OUR CUSTOMERS</b>		
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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, PARTS, CLEANING FLUIDS & BRAKES, ETC.		

RO	Tag	Advisor	Added	License	VIN
		250 RON GILADY	11/06/17 07:59		1GNSKCKC0G

Customer Information

\*\*\*Customer Waiting\*\*\*

Cell: [REDACTED]  
Home: [REDACTED]

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD Odometer: 23893  
ENGINE, 5.3L V8 ECOTEC3  
Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 09/11/17 Adv: 231 Odом: 21746 Daily Avg: 42 Month Avg: 1260

Ln	Type	Operation	Customer Concern	Hr./Qty
24	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
			SPG Total Without Tax \$ Total Charges with Tax \$	
51*	W		CUSTOMER STATES WHEN HITTING THE BREAKS THERE I A LOAD SOUND AND FEEL OF A METAL ON METAL, SK 05	
52	W		CUSTOMER STATES PLEASE CHECK AIR PRESSURE ON ALL WHEELS SK 05	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
Estimated Total Without Tax \$				

**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.

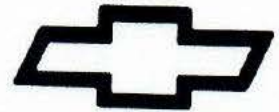
IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.  
**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE**  
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:  
MASTERCARD VISA AMERICAN EXPRESS  
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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay the costs of such action.

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00280686 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> 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. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.  
We appreciate your business!

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RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		250 RON GILADY		1GNSKCKCO G	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]

61	CM	TEXT	Estimated Total Charges with Tax \$	0.00
			Estimated Total Without Tax \$	0.00
			Estimated Total Charges with Tax \$	0.00

YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Sk/Hr/Tech: 05-1.2

Additional Information

Dist: 1G1 Fuel: UNL Estimated Completion: 11/06/17 10:00

Method of Payment

WAR WARRANTY WA - FAC WARRANTY  
CUS CUSTOMERPAY CA - CASH DUE

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	09/11/17	21746	231	534		DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				534		CTBA	PERFORM THROTTLE BODY CLEANING SERVICE
				534		30PT	PERFORMED MULTIPOINT INSPECTION
				534		PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
	05/08/17	17148	404	283		30PT	PERFORMED MULTIPOINT INSPECTION
				999		2WAY	SHUTTLE RIDE PROVIDED
				283		6020060	REPLACED BOTH ROOF RAILS AND WATER TEST-NC
				283		PSI	ADJUSTED TIRE PSI TO:FRT LT:35 FRT RT:35
	03/22/17	14496	192	617		0600723	MAINTENANCE SERVICE COMPLETED, RESET OIL L

**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**

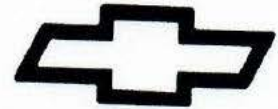
The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agree that Keyes Chevrolet is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$30.00 per day will be made for each day thereafter.  
PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

# 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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE

**TO OUR CUSTOMERS**

CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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, PARTS, 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

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		250 RON GILADY		1GNSKCKC0 GR	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

RO	Date	Odom Adv	Tech	Last Service Performed	Description
			617	30PT	PERFORMED MULTIPPOINT INSPECTION
			514	9102844	REPROGRAM TRANSFER CASE CONTROL MODULE AND
			514	000000	ORDERED PARTS EXPECTED 3-23-17
CUS	CUSTOMERPAY		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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

5949 Van Nuys Blvd.

# KEYES CHEVROLET

(818) 933-3000

Van Nuys, CA 91401

Monday - Friday:  
7:00 A.M. - 6:00 P.M.  
Saturday:  
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348  
BAR #: ARD260656

**WARNING** - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

**To minimize your exposure when servicing, maintaining or cleaning your vehicle:** 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.osha.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.	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 250 RON GILADY	Tag	License	1GNSKCKC0 GR	Page 1 (Last)	Invoice
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Invoice to	Driver/Owner Information
[REDACTED]	[REDACTED]

Vehicle Information	
Odometer in: 23893    out: 23895	Dist: 1G1 CUS W I C Prelim
16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	
Begin: 11/06/17	Done: 11/06/17
Invoiced: 11/06/17 09:59 RG	Stock#: [REDACTED]
Inservice: 04/14/16	Inv Acct: 67C
Production: 12/09/15	Sold: 04/14/16

\*\*\*Customer Waiting\*\*\*

Summary of Charges for Invoice		Payment Distribution for Invoice	
TOTAL CHARGE	0.00	Deductible Moved from RO	100.00
		CASH DUE	100.00

Attention: The following invoices also exist  
WAR - WARRANTY                      INT - INTERNAL

If you have any questions - please see RON GILADY  
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT

VS  
MS  
11/6/17

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

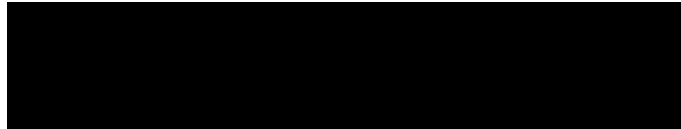
**DISCLAIMER OF WARRANTIES**  
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR 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.

PE18-012

GM

3-27-2019

Q3



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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 250 RON GILADY	Tag	Licens	1GNSKCKCO GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[Redacted]	[Redacted]

For Office Use		Vehicle Information			
Odometer in: 24408	Out: 24409	WAR W	Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	
Begin: 11/27/17	Done: 11/27/17	Invoiced: 11/27/17 12:15	RG	Inservice: 04/14/16	Production: 12/09/15 Sold: 04/14

\*\*\*customer waiting\*\*\*

Concern 24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Am
Cause	..	30PT	199	0
Correction	PERFORMED MULTIPOINT INSPECTION	Subtotal		
Tech	Tech 199 GUERRERO, SERGI	TOTAL CHARGE FOR CONCERN 0		
Type: WM				
Concern 51	CUSTOMER STATES THE AC BLOW ONLY HOT AIR	Operation	Tech Units	Am
Cause	CONDENSOR LEAKING FROM FRONT DRIVERS SIDE CENTER AREA	4416040	199 3.0	445
Correction	REPLACED DEFECTED CONDENSOR AND REFILLED WITH 2.0 LBS OF NEW FREON	Subtotal		
Tech Notes	CONDENSOR LEAKING FROM FRONT DRIVERS SIDE CENTER AREA, HAD LEAKED ALL FREON ..ALL RESULTS PRINTED AND WITH REPAIR ORDER	PARTS 181.89		
Parts	Part Number PO# Note Description	Qty	Sell	Amount
	000 * 084211191 USE 84 CONDENSOR	1	163.83	163.83
	000 01051134A INSF R134FREON	2	9.03	18.06
	Parts: Count 3.00 Allowance: 51.97	LABOR MECHANICAL 445.89		
Tech	Tech 199 GUERRERO, SERGI	TOTAL CHARGE FOR CONCERN 627.78		
Type: w				
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Operation	Tech Units	Amount
Cause	..	PSI	199 0.0 *	0.00

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 250 RON GILADY	Tag [REDACTED]	License [REDACTED]	1GNSKCKC0G [REDACTED]	Page 2	Invoice [REDACTED]
Invoice to [REDACTED]	Driver/Owner [REDACTED]				
Invoiced: 11/27/17 12:15:28 RG	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				
Correction	ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT:				
Type: WM	Tech 199 GUERRERO, SERGI				
Summary of charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]			
PARTS	181.89	TOTAL CHARGE	627.78		
LABOR MECHANICAL	445.89	FAC WARRANTY	627.78		
TOTAL CHARGE	627.78	***Customer Waiting***			
Subtotal					
TOTAL CHARGE FOR CONCERN 0.00					
If you have any questions - please see RON GILADY					

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*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

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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 250 RON GILADY	Tag	License	1GNSKCKC0 GR	Page 3 (Last)	Invoice
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Invoice to:	Driver/Owner
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Invoiced: 11/27/17 12:15:28 RG	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
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Skill 07	Tech# 199	Start Time: 11/27/17 09:03	Stop Time: 11/27/17 11:59					
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	199	Begin	11/27/17 09:03	HP	11/27/17 10:43	1:40	1.7	
		RW	11/27/17 11:27	HP	11/27/17 11:54	:27	.5	
		RW	11/27/17 11:54	End	11/27/17 11:56	:02	.0	
<b>Total</b>						<b>2:09</b>	<b>2.2</b>	

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

--

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00280656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
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RO	Tag	Advisor	Added	License	VIN
		250 RON GILADY	11/27/17 07:58		1GNSKCKC0G

Customer Information \*\*\*Customer Waiting\*\*\*

Cell: [REDACTED]  
Home: [REDACTED]

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD Odometer: 24408  
ENGINE, 5.3L V8 ECOTEC3  
Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 11/07/17 Adv: 250 Odom: 23895 Daily Avg: 42 Month Avg: 1260

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 THE AC BLOW ONLY HOT AIR SK 07	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
			Estimated Total Without Tax \$ 0.00 Estimated Total Charges with Tax \$ 0.00	
61	CM	TEXT		

**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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IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

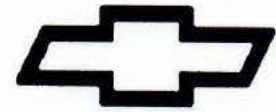
**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE**  
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:  
MASTERCARD VISA AMERICAN EXPRESS  
COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:  
1) APPROVAL FROM TELE-CHECK  
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD  
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK  
**NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS**

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary 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 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 below vehicle to secure the amount of repair charges in Keyes Chevrolet's name.

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
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RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		250 RON GILADY		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

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: 07-3.7

### Additional Information

Dist: 1G1

Fuel: UNL

Estimated Completion: 11/27/17 10:30

### Comment

Possible recheck. Last Serviced 11/07/17

### Method of Payment

WAR WARRANTY WA - FAC WARRANTY

CUS CUSTOMERPAY CA - CASH DUE

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	11/06/17	23895	250	045	30PT		PERFORMED MULTIPOINT INSPECTION
				045	2420150		REPLACED FRONT BRAKE PADS WITH LEFT FRONT
				045	0		DONE.
				045	0		SET ALL TIRE PRESSURES TO 35PSI
				045	PSI		ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
	11/06/17	23895	250	045	SUT01		DONE
	09/11/17	21746	231	534	DEXOS		PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				534	CTBA		PERFORM THROTTLE BODY CLEANING SERVICE
				534	30PT		PERFORMED MULTIPOINT INSPECTION

### 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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X

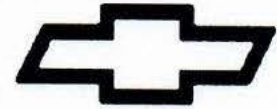
CUSTOMER'S SIGNATURE

TECHNICIAN

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.		
ORIGINAL ESTIMATE \$	HAZ WASTE INCL. & DISP	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE
		TIME
2ND REVISED ESTIMATE \$	HAZ WASTE INCL. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE
		TIME
<p><b>TO OUR CUSTOMERS</b> CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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.</p> <p>We appreciate your business!</p>		
<p>* 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 &amp; AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS &amp; BRAKES, ETC.</p>		

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		250 RON GILADY		1GNSKCKC0 GR	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

Last Service Performed						
RO	Date	Odom	Adv	Tech	Hrs Operation	Description
				534	PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
[REDACTED]	05/08/17	17148	404	283	30PT	PERFORMED MULTIPOINT INSPECTION
				999	2WAY	SHUTTLE RIDE PROVIDED

CUS CUSTOMERPAY 0.00

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X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [REDACTED]	License [REDACTED]	1GNSKCKC0 GR [REDACTED]	Page 1	Invoice [REDACTED]
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Invoice to [REDACTED]	Driver/owner Information [REDACTED]
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For Office Use	Vehicle Information
Odometer in: 25099 Out: 25099	WAR W Prelim 16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
Begin: 12/18/17 Done: 12/18/17	Invoiced: 12/18/17 16:26 CM Inservice: 04/14/16 Production: 12/09/15 Sold: 04/14/16

Customer Concern			
Concern	Cause	Correction	Amount
24	PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP	SHUTTLE RIDE PROVIDED Tech 999 TECH, SUBLET	2WAY 999 0.0 * 15.00
			Subtotal
			LABOR MECHANICAL 15.00
			TOTAL CHARGE FOR CONCERN 15.00
25	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	PERFORMED MULTIPOINT INSPECTION Tech 999 TECH, SUBLET	30PT 999 0.0 0.00
			Subtotal
			TOTAL CHARGE FOR CONCERN 0.00
51	CUSTOMER STATES CHECK ENGINE LIGHT IS ON, DRIVING ISN'T IMPAIRED. FOUND LOOSE AIR DUCT CAUSING LEAN CODES	RESECURED AIR DUCT AND RESET FUEL TRIMS Tech 046 ZAMORA, LEO	4020690 046 0.2 29.73
			Subtotal
			LABOR MECHANICAL 29.73
60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION		

**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

5949 Van Nuys Blvd.

# KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 G	Page 2	Invoice
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Invoice to:	Driver/Owner:
Invoiced: 12/18/17 16:26:26 CM	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Cause Correction	ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT: Tech 999 TECH, SUBLET	PSI 999 0.0 * 0.00
Type: WM		Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 61 Cause Correction Comment	Tech 999 TECH, SUBLET	Operation Tech Units Amount TEXT 999 0.0 * 0.00
Type: WM		Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of charges for Invoice	Payment Distribution for Invoice
LABOR MECHANICAL 44.73 TOTAL CHARGE 44.73	TOTAL CHARGE 44.73 FAC WARRANTY 44.73

If you have any questions - please see CHRISTOPHER MILLSON

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

--

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# KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

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Saturday:  
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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON Tag [REDACTED] License [REDACTED] 1GNSKCKC0 GR [REDACTED] Page 3 (Last) Invoice [REDACTED]

Invoice to [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 12/18/17 16:26:26 CM 16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Skill 10 Tech# 046 Start Time: 12/18/17 10:29 Stop Time: 12/18/17 10:48

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	046	Begin	12/18/17 10:29	End	12/18/17 10:46	:17	.3	

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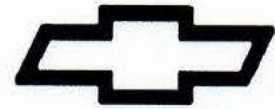
*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
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RO	Tag	Advisor	Added	License	VIN
		318 CHRISTOPHER MILLSON	12/18/17 09:49		1GNSKCKC0 GE

### Customer Information

	Cell: [REDACTED] Home: [REDACTED]
--	--------------------------------------

### Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD Odometer: 25099  
 ENGINE, 5.3L V8 ECOTEC3  
 Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
 Last Svc: Client: 63E001 Date: 11/28/17 Adv: 250 Odom: 24409 Daily Avg: 41 Month Avg: 1230

Ln	Type	Operation	Customer Concern	Hr./Qty
24	WM	2WAY	PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP	
			Estimated Total Without Tax \$	15.00
			Estimated Total Charges with Tax \$	15.00
25	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
			SPG	
			Total Without Tax \$	0.00
			Total Charges with Tax \$	0.00
51*	W		CUSTOMER STATES CHECK ENGINE LIGHT IS ON, DRIVING ISN'T IMPAIRED. SK 10	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
			Estimated Total Without Tax \$	0.00
			Estimated Total Charges with Tax \$	0.00

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# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
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ORIGINAL ESTIMATE \$	HAZ WASTE HNDL & DISP	TOTAL ESTIMATE \$
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REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNDL & DISP	ADDITIONAL COST \$
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RO	Tag	Advisor	Customer	VIN	Page
		318 CHRISTOPHER MILLER		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]

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		
		Sk/Hr/Tech:	10-1.0	36-0.1	
			Estimated Total Without Tax \$ 0.00 Estimated Total Charges with Tax \$ 0.00		

**Additional Information**

Dist: 1G1 Fuel: UNL Estimated Completion: 12/18/17 14:00

Comment

Possible recheck. Last Serviced 11/28/17

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

CUS CUSTOMERPAY CA - CASH DUE

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	11/27/17	24409	250	199	30PT		PERFORMED MULTIPOINT INSPECTION
				199	4416040		REPLACED DEFECTED CONDENSOR AND REFILLED W
				199	PSI		ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
	11/06/17	23895	250	045	30PT		PERFORMED MULTIPOINT INSPECTION
				045	2420150		REPLACED FRONT BRAKE PADS WITH LEFT FRONT
				045	0		DONE.
				045	0		SET ALL TIRE PRESSURES TO 35PSI
				045	PSI		ADJUSTED TIRE PSI TO:FRT LT: FRT RT:

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**PLEASE READ REVERSE SIDE.**  
 ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

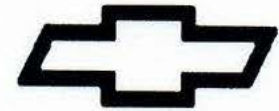
X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<b>TO OUR CUSTOMERS</b>		
<small>CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.</small> We appreciate your business!		
<small>* 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 &amp; AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS &amp; BRAKES, ETC.</small>		

RO	Tag	Advisor	Customer	VIN	Page
		318 CHRISTOPHER MILLS		1GNSKCKC0 G	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

### Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	11/06/17	23895	250	045		SUT01	DONE
	09/11/17	21746	231	534		DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				534		CTBA	PERFORM THROTTLE BODY CLEANING SERVICE
				534		30PT	PERFORMED MULTIPOINT INSPECTION

CUS CUSTOMERPAY 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 agree 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X

CUSTOMER'S SIGNATURE

TECHNICIAN

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[REDACTED]	[REDACTED]

For Office Use	Vehicle Information
Odometer in: 29886 out: 29887	WAR W C I Prelim
16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	Stock#: [REDACTED] Inv Acct: 67C
Begin: 04/10/18 Done: 04/11/18 Invoiced: 04/13/18 17:02 MG	Inservice: 04/14/16 Production: 12/09/15 Sold: 04/14/16

Customer Concern				
Concern Cause	Correction	Operation	Tech	Amount
24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	30PT	999	0.00
	PERFORMED MULTIPOINT INSPECTION	Subtotal		
	Tech 999 TECH, SUBLET	TOTAL CHARGE FOR CONCERN 0.00		
Type: WM				
+25	PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP	2WAY	999 0.0 S	0.00
	SHUTTLE RIDE PROVIDED	Subtotal		
	Tech 999 TECH, SUBLET	TOTAL CHARGE FOR CONCERN 0.00		
Type: WM				
+26	SUPPLIED WITH KEYES CHEVY LOANER CAR PER LOANER CAR AGREEMENT.CUSTOMER IS RESPONSIBLE FOR ALL DAYS AFTER THEIR VEHICLE IS COMPLETED INITIALS _____ . VOLT 89	LOANER	999 0.0	0.00
	LOANER CAR RETURNED	Subtotal		
	Tech 999 TECH, SUBLET	TOTAL CHARGE FOR CONCERN 0.00		
Type: WM				

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKCO GR	Page 2	Invoice
Invoice to	Driver/Owner				

Invoiced: 04/13/18 17:02:23 MG 16 CHEVROLET TAHOE LTZ 4WD, 4DR SUV

Concern 51	CUSTOMER STATES WHEN PRESSING ALL THE WAY DOWN ON BRAKE PEDAL THE VEHICLE WILL STILL ROLL. HAPPENS ABOUT EVERY 10 TIMES YOU USE BRAKES WHEN DRIVING. VERIFIED CONCERN. REFERRED TO PIT5361C. VEHICLE HAS NO VACUUM OUT OF VACUUM PUMP. REPLACED VACUUM PUMP ASSEMBLY. ROAD TESTED VEHICLE CONCERN IS NO LONGER PRESENT. MILES OUT 29887 04-10-18 @ 11:49 AM. SHOP FOREMAN APPROVED REPLACING VACUUM PUMP	Operation	Tech	Units	Amount
Cause		4023850	045	1.4	213.29
Correction					
Comment					
Parts	Part Number PO# Note Description Qty Sell				
	000 012669488 LOANER LOANER 2 42.00 84.00				
	Parts: count 1.00 Allowance: 132.42 PUMP 1 169.48 169.48				
	Manager Approval 1: 04/10/18 11:51 DAGRACRI				
	Tech 045 ESCOBAR, MIGUEL				
Type: w		Subtotal			
		PARTS			169.48
		LABOR MECHANICAL			213.29
		LOANER			84.00
		TOTAL CHARGE FOR CONCERN			466.77
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Operation	Tech	Units	Amount
Cause		PSI	999	0.0 *	0.00
Correction	ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT:				
	Tech 999 TECH, SUBLET				
Type: wM		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00
Concern 61	.	Operation	Tech	Units	Amount
Cause	.	TEXT	999	0.0	0.00
Correction	.				
	Tech 999 TECH, SUBLET				
Type: wM		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00

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*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

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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 3	Invoice
Invoice to	Driver/Owner				
Invoiced: 04/13/18 17:02:23 MG	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				
Summary of charges for Invoice			Payment Distribution for Invoice		
PARTS	169.48	TOTAL CHARGE	466.77		
LABOR MECHANICAL	213.29	FAC WARRANTY	466.77		
LOANER	84.00				
TOTAL CHARGE	466.77				

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Attention: The following Invoices also exist  
INT - INTERNAL

If you have any questions - please see CHRISTOPHER MILLSON

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X
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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
Invoice to			Driver/owner Information		
For Office Use			Vehicle Information		
Odometer in: 29886	Out: 29886	WAR C W I Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Begin: 04/10/18	Done: 04/11/18	Invoiced: 04/12/18 07:11 CM	Stock#: [REDACTED]	Inv Acct: 67C	
		Inservice: 04/14/16	Production: 12/09/15	Sold: 04/14/16	

Customer Concern			
Concern Cause Correction	Type: WM	Operation	Tech Units Amount
24 CUSTOMER STATES PERFORM MULTIPOINT INSPECTION PERFORMED MULTIPOINT INSPECTION Tech 999 TECH, SUBLET		30PT	999 0.00
		Subtotal	
		TOTAL CHARGE FOR CONCERN 0.00	
+25 PROVIDE CUSTOMER WITH A SHUTTLE RIDE FROM AND TO THE DEALERSHIP SHUTTLE RIDE PROVIDED Tech 999 TECH, SUBLET		2WAY	999 0.0 * 15.00
		Subtotal	
		LABOR MECHANICAL 15.00	
		TOTAL CHARGE FOR CONCERN 15.00	
+26 SUPPLIED WITH KEYES CHEVY LOANER CAR PER LOANER CAR AGREEMENT.CUSTOMER IS RESPONSIBLE FOR ALL DAYS AFTER THEIR VEHICLE IS COMPLETED INITIALS _____. VOLT 89 LOANER CAR RETURNED Tech 999 TECH, SUBLET		LOANER	999 0.0 0.00
		Subtotal	
		TOTAL CHARGE FOR CONCERN 0.00	

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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 2	Invoice
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Invoice to:	Driver/Owner:
Invoiced: 04/12/18 07:11:20 CM	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV

Concern 51	CUSTOMER STATES WHEN PRESSING ALL THE WAY DOWN ON BRAKE PEDAL THE VEHICLE WILL STILL ROLL. HAPPENS ABOUT EVERY 10 TIMES YOU USE BRAKES WHEN DRIVING.	Operation	Tech	Units	Amount
Cause	VERIFIED CONCERN. REFERRED TO PITS361C. VEHICLE HAS NO VACUUM OUT OF VACUUM PUMP.	4023850	045	1.4	213.29
Correction	REPLACED VACUUM PUMP ASSEMBLY. ROAD TESTED VEHICLE CONCERN IS NO LONGER PRESENT. MILES OUT 29887				
Comment	04-10-18 @ 11:49 AM. SHOP FOREMAN APPROVED REPLACING VACUUM PUMP				
Parts	Part Number PO# Note Description	Qty		Sell	
	000 012669488	1		169.48	169.48
	Parts: Count 1.00 Allowance: 48.42				
	Manager Approval 1: 04/10/18 11:51 DAGRACRI				
	Tech 045 ESCOBAR, MIGUEL				
Type: w		Subtotal			
		PARTS			169.48
		LABOR MECHANICAL			213.29
		TOTAL CHARGE FOR CONCERN			382.77

Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Operation	Tech	Units	Amount
Cause	.	PSI	999	0.0 *	0.00
Correction	ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT: Tech 999 TECH, SUBLET				
Type: wM		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00

Concern 61	.	Operation	Tech	Units	Amount
Cause	.	TEXT	999	0.0	0.00
Correction	.				
	Tech 999 TECH, SUBLET				
Type: wM		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00

Summary of Charges for Invoice		Payment Distribution for Invoice	
PARTS	169.48	TOTAL CHARGE	397.77
LABOR MECHANICAL	228.29	FAC WARRANTY	397.77
TOTAL CHARGE	397.77		

X06C0JZQH3:SHUTTLE CC created 2018-04-10 08:24:00am taken by Allyssia

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Monday - Friday:  
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Saturday:  
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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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____ CUSTOMER SIGNATURE	

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0	Page 4 (Last)	Invoice
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Invoice to:	Driver/Owner
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Invoiced: 04/12/18 07:11:20 CM	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
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Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	045	Begin	04/10/18 12:06	HT	04/10/18 12:50	:44	.7	
		RW	04/10/18 12:51	HT	04/10/18 12:56	:05	.1	
		RW	04/10/18 12:57	HT	04/10/18 13:25	:28	.5	
		Begin	04/10/18 13:57	End	04/10/18 13:59	:02	.0	
Total						1:19	1.3	

**DISCLAIMER OF WARRANTIES**  
 AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

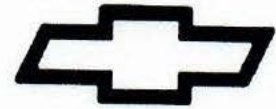
*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

*GM case #* *Lower B*

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<b>TO OUR CUSTOMERS</b>		
CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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, PARTS, CLEANING FLUIDS & BRAKES, ETC.		

RO	Tag	Advisor	Added	License	VIN
		318 CHRISTOPHER MILLSON	04/10/18 08:56		1GNSKCKCO GR

**Customer Information**

Cell: [REDACTED]  
Home: [REDACTED]  
Reservations: 800-841-10/18 08:40

**Vehicle Information**

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD Odometer: 29886  
ENGINE, 5.3L V8 ECOTEC3  
Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 03/19/18 Adv: 318 Odom: 28523 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 WHEN PRESSING ALL THE WAY DOWN ON BRAKE PEDAL THE VEHICLE WILL STILL ROLL. HAPPENS ABOUT EVERY 10 TIMES YOU USE BRAKES WHEN DRIVING. SK 05	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
			Estimated Total Without Tax \$ 0.00 Estimated Total Charges with Tax \$ 0.00	
61	CM	TEXT		

**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 operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's test is hereby authorized.

*5-56A*

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG. & DISP.	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
<b>TO OUR CUSTOMERS</b> CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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, PARTS, CLEANING FLUIDS & BRAKES, ETC.			

RO	Tag	Advisor	Customer	VIN	Page		
		318 CHRISTOPHER MILLS		1GNSKCKC0	2		
Vehicle: 16 CHEVROLET TAHOE 4DR SUV License: [REDACTED]							
YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE							
Estimated Total Without Tax \$ 0.00 Estimated Total Charges with Tax \$ 0.00							
Sk/Hr/Tech: 05-3.6							
Additional Information							
Dist: 1G1 Fuel: UNL Estimated Completion: 04/10/18 17:00							
Comment							
Possible recheck. Last Serviced 03/19/18							
RO Information							
SVC Note: X06C0JZQH3:SHUTTLE CC created 2018-04-10 08:24:00am taken by Allyssia							
Method of Payment							
WAR WARRANTY WA - FAC WARRANTY							
CUS CUSTOMERPAY CA - CASH DUE							
RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[REDACTED]	03/19/18	28523	318	197	0600673		SERVICE COMPLETED
				197	30PT		PERFORMED MULTIPOINT INSPECTION
				197	PSI		ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT:35
[REDACTED]	12/18/17	25099	318	999	2WAY		SHUTTLE RIDE PROVIDED
				999	30PT		PERFORMED MULTIPOINT INSPECTION
				046	4020690		RESECURED AIR DUCT AND RESET FUEL TRIMS
				999	PSI		ADJUSTED TIRE PSI TO:FRT LT: FRT RT:

**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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

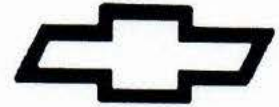
PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<b>TO OUR CUSTOMERS</b>		
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RO	Tag	Advisor	Customer	VIN	Page
		318 CHRISTOPHER MILLS		1GNSKCKC0 G	3

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

RO	Date	Odom	Adv	Tech	Last Service Performed	
					Hrs Operation	Description
				999	TEXT	.
	11/27/17	24409	250	199	30PT	PERFORMED MULTIPOINT INSPECTION
				199	4416040	REPLACED DEFECTED CONDENSOR AND REFILLED W
				199	PSI	ADJUSTED TIRE PSI TO: FRT LT: FRT RT:
	11/06/17	23895	250	045	SUT01	DONE

CUS CUSTOMERPAY 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.

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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

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PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

X

CUSTOMER'S SIGNATURE

TECHNICIAN

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.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [REDACTED]	License [REDACTED]	1GNSKCKC0 GR [REDACTED]	Page 1 (Last)	Invoice [REDACTED]
Invoice to [REDACTED]			Driver/Owner Information [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 29886	Out:	Dist: 1G1 INT C W I Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV		
Begin: 04/10/18		Done: 04/11/18	Invoiced: 04/12/18 07:11 CM	Inservice: 04/14/16	Production: 12/09/15
SoId: 04/14/16		Stock#: [REDACTED] Inv Acct: 67C			
Customer Concern					
Concern +62	04-10-18 @ 1:45 PM. INTERNAL PART			Operation	Tech Units
Cause	AIR DEFLECTOR WAS DAMAGED WHILE REPLACING VACUUM PUMP.			62	045 0.0
Correction	REPLACED AIR DEFLECTOR				0.00
Parts	Part Number	PO#	Note	Description	Amount
	000 022936501		SPO	DEFLECTOR -SPO	
	Tech 045 ESCOBAR, MIGUEL				
Type: I				Qty	Sell
				1	138.56 138.56
				Subtotal	
				PARTS	138.56
				TOTAL CHARGE FOR CONCERN	138.56
Summary of Charges for Invoice			Payment Distribution for Invoice		
PARTS	138.56	TOTAL CHARGE		138.56	
TOTAL CHARGE	138.56	INTERNAL		138.56	
X06C0JZQH3:SHUTTLE CC created 2018-04-10 08:24:00am taken by Allyssia					
Attention: The following Invoices also exist					
CUS - CUSTOMERPAY WAR - WARRANTY					
ORDERED AIR DEFLECTOR. ETA 4/11/18					

**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

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.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
			X _____ CUSTOMER INITIALS	X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 1 (Last)	Invoice
Invoice to			Driver/owner Information		
[REDACTED]			[REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 29886	Out:	Dist: 1G1 CUS C W I	Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV	
Begin: 04/10/18		Done: 04/11/18	Invoiced: 04/12/18 07:11 CM	Inservice: 04/14/16	Production: 12/09/15
Sold: 04/14/16		Inv Acct: 67C			
Customer Concern					
Summary of charges for Invoice			Payment Distribution for Invoice		
TOTAL CHARGE 0.00			CASH DUE 0.00		
			TOTAL CHARGE 0.00		
*** WORK RECOMMENDED BUT NOT PERFORMED ***					
Item 01	Operation	ALFW	Tech: 045	Follow Up: 05/12/18	
	Concern	ALIGN FRONT WHEELS			
	Correction	ALIGN FRONT WHEELS			
SIGNATURE _____					
X06C0JZQH3:SHUTTLE CC created 2018-04-10 08:24:00am taken by Allyssia					
Attention: The following Invoices also exist					
WAR - WARRANTY INT - INTERNAL					
If you have any questions - please see CHRISTOPHER MILLSON					
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT					

**DISCLAIMER OF WARRANTIES**

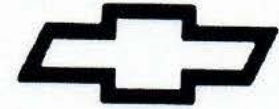
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES 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*

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# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401  
(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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ORIGINAL ESTIMATE \$	HAZ. WASTE INCL. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE INCL. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
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RO	Tag	Advisor	Added	License	VIN
		318 CHRISTOPHER MILLSON	03/19/18 10:20		1GNSKCKC0 GR

Customer Information

\*\*\*Customer Waiting\*\*\*

Cell: [REDACTED]  
Home: [REDACTED]  
Reservation: 007 03/19/18 10:00

Vehicle Information

16 CHEVROLET TAHOE 4DR SUV LTZ 4WD Odometer: 28523  
ENGINE, 5.3L V8 ECOTEC3  
Dates: Production: 12/09/15 Inservice: 04/14/16 Sold: 04/14/16  
Last Svc: Client: 63E001 Date: 12/20/17 Adv: 318 Odome: 25099 Daily Avg: 41 Month Avg: 1230

Ln	Type	Operation	Customer Concern	Hr
24*	C	0600673	CUSTOMER STATES PERFORM MAINT SERVICE, OIL AND FILTER, TIRE ROTATE, MPI, RESET OIL LIFE SK 01  Estimated Total Without Tax \$ Estimated Total Charges with Tax \$	
25	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION  SPG Total Without Tax \$ Total Charges with Tax \$	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION  Estimated Total Without Tax \$ Estimated Total Charges with Tax \$	
61	CM	TEXT		

**LIMITED WARRANTY**  
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.  
Vehicles are subject to a storage fee of \$90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

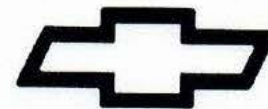
IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.  
**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE**  
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:  
MASTERCARD VISA AMERICAN EXPRESS  
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 use the undersigned's name for advertising purposes.

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
<p><b>TO OUR CUSTOMERS</b> CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are 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.</p> <p>We appreciate your business!</p> <p>* 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 &amp; AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS &amp; BRAKES, ETC.</p>		

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
		318 CHRISTOPHER MILLS		1GNSKCKC0 GR	2

Vehicle: 16 CHEVROLET TAHOE 4DR SUV

License: [REDACTED]

YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Estimated Total Without Tax \$ 0.00  
Estimated Total Charges with Tax \$ 0.00

Sk/Hr/Tech: 01-1.0

**Additional Information**

Dist: 1G1

Fuel: UNL Estimated Completion: 03/19/18 11:20

**RO Information**

SVC Note: CC created 2018-03-13 03:32:00pm taken by Krislen Bridges

**Method of Payment**

CUS CUSTOMERPAY CA - CASH DUE

RO	Date	Odom	Adv	Tech	Last Service Performed	
					Hrs	Operation Description
[REDACTED]	12/18/17	25099	318	999	2WAY	SHUTTLE RIDE PROVIDED
				999	30PT	PERFORMED MULTIPOINT INSPECTION
				046	4020690	RESECURED AIR DUCT AND RESET FUEL TRIMS
				999	PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
				999	TEXT	.
[REDACTED]	11/27/17	24409	250	199	30PT	PERFORMED MULTIPOINT INSPECTION
				199	4416040	REPLACED DEFECTED CONDENSOR AND REFILLED W
				199	PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
[REDACTED]	11/06/17	23895	250	045	SUT01	DONE
[REDACTED]	11/06/17	23895	250	045	30PT	PERFORMED MULTIPOINT INSPECTION

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METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:  
MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO \$1,200.00 WITH THE FOLLOWING:

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- 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 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned herein is not called for within three (3) days after such notice is given, a storage charge of \$90.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X

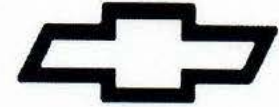
CUSTOMER'S SIGNATURE

TECHNICIAN

# KEYES CHEVROLET

5949 Van Nuys Blvd.  
Van Nuys, CA 91401

(818) 933-3000



SERVING YOU  
MONDAY - FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

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	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE
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RO	Tag	Advisor	***Customer Waiting***			VIN	Page
		318 CHRISTOPHER MILLER				1GNSKCKC0 GR	3
Vehicle: 16 CHEVROLET TAHOE 4DR SUV			License: [REDACTED]				
Last Service Performed							
RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				045		2420150	REPLACED FRONT BRAKE PADS WITH LEFT FRONT
				045		0	DONE.
Estimate Information							
CUS	CUSTOMERPAY	Estimate	65.00				

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**PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE**  
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PLEASE READ REVERSE SIDE.  
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

TECHNICIAN

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	DATE	TIME	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #			X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag	License	IGNSKCKCO GR	Page 2 (Last)	Invoice
Invoice to:	Driver/Owner				
Invoiced: 03/19/18 11:20:18 KL	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV				
Type: CM	TOTAL CHARGE FOR CONCERN				0.00

Summary of charges for Invoice		Payment Distribution for Invoice	
PARTS	6.75	TOTAL CHARGE	65.28
GAS-OIL-GREASE	38.25	CASH DUE	65.28
LABOR MECHANICAL	16.00		
SUB-TOTAL	61.00		
SALES TAX	4.28		
TOTAL CHARGE	65.28		

CC created 2018-03-13 03:32:00pm taken by Krislen Bridges  
Estimate 65.00 Revised Estimate 65.00  
Approval signature \_\_\_\_\_

\*\*\*Customer waiting\*\*\*

If you have any questions - please see CHRISTOPHER MILLSON  
ATTENTION VALUED CUSTOMER, WE NEED HELP WITH YELP! PLEASE SEND IN A FAVORABLE REVIEW ON YELP OR GOOGLE AND GET \$10.00 OFF YOUR NEXT VISIT

*Vitalam*  
*3/19/2018*

**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

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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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
			X _____	_____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag	License	1GNSKCKC0 GR	Page 1	Invoice
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Invoice to	Driver/Owner Information
[Redacted]	[Redacted]

Odometer in: 28523	Out:	Dist: 1GL CUS C	Prelim	16 CHEVROLET TAHOE LTZ 4WD 4DR SUV
Begin: 03/19/18	Done: 03/19/18	Invoiced: 03/19/18 11:20 KL	Inservice: 04/14/16	Production: 12/09/15
				Sold: 04/14/16

\*\*\*Customer Waiting\*\*\*

Concern 24	CUSTOMER STATES PERFORM MAINT SERVICE, OIL AND FILTER, TIRE ROTATE, MPI, RESET OIL LIFE ML	Operation	Tech	Amount
Cause		0600673	197	S 16.00
Correction	SERVICE COMPLETED	Qty		Sell
Parts	Part Number PO# Note Description	1		6.75 6.75
	000 019330001	9		4.25 38.25
	000 088864007 GOG OIL			
	Tech 197 GONZALEZ, JUAN	Subtotal		
Type: C		PARTS		6.75
		GAS-OIL-GREASE		38.25
		LABOR MECHANICAL		16.00
		TOTAL CHARGE FOR CONCERN		61.00
Concern 25	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Amount
Correction	PERFORMED MULTIPOINT INSPECTION	30PT	197	* 0.00
Type: CM	Tech 197 GONZALEZ, JUAN	Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Operation	Tech	Amount
Correction	ADJUSTED TIRE PSI TO:FRT LT: 35 FRT RT:35 REAR LT:35 REAR RT:35	PSI	197	* 0.00
	Tech 197 GONZALEZ, JUAN	Subtotal		

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*Thank You*

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X