

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [REDACTED] **WARRANTY**

**JIMMY VASSER
CHEVROLET**

INVOICE

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

PAGE 1

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG: 5.3_Liter_SIDI
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
A	PERFORM RECALL 16007	---	Inflatable Restraint Sensing and Diagnostic Module Reprgr							
CAUSE: FOUND OPEN RECALL 16007 9102276 Inflatable Restraint Sensing and Diagnostic Module Reprgr 45 WC94 (N/C)										
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
7717 PERFORMED RECALL 16007 REPROGRAMMED THE AIR BAG MODULE EVERYTHING OK AT THIS TIME										

B FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER
 CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL
 EXHAUST FLUID IF APPLICABLE

CAUSE: GM 2 YEAR MAINTENANCE
 0600723 FREE MAINTENANCE FOR 2014 CHEVROLET
 VEHICLES LUBE OIL AND FILTER CHANGE TIRE
 ROTATION 27 POINT VEHICLE INSPECTION TOP OFF
 DIESEL EXHAUST FLUID IF APPLICABLE

45 WC94 (N/C)

1 19330000 (S) FILTER (N/C)
 1 12616850 (S) SEAL (N/C)
 8 19259487 OIL (N/C)

FC: PART#: 19330000 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 7717 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 11MM
 AND REARS AT 11MM EVERYTHING ELSE OK AT THIS TIME

C CUSTOMER STATES THERE SEEMS TO BE A KNOCKING TYPE NOISE COMING FROM
 THE FRONT LEFT THAT YOU CAN FEEL AND HEAR WHEN ACCELERATING
 CAUSE: FOUND DOCUMENT ID PIT 5553 PERTAINS TO THIS CONDITION FOR THE
 FRONT CROSSMEMBER BOLTS LOOSE

SIGNATURE COPY	ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT
REASON					REVISD TOTAL \$	PARTS AMOUNT
REASON					REVISD TOTAL \$	GAS, OIL, LUBE
REASON					REVISD TOTAL \$	SUBLET AMOUNT
REASON					REVISD TOTAL \$	MISC. CHARGES
REASON					REVISD TOTAL \$	TOTAL CHARGES
REASON					REVISD TOTAL \$	ADJUSTMENTS
REASON					REVISD TOTAL \$	SALES TAX
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X					I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X	
					PLEASE PAY THIS AMOUNT	

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

INVOICE

PAGE 2

SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
1431720			DRIVETRAIN AND FRONT SUSPENSION FRAME FRONT CROSSMEMBER REPLACEMENT					
			14 WC94				(N/C)	
PARTS:			0.00	LABOR:		0.00	OTHER:	
			0.00			0.00	TOTAL LINE C:	0.00
7717 FOLLOWED THE DOCUMENT AND TIGHTENED THE CROSSMEMBER BOLTS EVERYTHING OK AT THIS TIME								

D CHECK TIRE PRESSURE AND SET TO SPECS								
TP CHECK TIRE PRESSURE AND SET TO SPECS								
			45	CCT		0.00	0.00	
PARTS:			0.00	LABOR:		0.00	OTHER:	
			0.00			0.00	TOTAL LINE D:	0.00

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.

SIGNATURE COPY	ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS		
					LABOR AMOUNT	0.00		
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	PARTS AMOUNT	0.00	
	REASON				REVISED TOTAL \$	GAS, OIL, LUBE	0.00	
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	SUBLET AMOUNT	0.00	
	REASON				REVISED TOTAL \$	MISC. CHARGES	0.00	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	0.00
	X				X		ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

BAR # ARD177353 EPA # CAD981573520

SERVICE FILE COPY

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

ACCOUNTING

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 66 VINCE PORTER			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI	
22DEC16		30DEC16					

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

A PERFORM RECALL 16007---Inflatable Restraint Sensing and Diagnostic
Module Reprgr

CAUSE: FOUND OPEN RECALL 16007
9102276 Inflatable Restraint Sensing and
Diagnostic Module Reprgr
45 WC94 1.30 0.30 2340 3822 38.22 38.22

0 0 TPARTS
2340 3822 TLABOR

VERSION 1 (EMP# 66,30DEC16 12:58): 7717 PERFORMED RECALL 16007
REPROGRAMMED THE AIR BAG MODULE EVERYTHING OK AT THIS TIME

B FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER
CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL
EXHAUST FLUID IF APPLICABLE

CAUSE: GM 2 YEAR MAINTENANCE
0600723 FREE MAINTENANCE FOR 2014 CHEVROLET
VEHICLES LUBE OIL AND FILTER CHANGE TIRE
ROTATION 27 POINT VEHICLE INSPECTION TOP OFF
DIESEL EXHAUST FLUID IF APPLICABLE

45	WC94	0.00	0.90	0	1268	12.68	12.68		
1	19330000 (S)	FILTER		430	495	0	7.17	4.95	4.95
1	12616850 (S)	SEAL		235	245	0	3.92	2.45	2.45
8	19259487	OIL		2696	2992	0	5.91	3.74	29.92

FC: PART#: 19330000 COUNT: 1 3361 3732 TPARTS

CLAIM TYPE:
AUTH CODE:

0 1268 TLABOR

VERSION 1 (EMP# 66,30DEC16 13:07): 7717 PERFORMED THE SERVICE PER
MENU FOUND THE FRONT BRAKES AT 11MM AND REARS AT 11MM EVERYTHING ELSE
OK AT THIS TIME

C CUSTOMER STATES THERE SEEMS TO BE A KNOCKING TYPE NOISE COMING FROM
THE FRONT LEFT THAT YOU CAN FEEL AND HEAR WHEN ACCELERATING

CAUSE: FOUND DOCUMENT ID PIT 5553 PERTAINS TO THIS CONDITION FOR THE
FRONT CROSSMEMBER BOLTS LOOSE
1431720 DRIVETRAIN AND FRONT SUSPENSION FRAME

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	
REASON					REVISD TOTAL \$	PARTS AMOUNT
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	
REASON					REVISD TOTAL \$	SUBLET AMOUNT
						MISC. CHARGES
						TOTAL CHARGES
						ADJUSTMENTS
						SALES TAX
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	
X					X	
					PLEASE PAY THIS AMOUNT	

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

ACCOUNTING

PAGE 2

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
FRONT CROSSMEMBER REPLACEMENT											
14	WC94			0.00	0.60	2100	7644			76.44	76.44
						0		0	TPARTS		
						2100		7644	TLABOR		
VERSION 1 (EMP# 66,30DEC16 13:09): 7717 FOLLOWED THE DOCUMENT AND TIGHTENED THE CROSSMEMBER BOLTS EVERYTHING OK AT THIS TIME											
D CHECK TIRE PRESSURE AND SET TO SPECS											
TP CHECK TIRE PRESSURE AND SET TO SPECS											
45	CCT			0.00	0.00	0	0			0.00	0.00

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	12734	4440		1/48000	3732	3361	
1/46100	0	0		1/26300	16466	*****	
1/22500	0	*****					

COST, SALE, & COMP TOTALS 7801 16466 0

SIGNATURE COPY

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 1

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOG[REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK:			ENG:5.3_Liter_SIDI
22DEC16	30DEC16			[REDACTED]			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	RECALL	16007	---	Inflatable Restraint Sensing and Diagnostic		
					Module Reprgr		
					CAUSE: FOUND OPEN RECALL 16007		
					9102276 Inflatable Restraint Sensing and Diagnostic Module Reprgr		
					45 WC94 0.30	38.22	38.22
					0 0 TPARTS		
					2340 3822 TLABOR		
					7717 PERFORMED RECALL 16007 REPROGRAMMED THE AIR BAG MODULE		
					EVERYTHING OK AT THIS TIME		

1-13 \$

B FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER
CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL
EXHAUST FLUID IF APPLICABLE

CAUSE: GM 2 YEAR MAINTENANCE
0600723 FREE MAINTENANCE FOR 2014 CHEVROLET
VEHICLES LUBE OIL AND FILTER CHANGE TIRE
ROTATION 27 POINT VEHICLE INSPECTION TOP OFF
DIESEL EXHAUST FLUID IF APPLICABLE

45 WC94 0.90		12.68	12.68
1 19330000 (S) FILTER	7.17	4.95	4.95
1 12616850 (S) SEAL	3.92	2.45	2.45
8 19259487 OIL	5.91	3.74	29.92
FC: PART#: 19330000 COUNT: 1	3361	3732 TPARTS	
CLAIM TYPE:			
AUTH CODE:			

1-13 \$

0 1268 TLABOR

7717 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 11MM
AND REARS AT 11MM EVERYTHING ELSE OK AT THIS TIME

C CUSTOMER STATES THERE SEEMS TO BE A KNOCKING TYPE NOISE COMING FROM
THE FRONT LEFT THAT YOU CAN FEEL AND HEAR WHEN ACCELERATING

CAUSE: FOUND DOCUMENT ID PIT 5553 PERTAINS TO THIS CONDITION FOR THE
FRONT CROSSMEMBER BOLTS LOOSE

SIGNATURE
COPY

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE		TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT
REASON					REVISED TOTAL \$	PARTS AMOUNT
DATE		TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE
REASON					REVISED TOTAL \$	SUBLET AMOUNT
						MISC. CHARGES
						TOTAL CHARGES
						ADJUSTMENTS
						SALES TAX
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.				PLEASE PAY THIS AMOUNT
X		X				

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 2

BUS:		CELL:		SERVICE ADVISOR: 66 VINCE PORTER			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED] ENG:5.3_Liter_SIDI			
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1431720		DRIVETRAIN AND FRONT SUSPENSION FRAME				
			FRONT CROSSMEMBER REPLACEMENT				
		14	WC94	0.60		76.44	76.44
				0	0	TPARTS	
				2100	7644	TLABOR	

118 \$

7717 FOLLOWED THE DOCUMENT AND TIGHTENED THE CROSSMEMBER BOLTS
EVERYTHING OK AT THIS TIME

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
CONTACT OUR CUSTOMER RELATIONS MANAGER IF
YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 7801 16466 0

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	127.34
REASON					PARTS AMOUNT	37.32
REASON					GAS, OIL, LUBE	0.00
REASON					SUBLET AMOUNT	0.00
REASON					MISC. CHARGES	0.00
REASON					TOTAL CHARGES	164.66
REASON					ADJUSTMENTS	0.00
REASON					SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.					164.66	

BAR # ARD177353 EPA # CAD981573520

WARRANTY COPY

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 1

SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI			
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	RECALL	16007	---	Inflatable Restraint Sensing and Diagnostic Module Reprgr		
CAUSE: FOUND OPEN RECALL 16007							
9102276 Inflatable Restraint Sensing and Diagnostic Module Reprgr							
45 WC94 0.30							38.22 38.22
0 0 TPARTS							
2340 3822 TLABOR							
7717 PERFORMED RECALL 16007 REPROGRAMMED THE AIR BAG MODULE EVERYTHING OK AT THIS TIME							

B	FREE	MAINTENANCE	FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE				
CAUSE: GM 2 YEAR MAINTENANCE							
0600723 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE							
45 WC94 0.90							12.68 12.68
1	19330000	(S)	FILTER		7.17	4.95	4.95
1	12616850	(S)	SEAL		3.92	2.45	2.45
8	19259487		OIL		5.91	3.74	29.92
FC: PART#: 19330000 COUNT: 1 3361 3732 TPARTS							
CLAIM TYPE:							
AUTH CODE:							
0 1268 TLABOR							

7717 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 11MM AND REARS AT 11MM EVERYTHING ELSE OK AT THIS TIME

C CUSTOMER STATES THERE SEEMS TO BE A KNOCKING TYPE NOISE COMING FROM THE FRONT LEFT THAT YOU CAN FEEL AND HEAR WHEN ACCELERATING

CAUSE: FOUND DOCUMENT ID PIT 5553 PERTAINS TO THIS CONDITION FOR THE FRONT CROSSMEMBER BOLTS LOOSE

SIGNATURE COPY

ORIGINAL ESTIMATE \$					FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS	
DATE					TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT
REASON								REVISED TOTAL \$	PARTS AMOUNT
DATE					TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE
REASON								REVISED TOTAL \$	SUBLET AMOUNT
DATE					TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	MISC. CHARGES
REASON								REVISED TOTAL \$	TOTAL CHARGES
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.				ADJUSTMENTS
X					X				SALES TAX
									PLEASE PAY THIS AMOUNT

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 2

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	7717/7717	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00	CASH	30DEC16
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
22DEC16	30DEC16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1431720	DRIVETRAIN AND FRONT SUSPENSION FRAME					
		FRONT CROSSMEMBER REPLACEMENT					
		14 WC94	0.60			76.44	76.44

0 0 TPARTS
2100 7644 TLABOR

7717 FOLLOWED THE DOCUMENT AND TIGHTENED THE CROSSMEMBER BOLTS
EVERYTHING OK AT THIS TIME

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
CONTACT OUR CUSTOMER RELATIONS MANAGER IF
YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 7801 16466 0

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	127.34
		PARTS AMOUNT	37.32
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	164.66
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	164.66

BAR # ARD177353 EPA # CAD981573520



JIMMY VASSER CHEVROLET
 583 SOSCOL AVE
 NAPA, CA 94559
 http://www.jimmyvasserchevrolet.com

Certified Service
 MULTI-POINT VEHICLE INSPECTION

Phone: [REDACTED] Email: tedd@jvasser.com

Customer Name: [REDACTED] VIN: 3GCUKREC0GG [REDACTED] Date: 12/22/2016

Repair Order #: [REDACTED] Mileage: 7717 Tag #: [REDACTED] License #: [REDACTED]

Checked and OK May Require Attention Soon Requires Immediate Attention

 <input checked="" type="checkbox"/> OnStar active <input checked="" type="checkbox"/> Enrolled in OVD <input checked="" type="checkbox"/> Enrolled in DMN	<input checked="" type="checkbox"/> Service History Check <input checked="" type="checkbox"/> Remaining engine oil life: <u>100</u> % Reset: <input checked="" type="checkbox"/> NA: <input type="checkbox"/> <input checked="" type="checkbox"/> Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)						
	WIPER BLADES <input checked="" type="checkbox"/> LF <input checked="" type="checkbox"/> RF <input checked="" type="checkbox"/> Rear (if applicable) <input checked="" type="checkbox"/> Windshield condition <input type="checkbox"/> Cracks <input type="checkbox"/> Chips	CHECK TIRES AND TREAD DEPTH <input checked="" type="checkbox"/> 8/32 or Greater <input checked="" type="checkbox"/> 7/32 to 4/32 <input checked="" type="checkbox"/> 3/32 or Less <table border="1"> <tr> <td> LF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage </td> <td rowspan="2"> </td> <td> RF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage </td> </tr> <tr> <td> LR <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage </td> <td> RR <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage </td> </tr> </table> <input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Balance needed		LF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage		RF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage	LR <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage
LF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage		RF <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage					
LR <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage		RR <input checked="" type="checkbox"/> 8/32 or greater PSI@: <u>35</u> set to: ___ PSI <input type="checkbox"/> Wear Pattern/Damage					
CHECK BATTERY <input checked="" type="checkbox"/> Battery condition <input checked="" type="checkbox"/> Battery cables and connections							

<input type="checkbox"/> CHANGE ENGINE OIL & FILTER N/A <input type="checkbox"/>	CHECK BRAKES/MEASURE FRONT AND REAR LININGS Front <input checked="" type="checkbox"/> 7 mm or Greater <input checked="" type="checkbox"/> 6 mm to 4 mm <input checked="" type="checkbox"/> 3 mm or Less <table border="1"> <tr> <td> LF <input checked="" type="checkbox"/> 7mm / greater LR <input checked="" type="checkbox"/> 7mm / greater </td> <td rowspan="2"> </td> <td> RF <input checked="" type="checkbox"/> 7mm / greater RR <input checked="" type="checkbox"/> 7mm / greater </td> </tr> <tr> <td> Rear <input checked="" type="checkbox"/> 4 mm or Greater <input checked="" type="checkbox"/> 3 mm <input checked="" type="checkbox"/> 2 mm or Less Lowest Front Lining: <u>11mm / greater</u> Lowest Rear Lining: <u>11mm / greater</u> </td> <td> <input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake) </td> </tr> </table>	LF <input checked="" type="checkbox"/> 7mm / greater LR <input checked="" type="checkbox"/> 7mm / greater		RF <input checked="" type="checkbox"/> 7mm / greater RR <input checked="" type="checkbox"/> 7mm / greater	Rear <input checked="" type="checkbox"/> 4 mm or Greater <input checked="" type="checkbox"/> 3 mm <input checked="" type="checkbox"/> 2 mm or Less Lowest Front Lining: <u>11mm / greater</u> Lowest Rear Lining: <u>11mm / greater</u>	<input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)																
LF <input checked="" type="checkbox"/> 7mm / greater LR <input checked="" type="checkbox"/> 7mm / greater		RF <input checked="" type="checkbox"/> 7mm / greater RR <input checked="" type="checkbox"/> 7mm / greater																				
Rear <input checked="" type="checkbox"/> 4 mm or Greater <input checked="" type="checkbox"/> 3 mm <input checked="" type="checkbox"/> 2 mm or Less Lowest Front Lining: <u>11mm / greater</u> Lowest Rear Lining: <u>11mm / greater</u>		<input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)																				
CHECK FLUID LEVELS <table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Engine oil</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Brake fluid reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Transmission (if equipped w/dipstick)</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/> Coolant recovery reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Power steering</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/> Windshield washer</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine oil	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input type="checkbox"/>	
OK	FILLED	REQUIRES ATTENTION																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine oil	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input type="checkbox"/>																				

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

<input checked="" type="checkbox"/> Fuel system (also including gas cap seating)	<input checked="" type="checkbox"/> Steering components and steering linkage
<input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case	<input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/> Engine cooling system	<input checked="" type="checkbox"/> Exhaust system components
<input checked="" type="checkbox"/> Shocks and struts – also check operation	<input checked="" type="checkbox"/> Body components lubrication
<input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive	<input checked="" type="checkbox"/> Restraint system component check
<input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC	<input checked="" type="checkbox"/> Chassis components lubrication
<input checked="" type="checkbox"/> Engine air filter	<input checked="" type="checkbox"/> Drive axle (leak/other)
<input checked="" type="checkbox"/> Passenger compartment air filter	<input checked="" type="checkbox"/> Evaporative control system

Your Service Consultant: VINCE PORTER Your Service Technician: George McCleese



JIMMY VASSER CHEVROLET
583 SOSCOL AVE
NAPA, CA 94559
<http://www.jimmyvasserchevrolet.com>

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [REDACTED] Email: tedd@jvasser.com

Customer Name: [REDACTED] VIN: 3GCUKREC0G [REDACTED] Date: 12/22/2016

Repair Order #: [REDACTED] Mileage: 7717 Tag #: [REDACTED] License #: [REDACTED]

NOTES

Your Service Consultant: VINCE PORTER Your Service Technician: George McCleese

Vehicle Report

Printed on: 12/22/2016 01:28:23



VIN: 3GCUKREC0GG [REDACTED] Vehicle Model: 2016 SILVERADO 1500 CREW 4WD Delivery Date: 07/08/2013

Service Consultant : VINCE PORTER

Mileage : 7717

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - InActive	22YGL38Z

Required Field Actions

Number	Type	Description	Release Date	Status
[REDACTED]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty Odometer Status
Bumper to Bumper Limited Warranty	07/08/2016	124 MI	07/08/2019	36124 MI Applicable
Emission Limited Warranty	07/08/2016	124 MI	07/08/2019	50124 MI Applicable
Corrosion Limited Warranty	07/08/2016	124 MI	07/08/2022	100124 MI Applicable
Emission Select Component Ltd Wty	07/08/2016	124 MI	07/08/2024	80124 MI Applicable
Emission Select State Component Ltd Wty	07/08/2016	124 MI	07/08/2023	70124 MI Applicable
Powertrain Limited Warranty	07/08/2016	124 MI	07/08/2021	60124 MI Applicable
Chevrolet Scheduled Maintenance-2 visits	07/08/2016	124 MI	07/08/2018	24124 MI 2 of 2 visits remaining

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Date Allowance	Effective Odometer	Expiration Date	Expiration Odometer
---------------	------------	-------------	-------------------	---------------------------------------	--------------------	-----------------	---------------------

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0365		06/21/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Service Reading Type
06/24/2016	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	6 MI Warranty
06/08/2016	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 MI Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
07/24/2016	[REDACTED]	CA	PDI SILVERADO	2	W	6 MI
07/05/2016	[REDACTED]	CA	CLEAN AND DETAIL	1	I	6 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

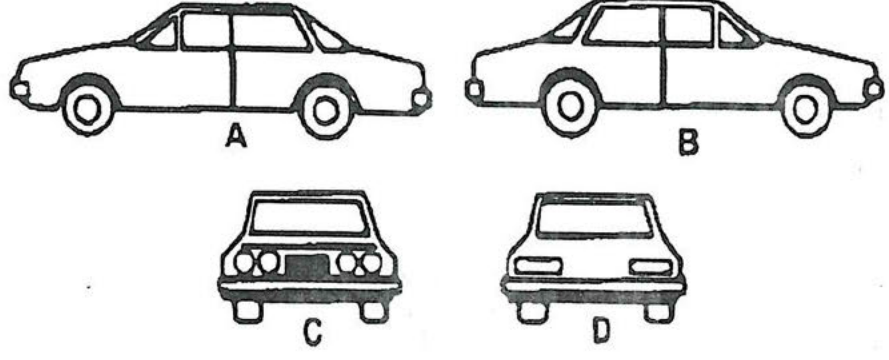
TAG # [REDACTED]
LIC # [REDACTED] 6/1/8
MILEAGE 7717
VIN # 36U1K2R2C066 [REDACTED]

1. ITEM _____

2. ITEM _____

3. ITEM _____

NOTES _____



MIDTRONICS

MDX-P300

DO

STORE NAME
STREET
POSTAL CODE
CITY

PHONE NUMBER

BATTERY TEST

GOOD BATTERY

VOLTS	12.60
MEASURED	751CC
RATING	650CC

B.T. TYPE	REGULAR
B.T. LOCATION	IN VEHICLE

4103148-196

192-360

CUSTOMER #: [REDACTED]

WARRANTY [REDACTED]

WORKORDER

JIMMY VASSER CHEVROLET
583 SOSCOL AVENUE - NAPA, CA 94559
(707) 257-0440

PAGE 1

BUS: CELL: SERVICE ADVISOR: 66 PORTER, VINCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	7717/1717	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 22DEC16		0.00 CASH	
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK: [REDACTED] ENG:5.3 Liter SIDI		
22DEC2016 10:31						

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A [REDACTED] WC94 PERFORM RECALL 16007----Inflatable Restraint Sensing and Diagnostic Module Reprgr 03

45

labor OP code: 910 2276

B [REDACTED] WC94 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE

9

45

warranty code: 53083

C 21 WC94 CUSTOMER STATES THERE SEEMS TO BE A KNOCKING TYPE NOISE COMING FROM THE FRONT LEFT THAT YOU CAN FEEL AND HEAR WHEN ACCELERATING

14 over

1431720 06

D TP CCT CHECK TIRE PRESSURE AND SET TO SPECS

45

PIT 5553

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE

AUTHORIZED

I AUTHORIZE THE [REDACTED] REGARDING MY VEHICLE.

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS ARRANGEMENTS HAVE BEEN MADE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

HARD COPY

BAR #ARD177353 EPA# CAD981573520

LABOR RECORD

COMPLAINT:

CAUSE:

LOF
tire rotation

R.O. OR W/O NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[REDACTED]	45	66	.9		.9	DEC 22 11.8
						ON DEC 22 10.6

OFF 10
ON OFF 9

A

CORRECTION:

set tire pressure
reset engine oil life

R.O. OR W/O NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[REDACTED]	45	66	.3		.4	DEC 22 12.1
						ON DEC 22 11.8

ON OFF 8

COMPLAINT:

CAUSE:

top off coolant reservoir
top off washer fluids

B

CORRECTION:

Perform recal update for

FLAG SHEET

COMPLAINT:

CAUSE:

Inflatable restraint sensing & diagnostic module

FLAG SHEET

FLAG SHEET

ON OFF 7
ON OFF 6
ON OFF 5

C

CORRECTION:

Road test vehicle 24 miles
only noises heard was

FLAG SHEET

COMPLAINT:

CAUSE:

ICE chest and pot pipe noise back & forth in curve

FLAG SHEET

D

CORRECTION:

Door grab pocket checked Bulletin found all for noises

ENGINE: CID
4 CY 6 CYL DIESEL TURBO
TRANSMISSION:
3 SPEED 5 SPEED AUTO TYPE
ACCESSORIES:
P/S P/B A/C AIR OTHER

TIRE CONDITION

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

TIRE PRESSURE

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

BRAKE CONDITION

LF	11	/MM	%	RF	11	/MM	%
LR	11	/MM	%	RR	11	/MM	%

FUEL GAUGE

1/4	1/2	FULL
-----	-----	------

QUALITY TECH CONTROL ASM FOREMAN'S SIG. X



FLAG SHEET

H. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
				DEC 22 16.4
				ON DEC 22 15.8

ON OFF 4
ON OFF 3
ON OFF 2

COMPLAINT:

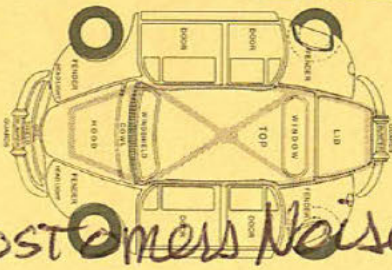
CAUSE:

PIT5553
To loosen & retorque front cross member were not tight - loosen & retorque to spec -

E

CORRECTION:

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR
F R
LF LR

CUSTOMER #: [REDACTED]

WARRANTY

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

INVOICE

PAGE 1

[REDACTED]

SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOG [REDACTED]	[REDACTED]	14844/14844	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 11JUL17		0.00	CASH	11JUL17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
11JUL17	11JUL17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE CAUSE: GM 2 YEAR MAINTENANCE 0600723 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE 45 WC94 (N/C) 1 19330000 (S) FILTER (N/C) 1 12616850 (S) SEAL (N/C) 8 88864004 OIL (N/C) FC: PART#: 19330000 COUNT: 1 CLAIM TYPE: AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 14844 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 10MM
 AND REARS AT 10MM EVERYTHING ELSE OK AT THIS TIME

3 CHECK TIRE PRESSURE AND SET TO SPECS
 TP CHECK TIRE PRESSURE AND SET TO SPECS
 45 CCT 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
 OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
 CONTACT OUR CUSTOMER RELATIONS MANAGER IF
 YOU HAVE ANY QUESTIONS OR CONCERNS.
 THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
 AT JIMMY VASSER CHEVROLET TOYOTA.

SIGNATURE
COPY

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
REASON		ADDITIONAL AMOUNT \$		PARTS AMOUNT	0.00
REASON		REVISED TOTAL		GAS, OIL, LUBE	0.00
DATE	TIME	PHONE # OR		SUBLET AMOUNT	0.00
REASON				CHARGES	0.00
REASON				CHARGES	0.00
REASON				ADJUSTMENTS	0.00
REASON				TAX	0.00
REASON				NET PAY AMOUNT	0.00

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	14844/14844	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 11JUL17		0.00	CASH	11JUL17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK:	ENG:5.3_Liter_SIDI		
11JUL17	11JUL17						

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

0600723 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER
CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL
EXHAUST FLUID IF APPLICABLE

CAUSE: GM 2 YEAR MAINTENANCE
0600723 FREE MAINTENANCE FOR 2014 CHEVROLET
VEHICLES LUBE OIL AND FILTER CHANGE TIRE
ROTATION 27 POINT VEHICLE INSPECTION TOP OFF
DIESEL EXHAUST FLUID IF APPLICABLE

45	WC94	0.80	0.90	1440	1375			13.75	13.75
1	19330000 (S)FILTER			430	500	0	8.60	5.00	5.00
1	12616850 (S)SEAL			235	125	0	4.12	1.25	1.25
8	88864004 OIL			2488	3000	0	5.95	3.75	30.00

FC: PART#: 19330000 COUNT: 1 3153 3625 TPARTS
CLAIM TYPE:
AUTH CODE:

VERSION 1 (EMP# 66,11JUL17 14:03): 14844 PERFORMED THE SERVICE PER
MENU FOUND THE FRONT BRAKES AT 10MM AND REARS AT 10MM EVERYTHING ELSE
OK AT THIS TIME

3 CHECK TIRE PRESSURE AND SET TO SPECS
TP CHECK TIRE PRESSURE AND SET TO SPECS

45	CCT	0.00	0.00	0	0			0.00	0.00
----	-----	------	------	---	---	--	--	------	------

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
CONTACT OUR CUSTOMER RELATIONS MANAGER IF
YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	1375	1440		1/48000	3625	3153	
1/46100	0	0		1/26300	5000	*****	
1/22500	0	*****					

SIGNATURE
COPY

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS			
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	
REASON				REVISED TOTAL \$	PARTS AMOUNT	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	
REASON				REVISED TOTAL \$	SUBLET AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC. CHARGES
X				X		TOTAL CHARGES
						ADJUSTMENTS
						SALES TAX
						PLEASE PAY THIS AMOUNT

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 1

BUS: _____ CELL: _____ SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	14844/14844	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 11JUL17		0.00	CASH	11JUL17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
11JUL17	11JUL17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE CAUSE: GM 2 YEAR MAINTENANCE 0600723 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE							
				45 WC94	0.90	13.75	13.75
	1	19330000	(S) FILTER		8.60	5.00	5.00
	1	12616850	(S) SEAL		4.12	1.25	1.25
	8	88864004	OIL		5.95	3.75	30.00
FC: PART#: 19330000 COUNT: 1				3153	3625	TPARTS	
CLAIM TYPE:				1440	1375	TLABOR	
AUTH CODE:							

7-31 #

14844 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 10MM AND REARS AT 10MM EVERYTHING ELSE OK AT THIS TIME

 AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 4593 5000 0

SIGNATURE COPY	ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
				LABOR AMOUNT
			PARTS AMOUNT	36.25
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	50.00
			ADJUSTMENTS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	50.00

BAR # ARD177353 EPA # CAD981573520

WARRANTY COPY

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 1

SERVICE ADVISOR: 66 VINCE PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	14844/14844	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16 DD	01JUN16		17:00 11JUL17		0.00	CASH	11JUL17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED] ENG:5.3_Liter_SIDI			
11JUL17	11JUL17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE CAUSE: GM 2 YEAR MAINTENANCE 0600723 FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE							
				45 WC94	0.90	13.75	13.75
	1	19330000	(S) FILTER		8.60	5.00	5.00
	1	12616850	(S) SEAL		4.12	1.25	1.25
	8	88864004	OIL		5.95	3.75	30.00
FC: PART#: 19330000 COUNT: 1				3153	3625	TPARTS	
CLAIM TYPE:							
AUTH CODE:							

1440 1375 TLABOR
14844 PERFORMED THE SERVICE PER MENU FOUND THE FRONT BRAKES AT 10MM
AND REARS AT 10MM EVERYTHING ELSE OK AT THIS TIME

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
CONTACT OUR CUSTOMER RELATIONS MANAGER IF
YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
AT JIMMY VASSER CHEVROLET TOYOTA.

*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 4593 5000 0

SIGNATURE COPY	ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS		
					LABOR AMOUNT	13.75		
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	PARTS AMOUNT	36.25	
	REASON				REVISED TOTAL \$	GAS, OIL, LUBE	0.00	
						SUBLET AMOUNT	0.00	
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	MISC. CHARGES	0.00	
	REASON				REVISED TOTAL \$	TOTAL CHARGES	50.00	
						ADJUSTMENTS	0.00	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SALES TAX	0.00
	X				X		PLEASE PAY THIS AMOUNT	50.00

BAR # ARD177353 EPA # CAD981573520



JIMMY VASSER CHEVROLET
 583 SOSCOL AVE
 NAPA, CA 94559
 http://www.jimmyvasserchevrolet.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [REDACTED] Email: tedd@jvasser.com
 Customer Name: [REDACTED] VIN: 3GCUKREC0GG [REDACTED] Date: 07/11/2017
 Repair Order #: [REDACTED] Mileage: 14844 Tag #: [REDACTED] License #: [REDACTED]

Checked and OK May Require Attention Soon Requires Immediate Attention



- OnStar active
- Enrolled in OVD
- Enrolled in DMN

- Service History Check
- Remaining engine oil life: 100 % Reset: NA:
- Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



- LF
- RF

- Rear (if applicable)
- Windshield condition
- Cracks Chips

CHECK TIRES AND TREAD DEPTH

- 8/32 or Greater 7/32 to 4/32 3/32 or Less

- LF 7/32
- PSI@: 35 set to: ___ PSI
- Wear Pattern/Damage



- RF 7/32
- PSI@: 35 set to: ___ PSI
- Wear Pattern/Damage

- LR 7/32
- PSI@: 35 set to: ___ PSI
- Wear Pattern/Damage

- RR 7/32
- PSI@: 35 set to: ___ PSI
- Wear Pattern/Damage

- Rotation needed Alignment needed Balance needed

CHECK BATTERY



- Battery condition
- Battery cables and connections

CHANGE ENGINE OIL & FILTER N/A

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Front 7 mm or Greater 6 mm to 4 mm 3 mm or Less

- LF 7mm / greater RF 7mm / greater
- LR 7mm / greater RR 7mm / greater



- Rear 4 mm or Greater 3 mm 2 mm or Less

Lowest Front Lining: 10mm / greater Lowest Rear Lining: 10mm / greater

- Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fuel system (also including gas cap seating)	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Steering components and steering linkage
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Engine, transmission, drive axle, transfer case	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Engine cooling system	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Exhaust system components
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Shocks and struts – also check operation	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Body components lubrication
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Restraint system component check
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Hoses: engine, power steering and HVAC	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Chassis components lubrication
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Engine air filter	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Drive axle (leak/other)
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Passenger compartment air filter	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Evaporative control system

Your Service Consultant:

Your Service Technician: ERICK GONZALEZ

Vehicle Report

Printed on: 07/11/2017 11:28:00



VIN: 3GCUKREC0GG [REDACTED] Vehicle Model: 2016 SILVERADO 1500 CREW 4WD Delivery Date: 07/08/2016

Service Consultant : VINCE PORTER

Mileage : 14844

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - InActive	22YGL38Z

Required Field Actions

Number	Type	Description	Release Date	Status
[REDACTED]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty Odometer Status
Bumper to Bumper Limited Warranty	07/08/2016	124 MI	07/08/2019	36124 MI Applicable
Emission Limited Warranty	07/08/2016	124 MI	07/08/2019	50124 MI Applicable
Corrosion Limited Warranty	07/08/2016	124 MI	07/08/2022	100124 MI Applicable
Emission Select Component Ltd Wty	07/08/2016	124 MI	07/08/2024	80124 MI Applicable
Emission Select State Component Ltd Wty	07/08/2016	124 MI	07/08/2023	70124 MI Applicable
Powertrain Limited Warranty	07/08/2016	124 MI	07/08/2021	60124 MI Applicable
Chevrolet Scheduled Maintenance-2 visits	07/08/2016	124 MI	07/08/2018	24124 MI 1 of 2 visits remaining

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Date Allowance	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.							

Service Information

Type	Number	Description	Date Posted
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017
EI	PIE0365		06/21/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/22/2016	[REDACTED]	ZREG	[REDACTED]	Drivetrain and Front Suspension Frame Front Crossmember Replacement	7717 MI	Warranty
12/22/2016	[REDACTED]	ZREG	[REDACTED]	Chevrolet 2 Year Maintenance	7717 MI	Warranty
12/22/2016	[REDACTED]	ZFAT	[REDACTED]	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	7717 MI	Warranty
06/24/2016	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	6 MI	Warranty
06/08/2016	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

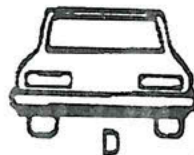
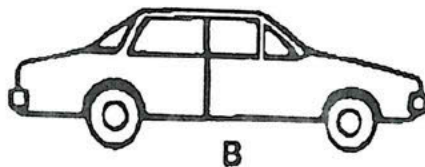
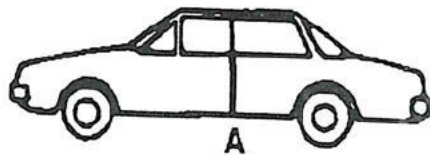
TAG # [REDACTED]
LIC # _____
MILEAGE 14844
VIN # _____

1. ITEM _____

2. ITEM _____

3. ITEM _____

NOTES _____



WARRANTY

CUSTOMER #: [REDACTED]

WORKORDER

JIMMY VASSER CHEVROLET

583 SOSCOL AVENUE - NAPA, CA 94559

(707) 257-0440

PAGE 1

SERVICE ADVISOR: 66 PORTER, VINCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET K1500	3GCUKRECOG [REDACTED]	[REDACTED]	14844 / 14844	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 11JUL17		0.00 CASH	
R.O. OPENED		BOOKED	OPTIONS: SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI	
11JUL2017 08:23						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0600723		WC94	FREE MAINTENANCE FOR 2014 CHEVROLET VEHICLES LUBE OIL AND FILTER CHANGE TIRE ROTATION 27 POINT VEHICLE INSPECTION TOP OFF DIESEL EXHAUST FLUID IF APPLICABLE

# B	TP	CCT	CHECK TIRE PRESSURE AND SET TO SPECS
-----	----	-----	--------------------------------------

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE

AUTHORIZED

I AUTHORIZE THE DEALER TO PERFORM REPAIRS REGARDING MY VEHICLE

TERMS: CASH ON DELIVERY UNLESS ARRANGEMENTS HAVE BEEN MADE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$
DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$
DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

HARD COPY

BAR #ARD177353 EPA# CAD981573520

LABOR RECORD

COMPLAINT:

CAUSE:

Performed LOF, tire rotation
set tire pressure; top off coolant
and washer fluid; reset engine
oil life; relearn TPS.

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

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

TRANSMISSION:

3 SPEED 4 SPD 5 SPD AUTO TYPE _____

ACCESSORIES:

P/S P/B A/C AIR OTHER _____

TIRE CONDITION

LF 7 /32 RF 7 /32
LR 7 /32 RR 7 /32

TIRE PRESSURE

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

BRAKE CONDITION

LF 10 /MM % RF 10 /MM %
LR 10 /MM % RR 10 /MM %

FUEL GAUGE

1/4 1/2 FULL

QUALITY TECH _____

CONTROL ASM _____

FOREMAN'S SIG. **X**

R.O. OR W/O NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[REDACTED]	45	66	.9		.8	ON

FLAG SHEET

OFF 10

FLAG SHEET

ON OFF 9

FLAG SHEET

ON OFF 8

FLAG SHEET

ON OFF 6

FLAG SHEET

ON OFF 5

FLAG SHEET

ON OFF 4

FLAG SHEET

ON OFF 3

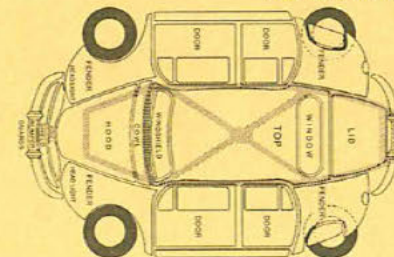
FLAG SHEET

ON OFF 2

FLAG SHEET

ON OFF 1

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F R

LF LR

CUSTOMER #: [REDACTED]

WARRANTY

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

INVOICE

PAGE 1

SERVICE ADVISOR: 3 SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0G[REDACTED]	[REDACTED]	16671/16671	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16 DD	01JUN16		17:00 01SEP17		0.00	CASH	12SEP17
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI			
30AUG17	12SEP17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE RADIO SCREEN ISNT WORKING
 CAUSE: HMIM FAILED
 3421060 HUMAN MACHINE INTERFACE CONTROL MODULE
 REPLACEMENT
 70 WC94 (N/C)

MISC RADIO
 PO#1
 WC94 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 16671 ***VERIFIED CUSTOMER CONCERN, SCANNED VEHICLE FOR ERROR CODES
 NONE FOUND. CHECKED HMI FOR POWER AND GROUND BOTH OK. CHECKED TERMINAL
 TENSION, OK. FOUND FAILURE AT HUMAN MACHINE INTERFACE MODULE CAUSING
 SCREEN NOT TO DISPLAY. REPLACED MODULE AND NOW DISPLAY WORKS AS IT
 SHOULD***THANK YOU***

B CUSTOMER STATES THERE IS A RATTLE WHEN TURNUNG AT LOW SPEED PLEASE
 18 * STEERING & RELATED REPAIRS
 70 IC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 16671 ***INSPECTED VEHICLE AND ONLY ISSUE WE FOUND IS THE TIRE
 CONTACTING THE FENDER LINER DUE TO IMPACT DAMAGE. WOULD RECOMMEND
 HAVING A BODY SHOP REPAIR THE DAMAGE AND THAT SHOULD CLEAR UP THE
 NOISE***THANK YOU***

C CHECK TIRE PRESSURE AND SET TO SPECS
 TP CHECK TIRE PRESSURE AND SET TO SPECS
 70 CCC 0.00 0.00

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

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	
REASON				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				MENTS	
				AX	
				PAY	
				OUNT	

BAR # ARD177353 EPA # CAD981573520

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

* INVOICE *

PAGE 2

BUS:		CELL:		SERVICE ADVISOR: 3 SUBLET			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	16671/16671	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16 DD	01JUN16		17:00 01SEP17		0.00	CASH	12SEP17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK: [REDACTED]			ENG:5.3_Liter_SIDI
30AUG17	12SEP17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.							

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	0.00	
REASON				REVISED TOTAL \$	PARTS AMOUNT	0.00	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	0.00	
REASON				REVISED TOTAL \$	SUBLET AMOUNT	0.00	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC. CHARGES	0.00
X				X		TOTAL CHARGES	0.00
						ADJUSTMENTS	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

BAR # ARD177353 EPA # CAD981573520

SERVICE FILE COPY

CUSTOMER #: [REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

ACCOUNTING

PAGE 1

* PRE-INVOICE **

SERVICE ADVISOR: 3 SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKRECOGG [REDACTED]	[REDACTED]	16671/16671	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 01SEP17		0.00	CASH	12SEP17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK:	ENG:5.3_Liter_SIDI		
30AUG17	12SEP17			[REDACTED]			

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

A CUSTOMER STATES THE RADIO SCREEN ISNT WORKING

CAUSE: HMIM FAILED

3421060 HUMAN MACHINE INTERFACE CONTROL MODULE
REPLACEMENT

70 WC94 0.00 2.00 8000 26118 261.18 261.18

0 0 TPARTS

8000 26118 TLABOR

MISC RADIO

PO#1

WC94 2500 2500 25.00 25.00

VERSION 1 (EMP# 39,12SEP17 11:33): 16671 ***VERIFIED CUSTOMER

CONCERN

VERSION 2 (EMP# 39,12SEP17 11:49): 16671 ***VERIFIED CUSTOMER

CONCERN AND FOUND FAILURE AT HUMAN MACHINE INTERFACE MODULE CAUSING
SCREEN NOT TO DISPLAY. REPLACED MODULE AND NOW DISPLAY WORKS AS IT
SHOULD***THANK YOU***

VERSION 3 (EMP# 39,12SEP17 11:54): 16671 ***VERIFIED CUSTOMER

CONCERN, SCANNED VEHICLE FOR ERROR CODES NONE FOUND. CHECKED HMI FOR
POWER AND GROUND BOTH OK. CHECKED TERMINAL TENSION, OK. FOUND FAILURE
AT HUMAN MACHINE INTERFACE MODULE CAUSING SCREEN NOT TO DISPLAY.
REPLACED MODULE AND NOW DISPLAY WORKS AS IT SHOULD***THANK YOU***

B CUSTOMER STATES THERE IS A RATTLE WHEN TURNUNG AT LOW SPEED PLEASE

18 * STEERING & RELATED REPAIRS

70 IC 0.00 0.30 1200 1200 12.00 12.00

VERSION 1 (EMP# 39,12SEP17 10:18): 16671 ***INSPECTED VEHICLE AND

ONLY ISSUE WE FOUND IS THE TIRE CONTACTING THE FENDER LINER DUE TO
IMPACT DAMAGE. WOULD RECOMMEND HAVING A BODY SHOP REPAIR THE DAMAGE AND
THAT SHOULD CLEAR UP THE NOISE***THANK YOU***

C CHECK TIRE PRESSURE AND SET TO SPECS

TP CHECK TIRE PRESSURE AND SET TO SPECS

70 CCC 0.00 0.00 0 0 0.00 0.00

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	
REASON					REVISD TOTAL \$	PARTS AMOUNT
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	
REASON					REVISD TOTAL \$	SUBLET AMOUNT
						MISC. CHARGES
						TOTAL CHARGES
						ADJUSTMENTS
						SALES TAX
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X		PLEASE PAY THIS AMOUNT	

BAR # ARD177353 EPA # CAD981573520

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

ACCOUNTING

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 3 SUBLET

BUS:		CELL:		VIN		LICENSE		MILEAGE IN/ OUT		TAG
SILVER		16		CHEVROLET K1500		3GCUKREC0GG [REDACTED]		16671/16671		[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE		
07JUL16	DD01JUN16		17:00 01SEP17			0.00	CASH	12SEP17		
R.O. OPENED		BOOKED		OPTIONS:		SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI		
30AUG17		12SEP17								

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

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF
OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE
CONTACT OUR CUSTOMER RELATIONS MANAGER IF
YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU FOR YOUR PATRONAGE FROM THE STAFF
AT JIMMY VASSER CHEVROLET TOYOTA.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-12-17	10:11	10:11	0.00	W	70	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	26118	8000		1/7806	2500	2500	1
1/46300	1200	1200	6704	1/46000	0	0	
1/26300	28618	*****		1/6704	1200	*****	6704
1/22500	0	*****					

COST, SALE, & COMP TOTALS 11700 29818 0

**SIGNATURE
COPY**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
REASON				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				ADJUSTMENTS	0.00
				SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.				PLEASE PAY THIS AMOUNT	
X				0.00	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.					
X					

BAR # ARD177353 EPA # CAD981573520

ACCOUNTING COPY

CUSTOMER #:

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

INTERNAL

PAGE 1

SERVICE ADVISOR: 3 SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG		16671/16671		
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 01SEP17		0.00	CASH	12SEP17
R.O. OPENED	BOOKED	OPTIONS:		SOLD-STK:	ENG:5.3_Liter_SIDI		
30AUG17	12SEP17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B							
CUSTOMER STATES THERE IS A RATTLE WHEN TURNUNG AT LOW SPEED PLEASE							
18 * STEERING & RELATED REPAIRS							
				70 IC 0.30		12.00	12.00

16671 ***INSPECTED VEHICLE AND ONLY ISSUE WE FOUND IS THE TIRE CONTACTING THE FENDER LINER DUE TO IMPACT DAMAGE. WOULD RECOMMEND HAVING A BODY SHOP REPAIR THE DAMAGE AND THAT SHOULD CLEAR UP THE NOISE***THANK YOU***

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.

COST, SALE, & COMP TOTALS 1200 1200 0

SIGNATURE COPY

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	12.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	12.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	12.00

BAR # ARD177353 EPA # CAD981573520

INTERNAL COPY

CUSTOMER #: [REDACTED]

[REDACTED]

JIMMY VASSER CHEVROLET

583 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 257-0440 * (800) 818-6968

WARRANTY

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 3 SUBLET			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	16	CHEVROLET K1500	3GCUKREC0GG [REDACTED]	[REDACTED]	16671/16671	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL16	DD01JUN16		17:00 01SEP17		0.00	CASH	12SEP17
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED]		ENG:5.3_Liter_SIDI			
30AUG17	12SEP17			9 Days =			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO SCREEN ISNT WORKING							
CAUSE: HMIM FAILED							
3421060 HUMAN MACHINE INTERFACE CONTROL MODULE							
REPLACEMENT							
		70	WC94	2.00		261.18	261.18
				0	0	TPARTS	
				8000	26118	TLABOR	
MISC RADIO PO#1							
			WC94			25.00	25.00

Add Rental? 342-

16671 ***VERIFIED CUSTOMER CONCERN, SCANNED VEHICLE FOR ERROR CODES NONE FOUND. CHECKED HMI FOR POWER AND GROUND BOTH OK. CHECKED TERMINAL TENSION, OK. FOUND FAILURE AT HUMAN MACHINE INTERFACE MODULE CAUSING SCREEN NOT TO DISPLAY. REPLACED MODULE AND NOW DISPLAY WORKS AS IT SHOULD***THANK YOU***

Hertz phone#
265-7575

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER CHEVROLET TOYOTA.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-12-17	10:11	10:11	0.00	W	70	A	

*Need Rental Invoice

Need to
* Print approved

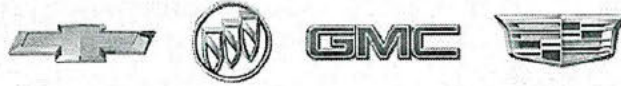
628.18

DMA *

COST, SALE, & COMP TOTALS 10500 28618 0

SIGNATURE COPY	ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
				LABOR AMOUNT
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	25.00
			TOTAL CHARGES	286.18
			ADJUSTMENTS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	286.18

BAR # ARD177353 EPA # CAD981573520



General Motors - Claim Pre-approval Request - 830949

Request Status: SUBMITTED

Create Date: 09/25/2017

Approver: JAMIE LALANDE

Status Date: 09/25/2017

Region: WESTERN REGION

Role: DISTRICT MGR AFTERSALES CHEVROLET

Vehicle Information

VIN: 3GCUKREC0GG [REDACTED]

Mileage: 16,671

Year: 2016

Make: CHEVROLET

Model: K1500

Policy Related: No

Vehicle is: New

Customer Information

Name: [REDACTED]

Phone: [REDACTED]

Dealer Information

BAC: 163 [REDACTED]

Dealer: JIMMY VASSER CHEVROLET

Requestor: BRANDON CASE

Service Event Information

Job Card #: [REDACTED]

Labor Op: [REDACTED] - Human Machine Interface Control Module Replacement

Base Time: 0.8

OLH: 1.4

Total: 2.2

GM Rental Days: 9

Enter the Total cost of the repair using warranty rates. Customer Participation is the exact dollar amount collected from customer.

Dealer participation is dollar amount dealer is contributing (not including repair at warranty rates).

Total Repair Cost:	\$628.18
Customer Participation:	\$0.00
Dealer Participation:	\$0.00
Total GM Participation:	\$628.18

Business Reason

DAY 1 DIAGED AND ORDERED PARTS-SPAC NONE AVAILABLE DAY 2 WAITING ON PARTS DAY 3 WAITING ON PARTS DAY 4 WAITING ON PARTS DAY 5-6 WEEKEND DAY 7 WAITING ON PARTS DAY 8 GOT AND INSTALLED PARTS DAY 9 CUSTOMER PUCKED UP

Other goodwill tools (if any) offered and not accepted: None

DAY 8 GOT AND INSTALLED PARTS

DAY 9 CUSTOMER PUCKED UP

DMA Comments

BRANDON CASE [09/25/2017 12:34:18]: [AUTO] Form Created

JAMIE LALANDE [09/25/2017 15:42:31]: [AUTO] Updated to status: APPROVED

GM Dealer Pre-Approval Goodwill Request : Request Number 830949 : APPROVED : Status Updated By: JAMIE LALANDE

Search

Vehicle Information

VIN	3GCUKREC0GU [REDACTED]	<input type="checkbox"/> Rental Related
Mileage	16671	<input type="checkbox"/> Policy Related
Make	CHEVROLET	<input type="checkbox"/> Above Empowerment
Year	2016	<input type="checkbox"/> Cross Line Policy
Model	K1500	<input type="checkbox"/> Non-GM Part
		<input type="checkbox"/> Assembly Replacement

Customer Information

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

Dealership Information

BAC:	163 [REDACTED]
Dealer:	JIMMY VASSER CHEVROLET
GM Approver:	JAMIE LALANDE
Region:	WESTERN REGION
Role:	DISTRICT MGR AFTERSALES CHEVROLET

Service Event Information

Job Card #	[REDACTED]			
Labor Op	[REDACTED]	Labor Op Description		
		Human Machine Interface Control Module Replacement		
Base Time	0.8	OLH	1.4	Total 2.2
GM Rental Days	9	<input type="checkbox"/> Non GM Rental		
Total Repair Cost	\$628.18	Customer Participation	\$0.00	Dealer Participation \$0.00
Total Amount of GM Participation	\$628.18			

Business Reason

DAY 1 DIAGED AND ORDERED PARTS-SPAC NONE AVAILIABLE
 DAY 2 WAITING ON PARTS
 DAY 3 WAITING ON PARTS
 DAY 4 WAITING ON PARTS
 DAY 5-6 WEEKEND
 DAY 7 WAITING ON PARTS
 DAY 8 GOT AND INSTALLED PARTS
 DAY 9 CUSTOMER PUCKED UP

Comments

BRANDON CASE [09/25/2017 12:34:18]: [AUTO] Form Created
 JAMIE LALANDE [09/25/2017 15:42:31]: [AUTO] Updated to status: APPROVED

Add Comment

Status APPROVED

Print

From: Brenda Allen (C) <brenda.allen@gm.com>

To: Vickie Vecchiarelli <vickie@jvasser.com>

Cc:

Date: Wednesday, November 29, 2017 11:26 am

Subject: RE: [EXTERNAL] Re: Job Card# [REDACTED] BAC#163 [REDACTED]

Hi Vickie,

I need the job card to support the OLH with punch times and managers approval for Job Card [REDACTED]
I tried to call you but the operator said you don't have a phone!!

Please email the documents or attach to claim.

The DMA approvals are perfect.

Thank you!

Sincerely,

Brenda Allen
WSC Specialist – Western Region
GM Warranty Support Center – an Associate of Morley Companies
Phone: 1-866-446-2900 Ext. 5920547
Email: Brenda.allen@gm.com

From: Vickie Vecchiarelli [mailto:vickie@jvasser.com]

Sent: Monday, November 27, 2017 7:36 PM

To: Brenda Allen (C) <brenda.allen@gm.com>

Subject: [EXTERNAL] Re: Job Card# [REDACTED] BAC#163 [REDACTED]

Hi Brenda,

I was able to resubmit these 2 Job Cards today - just now.
Hopefully I did it right this time.
Hope you enjoyed your weekend.
Back to reality and another end of month!

Thank you for your help,

Vickie V.

Warranty Administrator

Jimmy Vasser

Vickie@Jvasser.com

-----Original Message-----

From: Brenda Allen (C) [mailto:brenda.allen@gm.com]

Sent: Friday, November 24, 2017 01:22 PM
To: 'Vickie Vecchiarelli'
Subject: Job Card# [REDACTED] BAC#163 [REDACTED]

Hi Vickie,

I returned both of these claims because I need the PDF version of the DMA Authorization attached to the claim.

You have to hit the Print button and it will give you a PDF version.

Please contact me if you have any questions.

Thank you and hope you had a nice Thanksgiving and weekend.

Sincerely,

Brenda Allen
WSC Specialist ? Western Region
GM Warranty Support Center ? an Associate of Morley Companies
Phone: 1-866-446-2900 Ext. 5920547
Email: Brenda.allen@gm.com

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

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

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

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

Attachments:



Brandon CAse

September 12, 2017



Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this
→ [View \](#)

→

→

→

→ [View \](#)

→ [View \](#)

→ [Comp](#)

[View \](#)

→ [Trans](#)

[Detail](#)

→ [View \](#)

→ [Inform](#)

→

→ [Invest](#)

[Assen](#)

Vehicle Information

VIN: 3GCUKREC0GG [REDACTED] Model: CK15743-2016 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	[REDACTED]	[REDACTED]	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0365		06/21/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017
EI	PIE0428	PIE0428: Engineering Information â Steering Jerks, Whips or Kicks Back	08/17/2017

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
 XM Equipped: Y
 OnStar Vehicle Diagnostics: Y

XM Radio ID: 22YGL38Z

OnStar Status: Active
 XM Status: Active
 DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	07/08/2016	124 MI	07/08/2019	36,124 MI
	Emission Limited Warranty	07/08/2016	124 MI	07/08/2019	50,124 MI
	Corrosion Limited Warranty	07/08/2016	124 MI	07/08/2022	100,124 MI
	Emission Select Component Ltd Wty	07/08/2016	124 MI	07/08/2024	80,124 MI
	Emission Select State Component Ltd Wty	07/08/2016	124 MI	07/08/2023	70,124 MI
	Powertrain Limited Warranty	07/08/2016	124 MI	07/08/2021	60,124 MI
	Chevrolet Scheduled Maintenance-2 visits	07/08/2016	124 MI	07/08/2018	24,124 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/11/2017		ZREG---Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	14,844 MI
12/22/2016		ZREG---Regular Vehicle Transaction		1431720 - Drivetrain and Front Suspension Frame Front Crossmember Replacement	7,717 MI
12/22/2016		ZREG---Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	7,717 MI
12/22/2016		ZFAT---Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	7,717 MI
06/24/2016		ZPDI---Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	6 MI
06/08/2016		ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors.

CUSTOMER #:

WARRANTY

WORKORDER

JIMMY VASSER CHEVROLET

PAGE 1

583 SOSCOL AVENUE - NAPA, CA 94559

(707) 257-0440

SERVICE ADVISOR: 39 CASE, BRANDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	16	CHEVROLET K1500	3GCUKREC0GG		16671/12672	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
07JUL16	DD01JUN16		17:00 31AUG17		0.00 CASH	
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:		ENG:5.3 Liter_SIDI		

LINE	OP CODE	TECH..	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	38	HMT	WC94	CUSTOMER STATES THE RADIO SCREEN ISNT WORKING
<p>PART RETURNED <i>DATE 9/12/17</i> <i>LABOR # 3421060 = .5</i> <i>+ .3 DISCO</i> <i>Parts ordered</i></p>				
# B	18		WC94	CUSTOMER STATES THERE IS A RATTLE WHEN TURNING AT LOW SPEED PLEASE - <i>Front end</i>
# C	TP			CHECK TIRE PRESSURE AND SET TO SPECS

14 A Policy Decision P Part Ceiling Exceeded
 E Other Labour Hours R Repeat/Related Repair
 H Net Item Excessive
 J Waive Deductible Elite Authorization
 M Mileage Rollback Elite Authorization

DIAGNOSIS OF HMT MODULE.

ROCK @ 8/31/17
8:18am

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to separate 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the dealer is not responsible for any loss or damage to the vehicle, and the dealer is not responsible for any loss or damage to the vehicle in the event suit is brought for collection.

PRELIMINARY ESTIMATE

AUTHORIZED

I AUTHORIZE THE DE... REGARDING MY VEH

TERMS: CASH C... UNLESS

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$
DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$
DATE	TIME	PHONE NUMBER OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
				\$

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

COPY

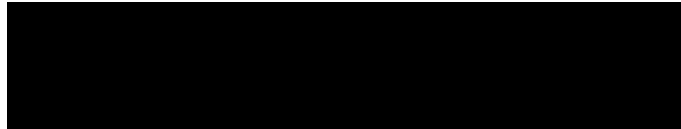
BAR #ARD177353 EPA# CAD981573520

PE18-012

GM

3-27-2019

Q3



Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business:

Yes No

*First Name

*Last Name

Phone Number

Time

*Component's Warranty End Date 01/29/2019

*Job Card Date 07/13/2018

Days Out of Warranty 0

Vehicle / Coverage

*Full VIN 3GTU2UEC6PC

Make GMC

*Component Warranty Coverage

Bumper to Bumper Coverage

*Repair Group

Brakes

Mileage

*Component's Warranty End Mileage 36,065

*Current Mileage 67,707

Miles Out of Warranty 31,642

Reasons For Policy Adjustment

*Primary reason for policy adjustment Loyal new vehicle sales and service customer

Additional Comments

CUSTOMER IS A LOYAL SERVICE AND SALES CUSTOMER, CUSTOMER STATED THEY COMPLAINED OF THIS BRAKE ISSUE PREVIOUSLY BUT CONCERN WAS NOT ABLE TO BE DUPLICATED AT THAT TIME.

Repair Information

*Total Repair Cost (Warranty Rates) \$676.67

*Job Card / Repair Order #

Results

GM Participation Amount	\$67.67	Customer / Dealer Participation Amount	\$609.00 / 90%
Agreed Upon Customer / Dealer Participation Amount			

Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

[Print](#) [Reset](#) [Edit](#) [Home](#)

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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

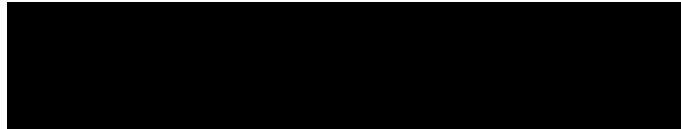
Please print this document and the supporting IVH document and attach to the 'Hard Copy'.
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.
Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [1:17:48 PM]:

Welcome to chat.

Anthony Ricardo [1:18:05 PM]:

Thank you for chatting GMC Customer Assistance, my name is Anthony.

██████████ [1:18:21 PM]:

Hello Anthony

Anthony Ricardo [1:19:11 PM]:

I understand that you're having a concern with the brake booster pump on your vehicle, ██████████. I know how frustrating it can be. Let's see how we can help. I will be more than happy to check my resources for you.

██████████ [1:20:04 PM]:

Texan Gmc Humble is the dealership I am working with. I bought my vehicle from Texan Gmc.

Anthony Ricardo [1:21:45 PM]:

Can you verify the last 8 characters of the VIN?

Caller ██████████ left the call.

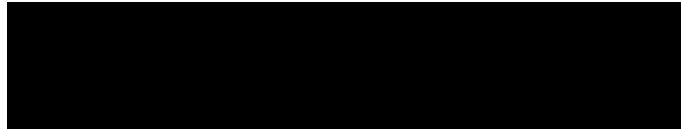
Call Disconnected.

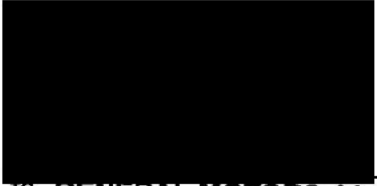
PE18-012

GM

3-27-2019

Q3





SHIP DATE: 03AUG18
ACTWGT: 1.00 LB
CAD: [REDACTED]

BILL SENDER

TO GENERAL MOTORS, LLC

100 RENAISSANCE DRIVE
LEVEL B - MAIL ROOM
DETROIT MI 48243

(215) 540-8888
INV:

REF: GM LTRS

562J16309DCA6

RECEIVED AUG 06 2018



fedEx
Express



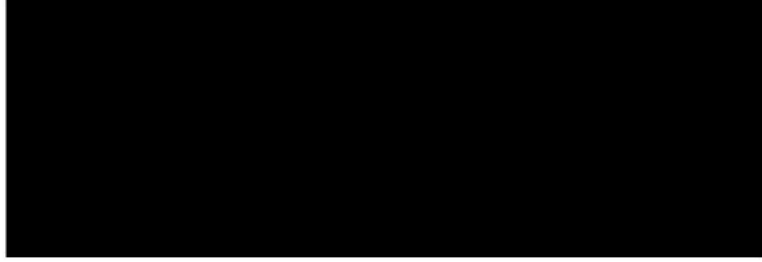
MON - 06 AUG 3:00P
STANDARD OVERNIGHT

TRK#
0201



SH DTWA

MI-US 48243
DTW



After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number. Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.



ROBERT M. SILVERMAN
CRAIG THOR KIMMEL



KIMMEL & SILVERMAN

P.C.

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, HI Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, IL Bar
Member, CA Bar
Member, WI Bar
Member, HI Bar
Member, AZ Bar
Member, TX Bar

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 2, North Scituate, RI 02857, P (401) 764-5566, F (401) 764-5567

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817

OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT
ROBERT A. RAPPIN
ANGELA K. TROCCOLI
AMY L. BRINNECOPF QINSBURG
W. CHRISTOPHER COMPONOV
JASON L. GRESHAM
SHANNON R. HARKINS
CHAD P. DOMAN
RACHEL R. STEVENS
JOSEPH C. HOEPPFEL
RICHARD J. ALBANES
KAREEM R. SHEPHERD
ZACHARY A. ZAWROTNY
STEPHEN D. SILVERMAN

August 3, 2018

Below are a list of the letters of Rep. being federal expressed from our office today.

[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LL
[REDACTED] v General Motors, LLC
[REDACTED] V. General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] V. General Motors, LLC
[REDACTED] V. General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC
[REDACTED] v General Motors, LLC

Thank you,

Joan Hammer



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlow Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 2, North Scituate, RI 02857, P (401) 764-5566, F (401) 764-5567

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817

OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 31, 2018

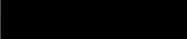

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, FL Bar
Member, AZ Bar
Member, TX Bar

JACQUELINE C. HERRITT
ROBERT A. RABKIN
ANGELA K. TROCCOLI
AMY L. BENNECOFF GINSBURG
W. CHRISTOPHER COMPONOVIO
JASON L. GRESHES
SHANNON R. HARKINS
CHAD P. DOMAN
RACHEL R. STEVENS
JOSEPH C. HOEFTEL
RICHARD J. ALBANESE
KAREEM R. SEIFELDIN
ZACHARY A. ZAWROTNY
STEPHEN D. SILVERMAN

VIA FEDEX ONLY

General Motors, LLC
LEGAL STAFF - SERVICE OF PROCESS OFFICE
400 RENAISSANCE CENTER
MAIL CODE 482-038-210
Detroit, MI 48265

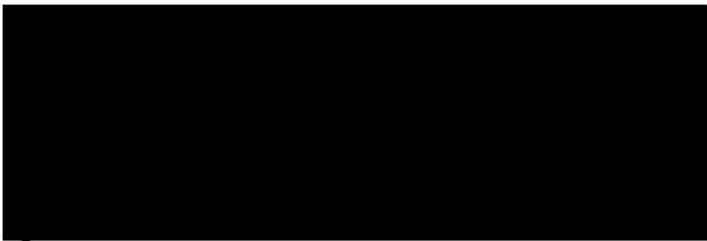
Re:  v. General Motors, LLC
Vehicle: 2015 Cadillac Escalade
Date of Purchase: 07/07/2017
Place of Purchase: Faulkner Cadillac
VIN: 1GYS4SKJ4FR 


Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors, LLC pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter.
hesitate to contact the undersigned.



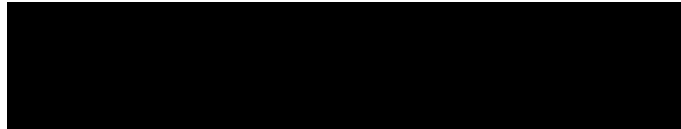
RMS\ JH
cc: 

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [REDACTED]

INVOICE

Faulkner Cadillac

6726 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

PAGE 1

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4F[REDACTED]		63058/63066	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			WAIT 31AUG18		0.00	CASH	21AUG18
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		ENG: 6.2 Liter_SFI			
27JUL18	21AUG18	1) VALET/LOANER 2) WE OWE FOR XZILON		LIST	NET	TOTAL	

A VEHICLE PICK UP AT 73 AUTUMNFEST CRT
GREENCASTLE...LOANER...818-856-0093
CAUSE: SERVICE REWARDS VALET SERVICE
SRV SERVICE REWARDS VALET PICKUP/DELIVER

409467 CA
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT THE TV MONITORS ARE INOPERATIVE. CHECK AND ADVISE

CAUSE: INTERNAL OPEN
3423420 VIDEO DISPLAY REPLACEMENT
409467 W
FC: PART#: 23379296 COUNT: 0
CLAIM TYPE:
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
60000 inop replaced both second and third row monitors ok

C CUSTOMER STATES THAT THERE IS OIL COMING OUT OF THE EXHAUST. CHECK AND ADVISE

EDIAG NO REPAIRS MADE AT THIS TIME
409467 CA
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
60000 exhaust when using remote start after vehicle has been sitting it is normal to see smoke at start up, no repairs made, vehicle oil life 0 8377 On oil

D CUSTOMER STATES THAT THERE IS AN EXHAUST LEAK
EDIAG NO PROBLEM FOUND AT TIME OF TEST

409467 CA
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
60000 checked for exhaust leak, cold at idle and under load, no leaks found

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

Faulkner Cadillac

6726 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

CUSTOMER #:

INVOICE

PAGE 2

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR		63058/63066	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			WAIT 31AUG18		0.00	CASH
07JUL17 DD						21AUG18
R.O. OPENED	READY	OPTIONS: SOLD-STK: ENG:6.2_Liter_SFI				
27JUL18	21AUG18	1)VALET/LOANER 2)WE OWE FOR XZILON				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E CUSTOMER STATES THAT THE REAR DEFROST TAB IS BROKEN OFF. CHECK AND ADVISE

BODY CUSTOMER OFFERED ASSISTANCE TO REPLACE REAR GLASS BUT DECLINES REPAIR
 409467 CA 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

PARTS: 0.00 rear glass not repairable needs glass replaced
 60000 *****

F PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***
 MPI PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***
 409467 CE 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

PARTS: 0.00 PERFORM FREE MULTI-POINT INSPECTION
 60000 *****

G CHECK FOR OUTSTANDING FACTORY RECALLS ***
 NCR NO CURRENT RECALLS ON THE VEHICLE AT THIS TIME.

409467 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00 (N/C)

H INTERNAL PAY FAULKNER LOANER
 ILOANER INTERNAL PAY FAULKNER LOANER
 1 IPL 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00 (N/C)

PARTS: 0.00

I** CUSTOMER ADDED AFTER PICK UP THAT THE REAR BUMPER POPS OUT IN THE CORNERS BY THE QUARTER PANLES. CHECK AND ADVISE
 BODY BODY FIT / TRIM / DOORS ***

409467 CA 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

PARTS: 0.00 found bumper cover popped out at corners. reinstalled cover
 60000 *****

J** CUSTOMER ADDED AFTER PICK UP THAT THE DRIVERS SIDE DOOR HANDLE

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

Faulkner Cadillac

6726 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000

www.faulknercadillac.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 3

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4F[REDACTED]	[REDACTED]	63058/63066	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
07JUL17 DD			WAIT 31AUG18		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:FR [REDACTED]		ENG:6.2_Liter_SFI		
27JUL18	21AUG18	1) VALET/LOANER 2) WE OWE FOR XZILON				
				LIST	NET	TOTAL

LINE OPCODE TECH TYPE HOURS

CHROME IS BROKEN. CHECK AND ADVISE

BODY BROKEN DRIVERS DOOR HANDLE

409467 CA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

60000 needs replaced declined repair

K** CUSTOMER STATES THAT THE REAR AIR COMPRESSOR IS LOUD AND THE BYPASS GOES OFF EVEN WITH AN EMPTY TRAILER. CHECK AND ADVISE

SDIAG CUSTOMER OFFERED ASSISTANCE TOWARDS REPLACEMENT BUT DECLINED

409467 CA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

60000 declined repair, compressor needs replaced

L** CUSTOMER STATES THAT THE DOOR TRIM ON THE PASSENGER DOOR IS LOOSE. CHECK AND ADVISE

BODY CUSTOMER DECLINED REPAIR OF THE BROKEN APPLIQUES

409467 CA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L: 0.00

60000 declined repair

M** CUSTOMER STATES THAE THE REAR OF THE VEHICLE ONLY COOLS DOWN AFTER TURNING THE FAN TO HIGH. CHECK AND ADVISE

CAUSE: LEAKING

4415010 AIR CONDITIONING COMPRESSOR HOSE REPLACEMENT

409467 W (N/C)

1 23443882 (S)HOSE (N/C)

FC: PART#: 23443882 COUNT: 1

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

Faulkner Cadillac

6726 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 4

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR [REDACTED]		63058/63066	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			WAIT 31AUG18		0.00	CASH	21AUG18
R.O. OPENED	READY	OPTIONS: SOLD-STK:FR [REDACTED] ENG:6.2_Liter_SFI					
27JUL18	21AUG18	1) VALET/LOANER 2) WE OWE FOR XZILON					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

60000 ac line leak replaced ac line from compressor to fire wall,
evac recharge

N** CUSTOMER STATES THE THIRD ROW MONITOR IS INOP. CHECK AND ADVISE
CAUSE: INTERNAL OPEN

3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT

PARTS: 409467 W 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: (N/C) 0.00



CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

	50.00
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	50.00
TOTAL CHARGES	50.00
LESS INSURANCE	0.00
SALES TAX	3.00
PLEASE PAY THIS AMOUNT	53.00

FAULKNER CADILLAC
6726 CARLISLE PIKE
MECHANICSBURG, PA 17050

SALE

MID: 2356 Store: 0001 Term: 0002

REF#: [REDACTED]

Batch #: 021

RRN: [REDACTED]

08/22/18

09:35:14

CVC: W

Trans ID: [REDACTED]

APPR CODE: 02202P

MASTERCARD

Manual CNP

***** [REDACTED]

/

AMOUNT

\$53.00

APPROVED

CUSTOMER COPY