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

PE18-012

GM

3-27-2019

Q3

[redacted]

GRAY CHEVROLET

1245 N. 9th Street - PO Box 313
Stroudsburg, PA 18360
(570) 517-5500 - Fax: (570) 517-5520

.graychevrolet.com

)CE DEPARTMENT HOURS
:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
7/26/18	[redacted]
R/O Close Date	
7/26/18	Pre-Invoice
Mileage In	Mileage Out
90683	90686
Service Advisor / Tag #	
Matthew/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCJKC9GR[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model		Body	Color	License Number
2016	CHEVROLET	SUBURBAN	2WD	4DR 1500 LTZ		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#2 - 41CVZ: BRAKE SYSTEMS		
C/S VEHICLE TAKES LONGER TO STOP - PERFORM BRAKE I		
NSPECTION		
Caused by		
FRONT BRAKE VERY LOW , INSIDE FACE OF LF ROTOR HAS		
HOT SPOTS .REAR BRAKES GOOD APPROX 6/32		
Tech: Jeremy Hay (716)		200.00
Installed: SL-N-PAD (05017-BOPCKT)	1@88.00	88.00
REPLACED FRONT BRAKE PADS ,RESURFACED ROTORS		
AND CLEANED / LUBRICATED SLIDERS		
Sub Total: 288.00		

****
* We would like to THANK YOU for allowing us to *
* perform all of your service needs. If for any reason,*
* you are not completely satisfied please contact me *
* directly. Service Mgr. Rickie Mueller *
****

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

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

LABOR	200.00
PARTS	88.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	10.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	17.88
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	315.88

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

...Dealership Applicat... GMUP (800)945-1028

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

REED LALLIER CHEVROLET

4500 RAEFORD RD.
FAYETTEVILLE , NC 28304
(910) 426-2000
www.reedlallier.com

[redacted]

RVICE ADVISOR: 6595 RICARDO RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CHEVROLET SUBURBAN 1	1GNSCJKC9GR[redacted]		91269/91269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			WAIT 27JUL18			CASH	27JUL18

R.O. OPENED	READY	OPTIONS:
07:19 27JUL18	13:03 27JUL18	DLR:16468

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES REDUCED BRAKE PERFORMANCE. WHILE DRIVING BRAKE PEDAL BECAME HARD AND BRAKE LIGHT CAME ON CHECK AND ADVISE			
CDIAG CUSTOMER STATES REDUCED BRAKE PERFORMANCE. WHILE DRIVING BRAKE PEDAL BECAME HARD AND BRAKE LIGHT CAME ON CHECK AND ADVISE			
6413 CC			
120 OK TO PERFORM REPAIRS	85.00		85.00
6413 CC			
1 12669488 (S) PUMP	277.54		277.54
91269 CONFIRMED CUSTOMERS CONCERNS, REPLACED VACUUM PUMP. PER CUSTOMERS REQUEST TURNED ROTORS, SCUFF PADS, BRAKE FLUID FLUSH CONDUCTED. WORKING AS DESIGNED 242.13	208.83		208.83
**********			
B MULTI POINT VEHICLE INSPECTION			
MPVI MULTI POINT VEHICLE INSPECTION			
6413 CC			
**********	0.00		0.00
C** TerraClean Brake System Service			
BRAKE TerraClean Brake System Service			
6668 CC			
1 205220 BRAKE SERVICE 30.90	119.06	30.90	119.06 30.90
**********			
D** RESURFACE FRONT ROTORS AND SCUFF FRONT PADS			
FB RESURFACE FRONT ROTORS AND SCUFF FRONT PADS			
6668 CC			
2 19287400 CLEANER 7.25	104.95	7.25	104.95 14.50
**********			

Goodwrench

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, REED LALLIER CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and REED LALLIER CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	586.55
PARTS AMOUNT	254.23
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	870.78
LESS INSURANCE	0.00
SALES TAX	58.86
PLEASE PAY THIS AMOUNT	929.64

PE18-012

GM

3-27-2019

Q3

[redacted]

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

Caller English

System [11:05:24 AM]:

Welcome to chat.

Frenz Ann [11:05:33 AM]:

Thank you for contacting Chevrolet Customer Assistance, my name is Frenz Ann.

Frenz Ann [11:05:50 AM]:

Hi, [redacted]. Please allow me a couple minutes to check your concern.

Frenz Ann [11:10:09 AM]:

I hate to hear that you felt you were at risk. Please know that your safety is of utmost importance to Chevrolet.

Frenz Ann [11:10:43 AM]:

I would certainly like to look into this further.

Frenz Ann [11:10:56 AM]:

Can I have your mileage please?

[redacted] [11:11:09 AM]:

62,000

Frenz Ann [11:11:16 AM]:

Thank you.

Frenz Ann [11:11:38 AM]:

When was the last time your vehicle was at the dealership for this issue?

[redacted] [11:12:05 AM]:

This is the first time having this issue

Frenz Ann [11:12:51 AM]:

I see. How long have you been having this issue?

[redacted] [11:13:44 AM]:

Well, the vacuum broke 2 nights ago and I got it fixed yestrday

Frenz Ann [11:14:59 AM]:

Okay. Thank you.

Frenz Ann [11:16:18 AM]:

While I look into this, may I have your mailing address for documentation purposes?

[redacted] [11:16:39 AM]:

[redacted]

[redacted] [11:16:48 AM]:

[redacted]

Frenz Ann [11:17:00 AM]:

Thank you.

Frenz Ann [11:17:08 AM]:

Please give me 3 to 5 minutes to look into this.

[redacted] [11:21:25 AM]:

[redacted]

[redacted] [11:22:17 AM]:

Here is a website with 49 complaints of the same exact issue

Frenz Ann [11:23:37 AM]:

There are 3 recalls on the vehicle for “Loss of Steering Assist”, “Frontal Airbag And Pretensioner Non Deploy” and Seatbelt Lap Anchor Tensioner Cable. However, this vehicle does not have any bulletins related to your concern.

Frenz Ann [11:23:53 AM]:

Have you been to a GM dealership to have the vehicle checked?

[redacted] [11:24:13 AM]:

Yes I am aware of the recalls and that they do not cover this situation

[redacted] [11:24:35 AM]:

I have not yet been to a dealership regarding this issue because the closest one to be is 4 hours away

Frenz Ann [11:25:23 AM]:

As your vehicle has not yet been assessed by one of our specialists, this is the best step to take first.

Frenz Ann [11:25:41 AM]:

GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply.

[redacted] [11:25:56 AM]:

I am contacting you about this issue because it is a major safety concern and GM needs to look into this issue and making a recall for this part before people start getting injured or killed

[redacted] [11:28:15 AM]:

In order for my truck to work I needed to get the part fixed immediately. Since the part is fixed one of your specialists will see that there is now nothing wrong with the vehicle.

Frenz Ann [11:29:52 AM]:

I can see your point. I will certainly document your concern.

Frenz Ann [11:32:19 AM]:

You may contact NHTSA (National Highway Traffic Safety Administration) with any questions or concerns regarding recalls at 1-888-327-4236.

Frenz Ann [11:33:09 AM]:

We still advise that you take the vehicle to the dealer so they can look at it.

Frenz Ann [11:33:44 AM]:

They can also perform the open recalls on your vehicle.

Frenz Ann [11:34:24 AM]:

Would you like help in setting up a service appointment?

[redacted] [11:37:22 AM]:

I cannot make an appointment at this time. The closest dealer to me is 3-4 hours away and I cannot get off work to spend a day at the dealership

Frenz Ann [11:38:39 AM]:

I understand. If you should need to contact us again, please refer to this reference number, [redacted] This is your reference from your chat today.

Frenz Ann [11:38:52 AM]:

Is there anything else I can help you with?

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

DENNY MENHOLT

CHEVROLET · BUICK · GMC

1172 16th Street · Cody, Wyoming 82414
Phone: (307) 587-4218
dennymenholtcody@gmail.com
www.dennymenholtcody.com

SERVICE ADVISOR: 82 JAMES CROSSNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]5		58646/58646	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 03JUL18		0.00	CASH	03JUL18

R.O. OPENED	READY	OPTIONS:
14:26 03JUL18	16:50 03JUL18	DLR:281237 ENG:6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES FRONT AND REAR DVDS PLAYER GO BLANK											
CAUSE: .											
CONCERN CODE:											
	D2			DIAGNOSE AND REPAIR FOR							
		25		SCHNEIDER,LAWRENCE LIC#: 273460533							
			W	0.27	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
58646 founds rear two dvds to be going blank when the screen is moved need to be replced											
B CUSTOMER STATES RUBBER FROM SUNROOF CAME OFF											
CAUSE: .											
CONCERN CODE: 0890											
	6040070			SUNROOF AIR DEFLECTOR REPLACEMENT							
		25		SCHNEIDER,LAWRENCE LIC#: 273460533							
			W	0.18	0.30	765	2931			29.31	29.31
	FC: 5025	PART#:		COUNT:		0	0	TPARTS			
	CLAIM TYPE:	ZREG									
	AUTH CODE:										
						765	2931	TLABOR			
PARTS: 0.00 LABOR: 29.31 OTHER: 0.00 TOTAL LINE B: 29.31											
58646 reinstalled accordion rubber on left side of sunroof											
C CUSTOMER STATES ALARM GOES OFF REAR TAB BROKEN FRON DEFORST											
CAUSE: .											
CONCERN CODE:											
	D2			DIAGNOSE AND REPAIR FOR							
		25		SCHNEIDER,LAWRENCE LIC#: 273460533							
			W	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											

I UNDERSTAND I WILL BE RESPONSIBLE FOR PAYMENT OF TOTAL CHARGES ON THIS REPAIR ORDER AND ALSO AM RESPONSIBLE FOR PAYMENT OF ANY LEGAL FEES INCURRED TO EFFECT COLLECTION OF SAME. A FINANCE CHARGE WILL APPLY TO UNPAID INVOICES ONE MONTH FROM THE CLOSING DATE OF STATEMENT AT A PERIODIC RATE OF 1.5% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%).

Parts and Service Hours Mon - Fri 7:00am - 5:30pm

Thank You For Your Business!

(SIGNED) CUSTOMER SIGNATURE (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

DENNY MENHOLT

CHEVROLET · BUICK · GMC

1172 16th Street · Cody, Wyoming 82414
Phone: (307) 587-4218
dennymenholtcody@gmail.com
www.dennymenholtcody.com

BUS: CELL: SERVICE ADVISOR: 82 JAMES CROSSNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		58646/58646	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 03JUL18		0.00	CASH	03JUL18

R.O. OPENED	READY	OPTIONS:
14:26 03JUL18	16:50 03JUL18	DLR:281237 ENG:6.2_Liter_SFI

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-03-18	14:39	14:50	0.18	W	25	B	
	14:50	15:04	0.24	W	25	A	
	15:19	15:21	0.03	W	25	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	2931	765		263	2931	*******	

COST, SALE, & COMP TOTALS 765 2931 0

I UNDERSTAND I WILL BE RESPONSIBLE FOR PAYMENT OF TOTAL CHARGES ON THIS REPAIR ORDER AND ALSO AM RESPONSIBLE FOR PAYMENT OF ANY LEGAL FEES INCURRED TO EFFECT COLLECTION OF SAME. A FINANCE CHARGE WILL APPLY TO UNPAID INVOICES ONE MONTH FROM THE CLOSING DATE OF STATEMENT AT A PERIODIC RATE OF 1.5% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%).

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

[redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S W R	INSP	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	14MAY18	54681	8	1	I	RSRV	SERVICE REWARD	SRLOF	SERVICE REWARD	SRROTA	SERVICE REWARD	SDIAG	FOUND NO NOISE
						ILOANE	INTERNAL PAY F	MPI	PREMIUM CARE M	RECALL	CHECK FOR OUTS	SRNITR	NITROGEN
	16JAN18	49743	8	1	7	W208066	RECONNECTION O	703064	FRONT SEAT CUS	ELDIAG	WORKING AS DES	848047	FLUSH AND DRAI
						MPI	VEHICLE MULTI	NCR	NO CURRENT REC				
	10OCT17	45797	8	1	7	IRSRV	SERVICE REWARD	442008	AUXILIARY HEAT	202014	FRONT SIDE DO	202032	REAR SIDE DOOR
						BODY	REPLACED TRIM	EDIAG	REPLACED EXHAU				
	22SEP17	45470	8	1	9	IRSRV	SERVICE REWARD	846467	TRANSMISSION R	BODY	REPLACED DOOR	BODY	INSTALLED MISS

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 54895

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR Black PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
18MAY2018	1GYS4SKJ4FR[redacted]	54895	22DEC14		15	CADILLAC ESCALADE ESV	7485	[redacted]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, that the seller neither assumes nor authorizes any [redacted] contained herein does not ap

PRELIMI[redacted]

AUTHORIZED [redacted]

REVISED ESTIMATE(1) [redacted]

REVISED ESTIMATE(2) $ Road Side Prem 17.02 Extension

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: No Prem

X _____
CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

BILL TO: P.O. NO.

TIME PROMISED 18:30 18MAY18

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	RS	ROADSIDE DISPATCH		
# B	0600102	ROADSIDE BATTERY REPLACEMENT		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

Copyright 2014 CDK Global, LLC WORKORDER TYPE 1 - SW1C - IMAGING

TECHNICI

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner
Cadillac

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

SERVICE ADVISOR: 7485 SCOTT CONLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54895/54895	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 18MAY18		0.00	CASH	21MAY18

R.O. OPENED	READY	OPTIONS:
18MAY18	21MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ROADSIDE DISPATCH			
CAUSE: ROADSIDE			
0600002 ROADSIDE SERVICE CALL			
4791 W 1.00		35.00	35.00
0 0 TPARTS			
1900 3500 TLABOR			
**********			
B ROADSIDE BATTERY REPLACEMENT			
CAUSE: POOR STATE OF HEALT			
0600102 ROADSIDE BATTERY REPLACEMENT			
4791 W 1.30		149.71	149.71
1 88865934 BATTERY 94RPG-42MONTH	186.68	186.68	186.68
13334 18668 TPARTS			
2470 14971 TLABOR			
**********			
*** NO RO PUNCH TIMES ON FILE ***			
COST, SALE, & COMP TOTALS 17704 37139 0			

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

[redacted]

F.

5/21/18 17:26

DESCRIPTION	TOTALS
LABOR AMOUNT	184.71
PARTS AMOUNT	186.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	371.39
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	371.39

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 7485 SCOTT CONLEY

Faulkner Cadillac

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54895/54895	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 18MAY18		0.00	CASH	21MAY18

R.O. OPENED	READY	OPTIONS:
18MAY18	21MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ROADSIDE DISPATCH								
CAUSE: ROADSIDE								
0600002 ROADSIDE SERVICE CALL								
4791 W	0.00	1.00	1900	3500			35.00	35.00
			0		0	TPARTS		
			1900		3500	TLABOR		
B ROADSIDE BATTERY REPLACEMENT								
CAUSE: POOR STATE OF HEALT								
0600102 ROADSIDE BATTERY REPLACEMENT								
4791 W	0.00	1.30	2470	14971			149.71	149.71
1 88865934 BATTERY								
94RPG-42MONTH			13334	18668	0	186.68	186.68	186.68
			13334		18668	TPARTS		
			2470		14971	TLABOR		
*** NO RO PUNCH TIMES ON FILE ***								

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	18471	4370		48000	18668	13334	
26300	37139	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	17704	37139	0

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

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ACCOUNTING COPY

DISCLOSURE OF NON-GM PRODUCTS
CUSTOMER ACKNOWLEDGEMENT FORM

Vehicle VIN (17 Digits) 1GYS4SKJ4FR[redacted]

☐ **Part I - Non-GM Service Contract or Service Agreement**

Buyer/Lessee acknowledges that the dealer is selling her/him a Non-GM Service Contract (not specifically branded Chevrolet, Buick, GMC or Cadillac Protection). Buyer/Lessee understands that (i) GM is not responsible for any claims under this non-GM service contract product and has no obligation in connection with the sale or use of this non-GM service contract product, and (ii) a non-GM service contract may or may not be accepted by other GM Dealerships.

☐ **Part II - Non-GM Parts/Accessories installed by the Dealer.**

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Customer Signature _____

Customer Printed Name _____ Date _____

Note: A copy of this signed form must be kept in the Customer New or Used Vehicle Sales Jacket and/or Vehicle Service History File.

DealerCAP 2014 CDK Global, LLC (10/17) DISCLOSURE OF NON-GM PRODUCTS - 8562316

CHARGE REQUIRED

5/18/2018
2:34 PM

SEVERELY DISCHARGED
BATTERY

EXTENSIVE CHARGING
REQUIRED BEFORE WARRANTY
ADJUSTMENT.

MAX TIME: 89 MIN

Test Report

FAULKNER CADILLAC
6643 CARLISLE PK
MECHANICSBURG, PA
[redacted]

[redacted]
USA
717-691-2000

BAC CODE
286[redacted]

5/18/2018
2:31 PM

DIAGNOSTIC MODE

Test Info
CCA 720
OUT OF VEHICLE
FLOODED

RESULTS
REPLACE BATTERY
RATED: 720 CCA
MEASURED: 633 CCA
MEASURED VOLTS: 12.98
CHARGE TIME: 00:00:00
AMP HOURS: 109.2

STATE OF HEALTH (SOH)

LAST
FR[redacted]N

[redacted]

RO #: [redacted]

[redacted]

User ID: UNREG

VERSION: 192-675P

ARS JOB DETAILS - ACCEPTED

JOB ACCEPTED: 09:28:35 AM EDT

Provider ID - PA1719304

LD Mechanical
2015 BLACK CADILLAC ESCALADE ESV 4WD
VIN: # 1GYS4SKJ4FR[redacted] Plate Number: N/A

60
MIN
ETA

Disablement Location

[redacted]

Destination Location

Service Information

Details: Engine - Does Not Start
Service Details:
Service Weight: Light
PO Number: 1038989897
Job Number: [redacted]

Customer Information

Caller Name: [redacted]
Caller Phone Number: [redacted]
Member Name: [redacted]
Membership: GM - Cadillac
Membership ID: #[redacted]
Amount Due From Customer: Covered for Service/Miles

Comments

[redacted]

Comments Log:

Dispatcher Comments:

Adjust ETA *

60

Select Reason

Reassign: To Be Assigned

Status: Accepted

Special Instructions

Show History

[redacted]

Scott Conley

From: noreply.mmaprod@allstate.com
Sent: Friday, May 18, 2018 9:33 AM
To: Scott Conley
Subject: GM - Cadillac: ARS Dispatch Notification

This is a GM Dispatch for Cadillac

Service Date: Fri, 05/18/2018 09:28:36 AM EDT

Provider ID: [redacted]
Business Name: FAULKNER CADILLAC (286051)
Address: 6726 CARLISLE PIKE
MECHANICSBURG, PA 17050
Phone: 717-645-9304
FAX:
ALLSTATE ROADSIDE SERVICES

Service Date: Fri, 05/18/2018 09:28:36 AM EDT

Provider ETA 60 minutes
Equipment: Flatbed
Provider ETA 60 minutes
___DESTINATION INFO_____MEMBER INFO_____
Service(s): Mechanical
Which Tire is Flat? N/A

Year: 2015
Make: CADILLAC
Model: ESCALADE ESV
Color: BLACK
Current Odometer: 64000
VIN: 1GYS4SKJ4FR[redacted]
Can Go into Neutral? N/A
Disabled Zip: 17225

Disabled Location: Other
Cross Street: Jasper Dr S X Water Wheel Way Business Name: HOME

Address: 73 AUTUMNFEST CT
GREENCASTLE, PA 17225
La: 39.760172, Lo: -77.756586
Parked in Garage? N/A

Disabled Drop Off Location: Dealer
Cross Street: Carlisle Pike X Hempt Rd
Business Name: FAULKNER CADILLAC, INC.
Address: 6726 CARLISLE PIKE
MECHANICSBURG, PA 170501711
La: 40.238637, Lo: -77.057486
PMG ID: W1121837285
Partner: CAD - GM - Cadillac
Additional Approved Amount $0

Customer: [redacted]
Caller: [redacted]
Callback # [redacted]

Disabled Acronym: CADOVR - Cadillac Override Disabled Promotion: 010148427 - Cadillac Override

Auth # 1038989897
CSR on Original Call: ahaub
CSR Updating Dispatch: ahaub

**** IN ORDER TO RECEIVE APPROVAL FOR A GOA, YOU MUST CALL WHILE THE DRIVER IS AT THE DISABLEMENT SITE. EMERGENCY ROADSIDE WILL VERIFY THAT THE MEMBER IS GONE. IF THE DRIVER IS MORE THAN 15 MINUTES LATER THAN YOUR ETA, A GOA WILL NOT BE ISSUED. IF YOU NOTIFY EMERGENCY ROADSIDE THAT THE DRIVER IS RUNNING LATE, YOUR ETA WILL BE EXTENDED.

PLEASE CALL THE SERVICE PROVIDER HOT LINE:
United States 800-582-6626
Canada 877-273-3037

IMPORTANT: Communicate all changes to Provider Hotline within 24 hours of dispatch.

*** Please do not reply to this system generated message. Any replies to this email will not be responded to or forwarded. This service is used for outgoing emails only and cannot respond to inquiries. ***

RO NUMBER	DATE CLOSED	MILEAGE	S W	T E C	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	16JAN18	49743	8	1	73	I	[redacted]	RECONNECTION	[redacted]	FRONT SEAT CU	SELDIAG	WORKING AS DE	S848047	FLUSH AND DRAI
								VEHICLE MULT		NO CURRENT REC				
	10OCT17	45797	8	1	73	I		SERVICE REWAR		AUXILIARY HEAT	202014	FRONT SIDE DO	202032	REAR SIDE DOOR
								REPLACED TRI		REPLACED EXHAU				
	22SEP17	45470	8	1	99	I		SERVICE REWAR		TRANSMISSION R	BODY	REPLACED DOOR	BODY	INSTALLED MISS
								NO PROBLEM F		CHECK ENGINE L	SDIAG	NO PROBLEM FOU		
	31AUG17	45084	8	1	67	I		TORQUE CONVE		OUTSIDE REARVI	441604	AIR CONDITIONI	442008	AUXILIARY HEAT

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 53000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE | TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner

Cadillac

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR Black PAGE 1 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
08MAY2018	1GYS4SKJ4FR[redacted]	53000	22DEC14		15	CADILLAC ESCALADE ESV	7781	[redacted]

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

BILL TO:

P.O. NO.

TIME PROMISED 18:30 08MAY18

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

[redacted]

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	SRV	VALET, LOANER, 73 AUTUMNFEST CT. GREENCASTLE, PA 818-856-0093	10 10 / 12 10	5 5 T / 5 5
# B	SRLOF	SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID	TOWING	AMOUNT
# C	SRROTATE	SERVICE REWARDS ROTATE TIRES	MISC. CHARGES	AMOUNT
# D	SDIAG	CUSTOMER STATES THERE IS A NOISE COMING FROM THE FRONT WHEEL. CHECK AND ADVISE	SUBLETS P.O. NO.	AMOUNT
# E	ILOANER	INTERNAL PAY FAULKNER LOANER		

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

RO NUMBER	DATE CLOSED	MILEAGE	S W R	I N S P	V I P	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	16JAN18	49743	8	17	3	W	[redacted] RECONNECTION	[redacted]	FRONT SEAT CUS	ELDIAG	WORKING AS DE	[redacted]	LUSH AND DRAI
							VEHICLE MULTI		NO CURRENT REC				
	10OCT17	45797	8	17	3	IP	SERVICE REWAR		AUXILIARY HEAT	202014	FRONT SIDE DO		EAR SIDE DOOR
							REPLACED TRIN		REPLACED EXHAU				
	22SEP17	45470	8	19	9	IP	SERVICE REWAR		TRANSMISSION R	BODY	REPLACED DOOR		NSTALLED MISS
							NO PROBLEM FO		CHECK ENGINE L	SDIAG	NO PROBLEM FO		
	31AUG17	45084	8	16	7	W	TORQUE CONVER		OUTSIDE REARVI	441604	AIR CONDITION		UXILIARY HEAT

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 53000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	OIL AND FILTER CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE EMISSION SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	SERVICE AUTOMATIC TRANSMISSION	REPLACE FUEL FILTER	ROTATE TIRES	WHEEL BALANCE	PACK FRONT WHEEL BEARINGS	FRONT END ALIGNMENT	INSPECT EXHAUST SYSTEM	INSPECT SHOCKS, SUSPENSION AND STEERING	INSPECT AND SERVICE BRAKES	INSPECT AND ADJUST ALL BELTS	REPLACE WINDSHIELD WIPER BLADES	SERVICE WINDSHIELD WASHER SYSTEM	SCOPE AND SET ENGINE	TUNE UP	CARBURETOR OVERHAUL	SERVICE AIR CONDITIONER	ADJUST PARKING BRAKE	INSPECT AND TEST ELECTRICAL SYSTEM	SERVICE DIFFERENTIAL	DRAIN AND FLUSH COOLING SYSTEM

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR Black PAGE 2 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
08MAY2018	1GYS4SKJ4FR[redacted]	53000	22DEC14		15	CADILLAC ESCALADE ESV	7781	[redacted]

I hereby authorize the repair work above to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE(1) $			
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO. BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# F	MPI	PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***		
# G	RECALL	CHECK FOR OUTSTANDING FACTORY RECALLS ***		
# H	SRNITRO	NITROGEN		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4F[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D[redacted]
07JUL17 DL			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-10-18	16:10	16:10	0.00	W	4791	A	
	16:10	16:10	0.00	W	4791	B	
	16:11	16:11	0.00	W	4791	D	
	16:11	16:11	0.00	W	4791	F	
	16:11	16:11	0.00	W	4791	G	
05-14-18	13:14	13:14	0.00	W	1	E	

Claim #

[redacted]

COST, SALE, & COMP TOTALS 5020 10460 0

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 HE[redacted]EOF.

X[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	48.00
PARTS AMOUNT	56.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	104.60
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	104.60

Copyright 2014 C[redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VALET, LOANER, 73 AUTUMNFEST CT, GREENCASTLE, PA 818-856-0093			
CAUSE: SERVICE REWARDS VALET SERVICE			
SRV SERVICE REWARDS VALET PICKUP/DELIVER			
4791 WIR 0.00		0.00	0.00
0 0 TPARTS			
0 0 TLABOR			
**********			
B SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID			
CAUSE: SERVICE REWARDS			
SRLOF SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID			
4791 WIR 0.30		12.00	12.00
1 19330000 (S)FILTER	8.60	8.60	8.60
80 19352900 OIL	0.60	0.60	48.00
FC: PART#: 19330000 COUNT: 1 3310 5660 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
570 1200 TLABOR			
,,,,53000 PERFORMED CADILLAC PREMIUM CARE OIL AND FILTER SERVICE			
**********			
C SERVICE REWARDS ROTATE TIRES			
CAUSE: SERVICE REWARDS			
SRROTATE SERVICE REWARDS ROTATE TIRES			
4791 WIR 0.30		16.00	16.00
0 0 TPARTS			
570 1600 TLABOR			
**********			
H NITROGEN			
CAUSE: SERVICE REWARDS			
SRNITRO NITROGEN			
4791 WIR 0.30		20.00	20.00
0 0 TPARTS			
570 2000 TLABOR			

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	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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

** PRE-INVOICE **

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
E	INTERNAL PAY FAULKNER LOANER										
	ILOANER	INTERNAL PAY FAULKNER LOANER									
		1	IPL	0.00	7.00	0	24500			245.00	245.00
F	PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***										
	MPI	PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***									
		4791	CE	0.00	0.00	0	0			0.00	0.00
	,,,,53000 PERFORM FREE MULTI-POINT INSPECTION										
G	CHECK FOR OUTSTANDING FACTORY RECALLS ***										
	RECALL	CHECK FOR OUTSTANDING FACTORY RECALLS ***									
		4791	ISP	0.00	0.00	0	0			0.00	0.00
H	NITROGEN										
	CAUSE: SERVICE REWARDS										
	SRNITRO	NITROGEN									
		4791	WIR	0.00	0.30	570	2000			20.00	20.00
						0	0	TPARTS			
						570	2000	TLABOR			

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-10-18	16:10	16:10	0.00	W	4791	A	
	16:10	16:10	0.00	W	4791	B	
	16:11	16:11	0.00	W	4791	D	
	16:11	16:11	0.00	W	4791	F	
	16:11	16:11	0.00	W	4791	G	
05-14-18	13:14	13:14	0.00	W	1	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46303	4800	1710		46700	860	430	
49100	4800	2880		46300	0	1900	
53700	24500	0		46000	0	0	
30006	10460	*******		6704	0	*******	
5103	24500	*******		22500	0	*******	

COST, SALE, & COMP TOTALS 6920 34960 0

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A VALET, LOANER, 73 AUTUMNFEST CT. GREENCASTLE, PA 818-856-0093										
CAUSE: SERVICE REWARDS VALET SERVICE										
SRV SERVICE REWARDS VALET PICKUP/DELIVER										
	4791	WIR	0.00	0.00	0	0			0.00	0.00
					0	0	TPARTS			
					0	0	TLABOR			
B SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID										
CAUSE: SERVICE REWARDS										
SRLOF SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID										
	4791	WIR	0.00	0.30	570	1200			12.00	12.00
	1 19330000 (S)FILTER				430	860	0	8.60	8.60	8.60
	80 19352900 OIL				2880	4800	0	0.60	0.60	48.00
FC: PART#: 19330000 COUNT: 1					3310	5660	TPARTS			
CLAIM TYPE:										
AUTH CODE:										
					570	1200	TLABOR			
,,,,53000 PERFORMED CADILLAC PREMIUM CARE OIL AND FILTER SERVICE										
C SERVICE REWARDS ROTATE TIRES										
CAUSE: SERVICE REWARDS										
SRROTATE SERVICE REWARDS ROTATE TIRES										
	4791	WIR	0.00	0.30	570	1600			16.00	16.00
					0	0	TPARTS			
					570	1600	TLABOR			
D CUSTOMER STATES THERE IS A NOISE COMING FROM THE FRONT WHEEL. CHECK AND ADVISE										
SDIAG FOUND NO NOISE OR FLUID LEAK PRESENT AT TIME OF TEST										
	4791	ISP	0.00	1.00	1900	0			0.00	0.00
,,,,53000 DIAG. CHECKED FOR NOISE AND UNABLE TO DUPLICATE NOISE AT THIS ,,,,TIME. TEST DROVE VEHICLE AND UNABLE TO DUPLICATE NOISE, REMOVED FRONT ,,,,WHEELS AND CHECKED BRAKES AND AXLES FOR ANY NOISE OR SIGNS OF WEAR AND ,,,,ALL CHECK OK. NO NOISE PRESENT AT TIME OF TEST										

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	

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	CUSTOMER STATES THERE IS A NOISE COMING FROM THE FRONT WHEEL. CHECK AND ADVISE						
	SDIAG FOUND NO NOISE OR FLUID LEAK PRESENT AT TIME OF TEST						
		4791	ISP	1.00	0.00	0.00	
	,,,,53000 DIAG. CHECKED FOR NOISE AND UNABLE TO DUPLICATE NOISE AT THIS						
	,,,,TIME. TEST DROVE VEHICLE AND UNABLE TO DUPLICATE NOISE, REMOVED FRONT						
	,,,,WHEELS AND CHECKED BRAKES AND AXLES FOR ANY NOISE OR SIGNS OF WEAR AND						
	,,,,ALL CHECK OK, NO NOISE PRESENT AT TIME OF TEST						
	**********						
E	INTERNAL PAY FAULKNER LOANER						
	ILOANER INTERNAL PAY FAULKNER LOANER						
		1	IPL	7.00	245.00	245.00	
	**********						
G	CHECK FOR OUTSTANDING FACTORY RECALLS ***						
	RECALL CHECK FOR OUTSTANDING FACTORY RECALLS ***						
		4791	ISP	0.00	0.00	0.00	
	**********						

COST, SALE, & COMP TOTALS 1900 24500 0

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	245.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	245.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	245.00

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DISCLOSURE OF NON-GM PRODUCTS
CUSTOMER ACKNOWLEDGEMENT FORM

Vehicle VIN (17 Digits) 1GYS4SKJ4FR[redacted]

☐ **Part I - Non-GM Service Contract or Service Agreement**

Buyer/Lessee acknowledges that the dealer is selling her/him a Non-GM Service Contract (not specifically branded Chevrolet, Buick, GMC or Cadillac Protection). Buyer/Lessee understands that (i) GM is not responsible for any claims under this non-GM service contract product and has no obligation in connection with the sale or use of this non-GM service contract product, and (ii) a non-GM service contract may or may not be accepted by other GM Dealerships.

☑ **Part II - Non-GM Parts/Accessories installed by the Dealer.**

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Customer Signature [redacted]

Customer Printed Name [redacted] Date 5/8/18

Note: A copy of this signed form must be kept in the Customer New or Used Vehicle Sales Jacket and/or Vehicle Service History File.

DealerCAP 2014 CDK Global, LLC (10/17) DISCLOSURE OF NON-GM PRODUCTS - 8952916

Vehicle Report

2015 CADILLAC ESCALADE ESV 4WD
VIN: 1GYS4SKJ4FR[redacted]
Odometer: 53000 mi

Delivery Date: 12/22/2014
Repair Order: [redacted]

WORKBENCH
Service Menu & Inspection Toolkit
Faulkner Cadillac

Subscription Statuses

OnStar Status:	✖ Equipped & Inactive	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	⊗ No	**Radio ID:**	TCWKL34H
DMN Enabled:	⊗ No	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	4/28/2016	Factory
✔ Accepted	22.5K Maintenance Services	4/28/2016	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 49000 miles
Driving Conditions:

Previous Menu: 4/28/2016
Previous MPVI: 1/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	[redacted]	Frontal Airbag And Pretensioner Non Deploy	9/8/2016
Closed	Customer Satisfaction Program		INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	1/29/2016
Closed	Service Update Bulletin		4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	9/16/2015
Closed	Service Update Bulletin		CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN & BATTERY CHECKS	8/27/2015
Closed	Customer Satisfaction Program		PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	6/1/2015
Closed	Service Update Bulletin		TORQUE CONVERTER CLUTCH (TCC) SHUDDER	5/22/2015

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
1/5/2018	[redacted]	ZREG	[redacted]	Flush and Drain Fluids for Transmission Shake and/or Shutter Repair	49708 miles	Warranty
1/5/2018		ZREG		Front Seat Cushion Heater Replacement	49708 miles	Warranty
1/5/2018		ZREG		Reconnection of Rear Window Defroster Tab	49708 miles	Warranty
10/3/2017		ZREG		Rear Side Door Window Frame Front Applique Replacement	45770 miles	Warranty
10/3/2017		ZREG		Front Side Door Window Frame Rear Applique Replacement	45770 miles	Warranty

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Vehicle Report

2015 CADILLAC ESCALADE ESV 4WD
VIN: 1GYS4SKJ4FR[redacted]
Odometer: 53000 mi

Delivery Date: 12/22/2014
Repair Order: [redacted]

WORKBENCH
Service Menu & Inspection Toolkit
Faulkner Cadillac

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/3/2017	[redacted]	ZREG	[redacted]	Auxiliary Heater and Air Conditioning Control Replacement	45770 miles	Warranty
9/6/2017		ZREG		Transmission Replacement	45448 miles	Warranty
8/29/2017		ZREG		Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	45062 miles	Warranty
8/29/2017		ZREG		Instrument Panel Accessory Bezel Replacement	45062 miles	Warranty
8/29/2017		ZREG		Auxiliary Heater and Air Conditioning Control Replacement	45062 miles	Warranty
8/29/2017		ZREG		Front Brake Rotor Replacement	45062 miles	Warranty
8/29/2017		ZREG		Air Conditioning Condenser Replacement	45062 miles	Warranty
8/29/2017		ZREG		Cadillac Premium Care - Tire Rotation	45062 miles	Warranty
8/29/2017		ZREG		Cadillac Premium Care - Oil Change	45062 miles	Warranty
8/29/2017		ZREG		Outside Rearview Mirror Replacement	45062 miles	Warranty
8/29/2017		ZREG		Torque Converter Replacement	45062 miles	Warranty
6/7/2017		ZREG		Radio Control Assembly Replacement	39994 miles	Warranty
6/7/2017		ZREG		Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	39994 miles	Warranty
3/8/2017		ZREG		Replace Radiator and Thermostat	36200 miles	Warranty
3/8/2017		ZREG		Rear Seat Retractor Side Belt Replacement	36200 miles	Warranty
3/8/2017		ZREG		Rear Seat Retractor Side Belt Replacement	36200 miles	Warranty
3/8/2017		ZREG		Cadillac Premium Care - Tire Rotation	36200 miles	Warranty
3/8/2017		ZREG		Cadillac Premium Care - Oil Change	36200 miles	Warranty
9/14/2016		ZREG		Intermediate Floor Panel Carpet Replacement	28958 miles	Warranty
9/14/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	28958 miles	Warranty
9/14/2016		ZREG		Rear Brake Caliper Replacement	28958 miles	Warranty
9/14/2016		ZREG		Cadillac Premium Care - Tire Rotation	28958 miles	Warranty
9/14/2016		ZREG		Cadillac Premium Care - Oil Change	28958 miles	Warranty
8/4/2016		ZREG		RADIO WITH INTEGRATED RECEIVER - RETURN TO ESC	26717 miles	Warranty
8/4/2016		ZREG		High Frequency Antenna Replacement	26717 miles	Warranty
8/4/2016		ZREG		Cadillac Premium Care - Oil Change	26717 miles	Warranty
8/4/2016		ZREG		Cadillac Premium Care - Tire Rotation	26717 miles	Warranty
8/4/2016		ZREG		Reprogram HMI Module	26717 miles	Warranty
8/4/2016		ZREG		Radio Control Assembly Replacement	26717 miles	Warranty
4/28/2016		ZREG		Cadillac Premium Care - Passenger Air Filter	21769 miles	Warranty
4/28/2016		ZREG		Rear Fog Lamp Replacement	21769 miles	Warranty
4/28/2016		ZREG		Cadillac Premium Care - Tire Rotation	21769 miles	Warranty
4/28/2016		ZREG		Cadillac Premium Care - Oil Change	21769 miles	Warranty
4/28/2016		ZFAT		15577 - Install New Fuse Block Label	21769 miles	Warranty

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Vehicle Report

2015 CADILLAC ESCALADE ESV 4WD
VIN: 1GYS4SKJ4FR[redacted]
Odometer: 53000 mi

Delivery Date: 12/22/2014
Repair Order: [redacted]

WORKBENCH
Service Menu & Inspection Toolkit
Faulkner Cadillac

Vehicle Warranty Claim History (From iVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
1/20/2016	[redacted]	ZREG	[redacted]	Emissions - Customer Concern Not Duplicated (CCND)	17782 miles	Warranty
12/10/2015		ZREG		Tire and Wheel Balancing - Four	16053 miles	Warranty
10/26/2015		ZREG		Front Brake Caliper Replacement - Both Sides	13881 miles	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Oil Change	13881 miles	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Tire Rotation	13881 miles	Warranty
10/26/2015		ZFAT		N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13881 miles	Warranty
8/31/2015		ZFAT		N150472 - Reprogram HMI & VPC (inc battery & steering shaft inspect)	11364 miles	Warranty
8/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 miles	Warranty
6/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 miles	Warranty
6/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 miles	Warranty
6/16/2015		ZREG		Cadillac Premium Care - Tire Rotation	7600 miles	Warranty
6/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 miles	Warranty
12/18/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	4 miles	Warranty
12/4/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 miles	12/22/2018	50003 miles	✖ Expired
Premium Care Maintenance	12/22/2014	3 miles	12/22/2018	50003 miles	✖ Expired
Powertrain Limited Warranty	12/22/2014	3 miles	12/22/2020	70003 miles	✔ Applicable
Special Coverage 17016	12/22/2014	3 miles	12/22/2024	120003 miles	✔ Applicable
Cadillac CPO Ltd Wty - with Deductible	12/22/2014	3 miles	12/22/2020	100003 miles	✔ Applicable
Corrosion Limited Warranty	12/22/2014	3 miles	12/22/2020	999999 miles	✔ Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 miles	12/22/2021	70003 miles	✔ Applicable
Emission Limited Warranty	12/22/2014	3 miles	12/22/2017	50003 miles	✖ Expired
Emission Select Component Ltd Wty	12/22/2014	3 miles	12/22/2022	80003 miles	✔ Applicable
Special Coverage 17336	12/22/2014	3 miles	12/22/2020	72003 miles	✔ Applicable

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Vehicle Report

2015 CADILLAC ESCALADE ESV 4WD
VIN: 1GYS4SKJ4FR[redacted]
Odometer: 53000 mi

Delivery Date: 12/22/2014
Repair Order: [redacted]

WORKBENCH
Service Menu & Inspection Toolkit
Faulkner Cadillac

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	1/16/2018	[redacted]	PA	RECONNECTION OF REAR WINDOW DEFROSTER TAB	6	C, I, W	49708 miles
	10/10/2017		PA	SERVICE REWARDS VALET PICKUP/DELIVER	6	I, W	45770 miles
	9/22/2017		PA	SERVICE REWARDS VALET PICKUP/DELIVER	7	I, W	45448 miles
	8/31/2017		PA	TORQUE CONVERTER REPLACEMENT	11	C, I, W	45062 miles
	7/7/2017		PA	TEST BATTERY AND SYSTEM, REPLACE BATTERY	3	I	39999 miles
	7/7/2017		PA	NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES ***	1	I	40000 miles
	3/11/2017		PA	CADILLAC PREMIUM CARE - OIL CHANGE	6	C, I, W	36200 miles
	12/7/2016		PA	PENNSYLVANIA STATE INSPECTION	9	C, W	32360 miles
	9/15/2016		PA	CUSTOMER INFORMATION:	8	C, I, W	28958 miles
	8/10/2016		PA	REPLACE FRONT BRAKE PADS AND LUBE SLIDE PINS	7	C, W	26717 miles
	5/18/2016		PA	FULL DETAIL COMPLETE	10	C, I	22354 miles
	4/29/2016		PA	CADILLAC PREMIUM CARE - OIL CHANGE	8	C, I, W	21769 miles
	1/22/2016		PA	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	2	I, W	17785 miles
	12/14/2015		PA	TIRE AND WHEEL BALANCING - FOUR	5	C, I, W	16054 miles
	11/3/2015		PA	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES	11	C, I, W	13881 miles
	8/31/2015		PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C, I, W	11364 miles
	4/9/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C, I	4238 miles
	1/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 miles
	12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I, W	4 miles

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Our copy

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Faulkner Cadillac Mechanicsburg

Address: 6726 Carlisle Pike

City: Mechanicsburg | State: PA | Zip: 17050

Phone: (717) 691-2000 | Advisor: SCOTT CONLEY

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

			FUEL OUT	FUEL IN
Date and Time IN				
Date and Time OUT	05/08/2018	01:14 PM		
Date and Time DUE IN	05/09/2018	06:00 PM		
Vehicle VIN / Plate #/State	1GYS4HKJXJR [redacted]	PA		
Vehicle Description	2018 Cadillac	ESCALADE BRONZE DUNE		
Mileage IN			X	F
Mileage OUT	3532		3/4	3/4
Miles Driven			1/2	1/2
Miles Allowed	999		1/4	1/4
Chargeable Miles	0		E	E

Unit# JR228242 RA# 2807

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted] N/A

City [redacted] State [redacted] Zip [redacted]

Driver's License [redacted] State [redacted] Expires [redacted]

Birth Date [redacted] Home Telephone [redacted]

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

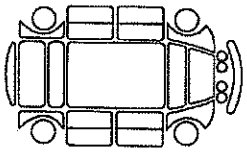
CUSTOMER INSURANCE INFORMATION

Insurer: PROGRESSIVE | Agent

Policy No. [redacted] | Expiration Date: 05/09/2018 | Telephone: 18007764737

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: 0 @ 0.00 ¢	0.00
DAYS: 2 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL ____ GAL. @ $ 4.00	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.06 %	0.00
NON-TAXABLE FUEL ____ GAL. @ $ ____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	0.00
TOTAL CHARGE →	0.00

METHOD OF PAYMENT

$_____

☐ CHECK

____/____ EXPIRES

#_____

☐ CARD VERIFIED

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$_____

CUSTOMER INITIALS

X_____

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to [redacted] ocessing purposes; and agree that binding urther described in Section 2 of the Terms reement.

TO FINAL AUDIT

Multi-State Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** **"Agreement"** means all terms and conditions found on the "Face Page" and in these Terms and Conditions. **"You"** or **"your"** means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. **"We," "us"** or **"our"** means the independent automobile dealer or its affiliate named elsewhere in this Agreement. **"Vehicle"** means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may including the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. **"Authorized Driver"** means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; and, (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a temporary substitute for a vehicle being serviced or repaired, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. **"Loss of Use"** means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. **"Daily Vehicle Rate"** means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. **"Diminished Value"** means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. **"Charges"** means the fees and charges that are incurred under this Agreement. **"Vehicle License Fee"** means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs. **"Rental Period"** means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties.** This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer, and is acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; the financial benefits we receive from others for the service/repair work; the financial benefits we receive from others to obtain and use this Vehicle as a service replacement vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. We also have the right to monitor the Vehicle through GPS or other remote tracking devices where permitted under applicable law. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified in this Agreement with at least as much fuel as when rented, unless we offer, and you purchase, a pre-paid fuel option. You also will check and maintain Vehicle fluid levels. If you wish to extend the Rental Period you must return the Vehicle to our office for inspection and written amendment by us before the Date Due In. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of the Vehicle until we inspect it on reopening for business. All Charges may continue to accrue until the return location opens for business. You must obtain our prior approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police.** You are responsible for theft of the Vehicle and damage to it whether or not you are at fault. You are responsible for damage to the Vehicle caused by weather, road conditions and acts of nature. Subject to the law in the jurisdiction where the Vehicle was rented, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage;(ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate either by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. The estimated number of days of Loss of Use shall be calculated as follows (assuming that all Loss of Use begins on a Monday and that 1 repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate divided by 4 hours to determine the number of repair days, plus 2 weekend days for every 5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve the Vehicle for repairs. Loss of Use shall be payable regardless of whether we had other vehicles in our fleet to rent, the Vehicle would have been used but for the damage, or we suffered lost profits as a result of the damage; (c) an administrative fee, calculated based on the damage repair estimate as follows, which you agree is reasonable: $0-$250 damage=$50 fee; $251-$500 damage=$75 fee; $501-$750 damage=$100 fee; $751-$1500 damage=$150 fee; $1501-$2500 damage=$200 fee; $2501+ damage=$250 fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You also are responsible for replacing missing equipment, Vehicle documents and Vehicle keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police as soon as you discover them.

5. **Prohibited Uses. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object that is in excess of the manufacturer's weight specifications or 2,000 pounds, whichever is less, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) where applicable, by anyone who lacks experience driving a vehicle equipped with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is not permitted in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required, and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. You must obtain written permission and purchase special liability insurance to use or operate the Vehicle in Mexico. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

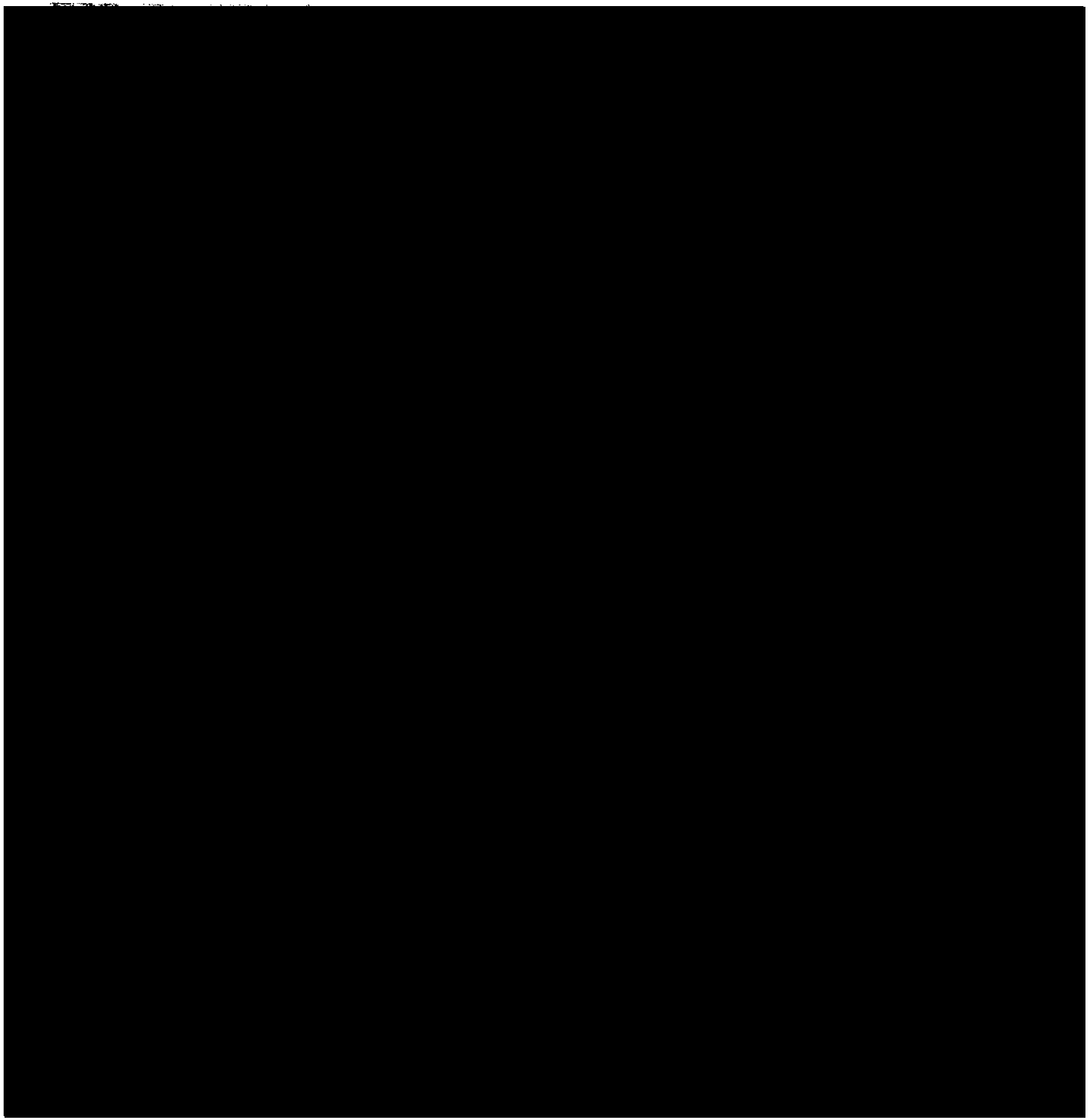
7. **Charges. You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: (a) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; (b) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (c) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (d) a 2% per month late fee on all charges due us that are not paid when due; (e) a reasonable fee not to exceed $350 to clean the Vehicle if it is returned substantially less clean than when rented; (f) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (g) a mileage charge based on our experience if the odometer is tampered with; and, (h) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

8. **Your Property.** You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are responsible for paying the charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during this rental. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this rental.

10. **Personal Information.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes.

11. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. A waiver by us of a breach of this Agreement is not a waiver of an additional breach or waiver of the performance of your obligations under this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.



Your ID Cards

Keep these cards handy--in your glove compartment or wallet. And contact us anytime you have a question or need to report a claim.

If you have a claim, we'll get you back on the road as soon as possible. And while you'll always have a choice where to repair your vehicle, when you use a shop in our preapproved network, we'll guarantee your repair for as long as you own or lease your vehicle.

Thank you for choosing Progressive.

Brett Crown
Irene Crown
Diamond Membership
Valued Customer Since 2011

Form A023 PA (03/11)

IF YOU'RE IN AN ACCIDENT
1. Remain at the scene. Don't admit fault.
2. Find a safe location, call the police, and exchange driver information.
3. Call Progressive right away.

TO REPORT A CLAIM
Call 1-800-274-4499 or go to claims.progressive.com.

PROGRESSIVE

KEEP THIS CARD IN YOUR VEHICLE WHILE IN OPERATION.

FINANCIAL RESPONSIBILITY IDENTIFICATION CARD PENNSYLVANIA

Policy Number [redacted] **NAIC Number** [redacted]
Effective Date: 11/09/2017 **Expiration Date:** 05/09/2018
NOT VALID FOR MORE THAN 1 YEAR FROM EFFECTIVE DATE
Insurer: Progressive Advanced Insurance Co 1-800-776-4737
PO Box 31260 Tampa, FL 33631
Named Insured(s):
[redacted]

Year	Make	Model	VIN
2015	Cadillac	Escalade	1GYS4SKJ4FR[redacted]

This card must be carried for production upon demand. It is suggested that you carry this card in the insured vehicle.

WARNING: Any owner or registrant of a motor vehicle who drives or permits a motor vehicle to be driven in this State without the required financial responsibility may have his registration suspended or revoked.

NOTE: THIS CARD IS REQUIRED WHEN:
(1) You are involved in an auto accident.
(2) You are convicted of a traffic offense other than a parking offense that requires a court appearance.
(3) You are stopped for violating any provision of 75 Pa.C.S. (relating to Vehicle Code) and requested to produce it by a police officer.

You must provide a copy of this card to the Department of Transportation when you request a restoration of your operating privilege and/or registration privilege, which has been previously suspended or revoked.

IMPORTANT NOTICE Regarding your Financial Responsibility Insurance Identification Card.

Progressive Advanced Insurance Co is required by Pennsylvania law to send you an I.D. card. The card shows that an insurance policy has been issued for the vehicle(s) described satisfying the financial responsibility requirements of the law.

If you lose the card, contact your insurance company or agent for a replacement. The I.D. card information may be used for vehicle registration and replacing license plates. If your liability policy is not in effect, the I.D. card is no longer valid.

You are required to maintain financial responsibility on your vehicle. It is against Pennsylvania law to use the I.D. card fraudulently such as using the card as proof of financial responsibility after the insurance policy is terminated.

Customer Name: [redacted]

RO #: [redacted]

Unit: JR [redacted]

Loaner Vehicle Inspection

Inspected by: [redacted]

Date: 5/8/18

Pickup Inspection

Miles 3532 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 F

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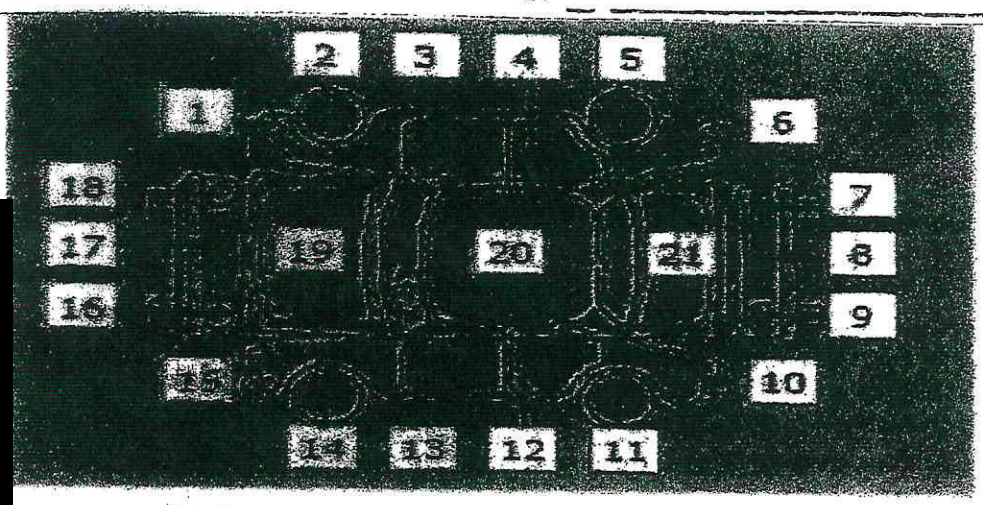

[redacted]

Parked

Needs INSIDE AND out Cleaned

Inspection

Miles 4366 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 F

Inspected [redacted]

Date: 5/14/18

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Driver Signature

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Faulkner Cadillac Mechanicsburg		
Address: 6726 Carlisle Pike		
City: Mechanicsburg	State: PA	Zip: 17050
Phone: (717) 691-2000	Advisor: SCOTT CONLEY	

CUSTOMER VEHICLE INFORMATION

License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION

Date and Time IN	05/15/2018	07:34 AM
Date and Time OUT	05/08/2018	01:14 PM
Date and Time DUE IN	05/09/2018	06:00 PM

		FUEL OUT	FUEL IN
Vehicle VIN / Plate #/State	1GYS4HKJXJR[redacted] / [redacted] PA		
Vehicle Description	2018 Cadillac ESCALADE BRONZE DUNE		
Mileage IN	4366	X	F
Mileage OUT	3532	3/4	3/4
Miles Driven	834	1/2	X 1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

RO# [redacted] Unit# JR228242 RA# 2807

CUSTOMER INFORMATION

Customer [redacted]			
Home Address [redacted]	N/A		
City [redacted]		State [redacted]	Zip [redacted]
Driver's License No. [redacted]		State [redacted]	Expires 01/08/2021
Birth Date [redacted]	Home Telephone [redacted]		

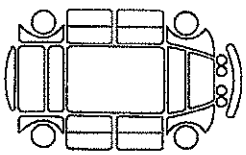
Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION

Insurer: PROGRESSIVE	Agent	
Policy No. [redacted]	Expiration Date: 05/09/2018	Telephone: 18007764737

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 ¢	0.00
DAYS: 7 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL _____ GAL. @ $ 4.00	39.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.06 %	0.00
NON-TAXABLE FUEL _____ GAL. @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	39.00
TOTAL CHARGE →	39.00

METHOD OF PAYMENT

$_____ ☐ CHECK

_____/_____ EXPIRES

#_____

☐ CARD VERIFIED

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$_____

CUSTOMER INITIALS

X_____

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

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4. **Responsibility for Damage or Loss; Reporting to Police**. You are responsible for theft of the Vehicle and damage to it whether or not you are at fault. You are responsible for damage to the Vehicle caused by weather, road conditions and acts of nature. Subject to the law in the jurisdiction where the Vehicle was rented, your responsibility will include: **(a)** all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage;(ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; **(b)** Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate either by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. The estimated number of days of Loss of Use shall be calculated as follows (assuming that all Loss of Use begins on a Monday and that 1 repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate divided by 4 hours to determine the number of repair days, plus 2 weekend days for every 5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve the Vehicle for repairs. Loss of Use shall be payable regardless of whether we had other vehicles in our fleet to rent, the Vehicle would have been used but for the damage, or we suffered lost profits as a result of the damage; **(c)** an administrative fee, calculated based on the damage repair estimate as follows, which you agree is reasonable: $0-$250 damage=$50 fee; $251-$500 damage=$75 fee; $501-$750 damage=$100 fee; $751-$1500 damage=$150 fee; $1501-$2500 damage=$200 fee; $2501+ damage=$250 fee; **(d)** towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You also are responsible for replacing missing equipment, Vehicle documents and Vehicle keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police as soon as you discover them.

5. **Prohibited Uses. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object that is in excess of the manufacturer's weight specifications or 2,000 pounds, whichever is less, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) where applicable, by anyone who lacks experience driving a vehicle equipped with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is not permitted in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance**. You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: **(a)** Bodily injury ("BI") and property damage ("PD") liability coverage; **(b)** Personal injury protection ("PIP"), no-fault, or similar coverage where required; **(c)** Uninsured/underinsured ("UM"/"UIM") coverage where required, and **(d)** Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. You must obtain written permission and purchase special liability insurance to use or operate the Vehicle in Mexico. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges**. **You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: **(a)** $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; **(b)** all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; **(c)** all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; **(d)** a 2% per month late fee on all charges due us that are not paid when due; **(e)** a reasonable fee not to exceed $350 to clean the Vehicle if it is returned substantially less clean than when rented; **(f)** fuel and a refueling fee if you return the Vehicle with less fuel than when rented; **(g)** a mileage charge based on our experience if the odometer is tampered with; and, **(h)** towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

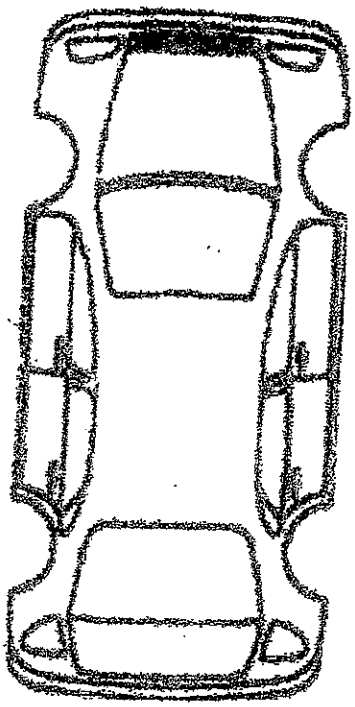
8. **Your Property**. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges**. You are responsible for paying the charging authorities directly all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during this rental. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this rental.

10. **Personal Information**. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes.

11. **Miscellaneous**. No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. A waiver by us of a breach of this Agreement is not a waiver of an additional breach or waiver of the performance of your obligations under this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. Unless prohibited by law, you release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation of a vehicle. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

Name	
Mileage	54681
Last 8 of VIN	PR[redacted]
Oil Life %	[redacted]
Insp. Exp.	6/18
LF Wiper	✓
RF Wiper	✓
Rear Wiper	



PE18-012

GM

3-27-2019

Q3

[redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S W	T T	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	11MAR17	362192	79	1	W	[redacted]	CADILLAC PREMI	[redacted]	CADILLAC PREMI	MULTI	FAULKNER CADIL	644072	REAR SEAT RETR
							REPLACE RADIAT		NO PROBLEM FOU				
	07DEC16	333628	11	6	C		PERFORM STATE		INSPECTION STI	9997	SPEND THIS...	IM	PA STATE EMISS
							MGT FEE		FAULKNER CADIL	THROTT	THROTTLE BODY	WIPER	REPLACED REAR
							CUSTOMER STATE						
	15SEP16	289628	19	1	S		CUSTOMER INFOR		CADILLAC PREMI	060051	CADILLAC PREMI	242060	REAR BRAKE CAL
							FAULKNER CADI		RECALL FRONTAL	102059	INTERMEDIATE P	899	NO PROBLEM FOU

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 1

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	OIL AND FILTER CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE EMISSION SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	SERVICE AUTOMATIC TRANSMISSION	REPLACE FUEL FILTER	ROTATE TIRES	WHEEL BALANCE	PACK FRONT WHEEL BEARINGS	FRONT END ALIGNMENT	INSPECT EXHAUST SYSTEM	INSPECT SHOCKS, SUSPENSION AND STEERING	INSPECT AND SERVICE BRAKES	INSPECT AND ADJUST ALL BELTS	REPLACE WINDSHIELD WIPER BLADES	SERVICE WINDSHIELD WASHER SYSTEM	SCOPE AND SET ENGINE	TUNE UP	CARBURETOR OVERHAUL	SERVICE AIR CONDITIONER	ADJUST PARKING BRAKE	INSPECT AND TEST ELECTRICAL SYSTEM	SERVICE DIFFERENTIAL	DRAIN AND FLUSH COOLING SYSTEM

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

CWAT [redacted] 20800T

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO. STOCK NO. [redacted] TAG NO. [redacted] COLOR Black PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
05JUN2017	1GYS4SKJ4FR[redacted]	1691	22DEC14		15	CADILLAC ESCALADE ESV	7781	[redacted]

I hereby authorize the repair work above to be done along with the necessary materials. You agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME MC

ADDRESS

CITY/STATE/ZIP

BILL TO: P.O. NO.

TIME PROMISED 18:30 05JUN17

HOME PHONE

BUSINESS PHONE

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	899	REMOVE RAILS AND INSTALL ON NEW VEHICLE		

TOWING	AMOUNT

MISC. CHARGES	AMOUNT

SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

CUSTOMER #: [redacted]

ACCOUNTING

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

HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		39807/39807	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:30 05JUN17		0.00	CASH	05JUN17

R.O. OPENED	READY	OPTIONS: STK:FR[redacted] ENG:6.2_Liter_SFI
05JUN17	05JUN17	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	REMOVE RAILS AND INSTALL ON NEW VEHICLE										
	899	REMOVED CROSS RAILS FROM THIS ESCALADE AND INSTALLED ON NEW ONE.									
	416	IUT	0.23	0.50	775	6400				64.00	64.00
,,,,1 INSTALLED ROOF RAILS ON NEW VEHICLE. REMOVED ROOF RAILS FROM ,,,,TRADE IN, INSTALLED THEM ON NEW VEHICLE.											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-05-17	10:48	11:02	0.23	W	416	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46302	6400	775		24100	6400	*******	

COST, SALE, & COMP TOTALS 775 6400 0

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

INTERNAL

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

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		39807/39807	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:30 05JUN17		0.00	CASH	05JUN17

R.O. OPENED	READY	OPTIONS:
05JUN17	05JUN17	STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	REMOVE RAILS AND INSTALL ON NEW VEHICLE							
	899				REMOVED CROSS RAILS FROM THIS ESCALADE AND INSTALLED ON NEW ONE.			
	416	IUT		0.50		64.00	64.00	
,,,,1 INSTALLED ROOF RAILS ON NEW VEHICLE. REMOVED ROOF RAILS FROM ,,,,TRADE IN, INSTALLED THEM ON NEW VEHICLE.								
	**********							

COST, SALE, & COMP TOTALS	775	6400	0

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 mechani[redacted] thereto.

I HEREB[redacted]

X[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	64.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
CHARGES	0.00
CHARGES	64.00
INSURANCE	0.00
TAX	0.00
SE PAY AMOUNT	64.00

Copyright 2014 CDK Gl[redacted]

GM Global Connect

Keith Hartman

June 5, 2017

Update My Profile
Logout

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 vehicle:

- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

- Investigate Major Assembly History

Vehicle Information

VIN: 1GYS4SKJ4FR[redacted]

Model: 6K15906-2015 ESCALADE ESV 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

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
Customer Satisfaction Program			INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
Service Update Bulletins			4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Service Update Bulletins			CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN & BATTERY CHECKS	08/27/2015	Closed
Customer Satisfaction Program			PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
Service Update Bulletins			TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	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	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

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

[redacted]

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: TCWKL34H

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50,003 MI
	Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80,003 MI
	Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70,003 MI
	Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50,003 MI
	Premium Care Maintenance	12/22/2014	3 MI	12/22/2018	50,003 MI
	Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70,003 MI
	Special Coverage 17016	12/22/2014	3 MI	12/22/2024	120,003 MI
	Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	Unlimited

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
03/08/2017	[redacted]	ZREG----Regular Vehicle Transaction		4080838 - Replace Radiator and Thermostat	36,200 MI
03/08/2017		ZREG----Regular Vehicle Transaction		6440720 - Rear Seat Retractor Side Belt Replacement	36,200 MI
03/08/2017		ZREG----Regular Vehicle Transaction		6440720 - Rear Seat Retractor Side Belt Replacement	36,200 MI
03/08/2017		ZREG----Regular Vehicle Transaction		0600513 - Cadillac Premium Care - Tire Rotation	36,200 MI
03/08/2017		ZREG----Regular Vehicle Transaction		0600503 - Cadillac Premium Care - Oil Change	36,200 MI
09/14/2016		ZREG----Regular Vehicle Transaction		1020590 - Intermediate Floor Panel Carpet Replacement	28,958 MI
09/14/2016		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	28,958 MI
09/14/2016		ZREG----Regular Vehicle Transaction		2420600 - Rear Brake Caliper Replacement	28,958 MI
09/14/2016		ZREG----Regular Vehicle Transaction		0600513 - Cadillac Premium Care - Tire Rotation	28,958 MI
09/14/2016		ZREG----Regular Vehicle Transaction		0600503 - Cadillac Premium Care - Oil Change	28,958 MI
08/04/2016		ZREG----Regular Vehicle Transaction		0600398 - RADIO WITH INTEGRATED RECEIVER - RETURN TO ESC	26,717 MI
08/04/2016		ZREG----Regular Vehicle Transaction		3422710 - High Frequency Antenna Replacement	26,717 MI

[redacted]

08/04/2016	ZREG----Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	26,717 MI
08/04/2016	ZREG----Regular Vehicle Transaction	0600513 - Cadillac Premium Care - Tire Rotation	26,717 MI
08/04/2016	ZREG----Regular Vehicle Transaction	2880168 - Reprogram HMI Module	26,717 MI
08/04/2016	ZREG----Regular Vehicle Transaction	3420700 - Radio Control Assembly Replacement	26,717 MI
04/28/2016	ZREG----Regular Vehicle Transaction	0600523 - Cadillac Premium Care - Passenger Air Filter	21,769 MI
04/28/2016	ZREG----Regular Vehicle Transaction	2041670 - Rear Fog Lamp Replacement	21,769 MI
04/28/2016	ZREG----Regular Vehicle Transaction	0600513 - Cadillac Premium Care - Tire Rotation	21,769 MI
04/28/2016	ZREG----Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	21,769 MI
04/28/2016	ZFAT----Field Action Recall	9101975 - 15577 - Install New Fuse Block Label	21,769 MI
01/20/2016	ZREG----Regular Vehicle Transaction	4029959 - Emissions - Customer Concern Not Duplicated (CCND)	17,782 MI
12/10/2015	ZREG----Regular Vehicle Transaction	8060272 - Tire and Wheel Balancing - Four	16,053 MI
10/26/2015	ZREG----Regular Vehicle Transaction	2420531 - Front Brake Caliper Replacement - Both Sides	13,881 MI
10/26/2015	ZREG----Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	13,881 MI
10/26/2015	ZREG----Regular Vehicle Transaction	0600513 - Cadillac Premium Care - Tire Rotation	13,881 MI
10/26/2015	ZFAT----Field Action Recall	9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13,881 MI
08/31/2015	ZFAT----Field Action Recall	9101708 - N150472 - Reprogram HMI & VPC (inc battery & steering shaft inspect)	11,364 MI
08/31/2015	ZREG----Regular Vehicle Transaction	2429919 - Brakes - Customer Concern Not Duplicated (CCND)	11,364 MI
06/16/2015	ZFAT----Field Action Recall	9101504 - N150216 - Propeller Shaft Retainer and Bolt Replacement	7,600 MI
06/16/2015	ZFAT----Field Action Recall	9101554 - N150389 - Transmission Control Module Reprogramming with SPS	7,600 MI
06/16/2015	ZREG----Regular Vehicle Transaction	0600513 - Cadillac Premium Care - Tire Rotation	7,600 MI
06/16/2015	ZREG----Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	7,600 MI
12/18/2014	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	4 MI
12/04/2014	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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6/5/2017

RO NUMBER	DATE CLOSED	MILEAGE	S/W	T/C	T/T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	7DEC16	333628	1	1	6	[redacted]	PERFORM STATE	[redacted]	INSPECTION STI	9997	SPEND THIS...	IM	PA STATE EMISS
							MCI FEE		FAULKNER CADIL	THROTT	THROTTLE BODY	WIPER	REPLACED REAR
							CUSTOMER STATE						
	6SEP16	289628	1	9	1	[redacted]	CUSTOMER INFO		CADILLAC PREMI	060051	CADILLAC PREMI	242060	REAR BRAKE CAL
							FAULKNER CADI		RECALL FRONTAL	102059	INTERMEDIATE F	899	NO PROBLEM FOU
	0AUG16	267188	1	9	1	[redacted]	REPLACE FRONT		MACHINE AND REMULTI		FAULKNER CADIL	342070	RADIO CONTROL
							RE PROGRAM HMI		CADILLAC PREMI	060051	CADILLAC PREMI		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 36200

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	
OIL AND FILTER CHANGE	
SAFETY CHECK	
CHECK FLUID LEVELS	
SERVICE AIR CLEANER	
SERVICE EMISSION SYSTEM	
SERVICE BATTERY AND STARTING SYSTEM	
SERVICE COOLING SYSTEM	
SERVICE AUTOMATIC TRANSMISSION	
REPLACE FUEL FILTER	
ROTATE TIRES	
WHEEL BALANCE	
PACK FRONT WHEEL BEARINGS	
FRONT END ALIGNMENT	
INSPECT EXHAUST SYSTEM	
INSPECT SHOCKS, SUSPENSION AND STEERING	
INSPECT AND SERVICE BRAKES	
INSPECT AND ADJUST ALL BELTS	
REPLACE WINDSHIELD WIPER BLADES	
SERVICE WINDSHIELD WASHER SYSTEM	
SCOPE AND SET ENGINE	
TUNE UP	
CARBURETOR OVERHAUL	
SERVICE AIR CONDITIONER	
ADJUST PARKING BRAKE	
INSPECT AND TEST ELECTRICAL SYSTEM	
SERVICE DIFFERENTIAL	
DRAIN AND FLUSH COOLING SYSTEM	

L

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

36219 out

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
08MAR2017	1GYS4SKJ4FR[redacted]	36200	22DEC14		15	CADILLAC ESCALADE	406327	[redacted]

I hereby authorize the repair work above to be done along with the necessary materials. I assume responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not a

PRELIM: [redacted]

AUTHORIZED

REVISED ESTIMATE(1) BY

REVISED ESTIMATE(2) $

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE

[redacted]

ADDRESS [redacted]

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

TIME PROMISED 17:00 08MAR17

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

LABOR RATE 0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH

SELLING DEALER

WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	PCO	PREMIUM CARE OIL CHANGE		
# B	PCR	PREMIUM CARE ROTATE		
# C	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION		
# D	*199	CUSTOMER NOTED AFTER C[redacted]RDER 0957 THAT BOTH SECOND ROW SEAT BELTS ARE FRAYING[redacted] 3/8/17 9:17am	TOWING	AMOUNT
# E	*199	DURING MULTI[redacted] NOTED THE VEHICLE TO BE LOW ON COOLANT 3/8/17 11:34am	MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

[redacted] IAN'S SIGNATURE X

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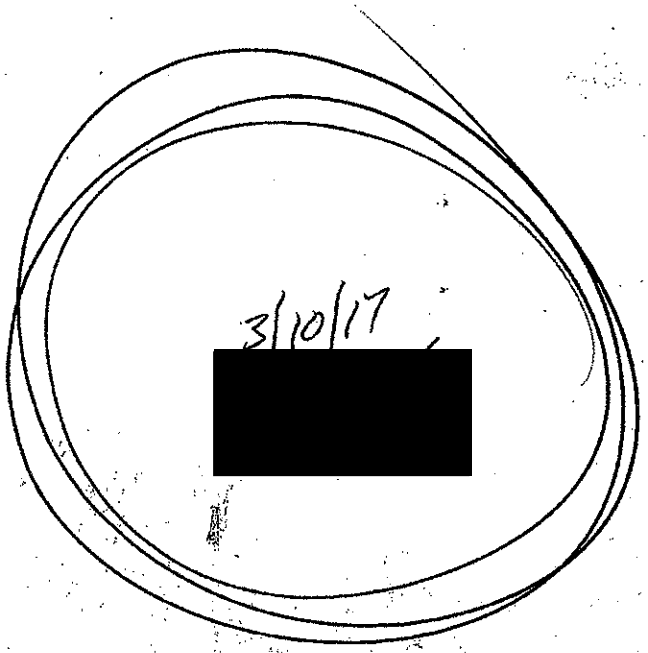
TECHNICIAN COPY


3/10/17
[redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S W P	T E C H	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	07DEC16	333628	1	16	[redacted]		ERFORM STATE	9997	INSPECTION STI	9997	SPEND THIS...	IM	PA STATE EMISS
							CI FEE	MULTI	FAULKNER CADI	THROTT	THROTTLE BODY	WIPER	REPLACED REAR
							USTOMER STATE						
	15SEP16	289628	1	91			USTOMER INFOR	060050	CADILLAC PREMI	060051	CADILLAC PREMI	242060	REAR BRAKE CAL
							AULKNER CADI	910227	RECALL FRONTAL	102059	INTERMEDIATE F	899	NO PROBLEM FOU
	10AUG16	267188	1	91			EPLACE FRONT	RESURF	MACHINE AND R	MULTI	FAULKNER CADI	342070	RADIO CONTROL
							E PROGRAM HM	060050	CADILLAC PREMI	060051	CADILLAC PREMI		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 36200

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	OIL AND FILTER CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE EMISSION SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	SERVICE AUTOMATIC TRANSMISSION	REPLACE PASS. FILTER	ROTATE TIRES	WHEEL BALANCE	PACK FRONT WHEEL BEARINGS	FRONT END ALIGNMENT	INSPECT EXHAUST SYSTEM	INSPECT SHOCKS, SUSPENSION AND STEERING	INSPECT AND SERVICE BRAKES	INSPECT AND ADJUST ALL BELTS	REPLACE WINDSHIELD WIPER BLADES	SERVICE WINDSHIELD WASHER SYSTEM	SCOPE AND SET ENGINE	TUNE UP	CARBURETOR OVERHAUL	SERVICE AIR CONDITIONER	ADJUST PARKING BRAKE	INSPECT AND TEST ELECTRICAL SYSTEM	SERVICE DIFFERENTIAL	DRAIN AND FLUSH COOLING SYSTEM

WAIT

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EXCLUSION OF WARRANTIES

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DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
08MAR2017	1GYS4SKJ4FR[redacted]	36200	22DEC14		15	CADILLAC ESCALADE	406327	[redacted]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control as for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE(1) $			
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	PCO	PREMIUM CARE OIL CHANGE		
# B	PCR	PREMIUM CARE ROTATE	TOWING	AMOUNT
# C	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION		
		1930306 95.00	MISC. CHARGES	AMOUNT
		1930305 148.33		
			SUBLETS P.O. NO.	AMOUNT

PARTS ORDERED

Cadillac

FOREMAN'S SIGNATURE X

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[redacted]

CUSTOMER #: [redacted]

L

[redacted] MAR 17 2017

WARRANTY

PAGE 3

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[redacted]

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
	17:01	17:01		0.00	W	4791	C			
	17:01	17:01		0.00	W	4791	F			
	17:05	17:13		0.14	W	4791	E			

COST, SALE, & COMP TOTALS 68045 153997 0

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 [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	783.65
PARTS AMOUNT	756.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1539.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1539.97

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

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SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
,,,,36200 FOUND BOTH SECOND ROW SEATS FRAYED REMOVED AND REPLACED BOTH								
,,,,SECOND ROW SEATS DUE TO BEING FRAYED FROM BUCKLE RUBBING.								
**********								
E** DURING MULTI POINT INSPECTION TECH NOTED THE VEHICLE TO BE LOW ON COOLANT								
CAUSE: LEAKING								
4080838 REPLACE RADIATOR AND THERMOSTAT								
	4791	W	3.20				359.52	359.52
1	12674639	(S)OUTLET				55.40	38.78	38.78
3	24205103	(S)RETAINER				4.74	3.78	11.34
1	23378653	(S)RADIATOR				495.00	415.80	415.80
1	12346290	COOLANT				15.90	11.13	11.13
FC: PART#: 12674639 COUNT: 1				34075	47705	TPARTS		
CLAIM TYPE:								
AUTH CODE:								
				5920	35952	TLABOR		
,,,,36200 DURING MULTI POINT INSPECTION FOUND COOLANT LEVEL LOW, FOUND								
,,,,COOLANT LEAKING FROM RADIATOR SIDE TANKS REMOVED AND REPLACED RADIATOR								
,,,,AND THERMOSTAT WITH HOUSING. FILLED AND BLED COOLANT SYSTEM. TEST DROVE								
,,,,AND TESTED OK								
**********								
TIRES 9/32 ALL...BRAKES FRONT								
8/32, REAR 7/32.. .INSPECTIONS								
EXPIRE 12/2017								

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-08-17	09:18	09:32	0.23	W	4791	A	
	09:32	10:09	0.62	W	4791	B	
	10:09	10:09	0.00	W	4791	C	
03-10-17	12:05	14:14	2.15	W	4791	D	
	14:14	14:15	0.02	W	4791	E	
	14:15	14:21	0.10	W	4791	D	
	14:25	14:36	0.18	W	4791	D	
	14:53	17:00	2.12	W	4791	E	

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	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

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[redacted]

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PREMIUM CARE OIL CHANGE			
CAUSE: PREMIUM CARE			
0600503 CADILLAC PREMIUM CARE - OIL CHANGE			
4791 WP 0.30		25.28	25.28
1 19330000 (S)FILTER	8.60	6.02	6.02
8 19259487 OIL	5.91	4.72	37.76
FC: PART#: 19330000 COUNT: 1 3126 4378 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
555 2528 TLABOR			
,,,,36200 CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS, SET			
,,,,TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION			
**********			
B PREMIUM CARE ROTATE			
CAUSE: PREMIUM CARE			
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION			
4791 WP 0.20		16.86	16.86
0 0 TPARTS			
370 1686 TLABOR			
,,,,36200 ROTATE TIRES			
**********			
D** CUSTOMER NOTED AFTER GENERATING REPAIR ORDER 0957 THAT BOTH SECOND ROW SEAT BELTS ARE FRAYING.			
CAUSE: SEPARATING			
6440720 REAR SEAT RETRACTOR SIDE BELT REPLACEMENT			
4791 W 3.40		381.99	381.99
1 19303060 BELT KIT	95.00	79.80	79.80
1 19303051 F-BELT KIT	148.33	124.60	124.60
1 NIF FREIGHT	18.25	18.25	18.25
1 NIF FREIGHT	12.84	12.84	12.84
FC: PART#: 19303060 COUNT: 1 17709 23549 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
6290 38199 TLABOR			

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	

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W

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 3

** PRE-INVOICE **

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Mechanicsburg, PA 17050
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1) VALET/LOANER 2) WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG				
03-08-17	09:18	09:32	0.23	W	4791	A					
	09:32	10:09	0.62	W	4791	B					
	10:09	10:09	0.00	W	4791	C					
03-10-17	12:05	14:14	2.15	W	4791	D					
	14:14	14:15	0.02	W	4791	E					
	14:15	14:21	0.10	W	4791	D					
	14:25	14:36	0.18	W	4791	D					
	14:53	17:00	2.12	W	4791	E					
	17:01	17:01	0.00	W	4791	C					
	17:01	17:01	0.00	W	4791	F					
	17:05	17:13	0.14	W	4791	E					

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	78365	13135		46700	602	430	
49101	3776	2696		46000	0	185	
48000	68145	48675		3306	3109	3109	
46300	0	0		26300	153997	*******	
22500	0	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 68230 153997 0

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

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
** PRE-INVOICE **

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SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
AUTH CODE:						
	6290	38199 TLABOR				
,,,,36200 FOUND BOTH SECOND ROW SEATS FRAYED REMOVED AND REPLACED BOTH						
,,,,SECOND ROW SEATS DUE TO BEING FRAYED FROM BUCKLE RUBBING.						
E** DURING MULTI POINT INSPECTION TECH NOTED THE VEHICLE TO BE LOW ON COOLANT						
CAUSE: LEAKING						
4080838 REPLACE RADIATOR AND THERMOSTAT						
4791 W 2.28 3.20	5920	35952			359.52	359.52
1 12674639 (S)OUTLET	2770	3878	0	55.40	38.78	38.78
3 24205103 (S)RETAINER	810	1134	0	4.74	3.78	11.34
1 23378653 (S)RADIATOR	29700	41580	0	495.00	415.80	415.80
1 12346290 COOLANT	795	1113	0	15.90	11.13	11.13
FC: PART#: 12674639 COUNT: 1	34075	47705 TPARTS				
CLAIM TYPE:						
AUTH CODE:						
	5920	35952 TLABOR				
,,,,36200 DURING MULTI POINT INSPECTION FOUND COOLANT LEVEL LOW, FOUND						
,,,,COOLANT LEAKING FROM RADIATOR SIDE TANKS REMOVED AND REPLACED RADIATOR						
,,,,AND THERMOSTAT WITH HOUSING. FILLED AND BLED COOLANT SYSTEM. TEST DROVE						
,,,,AND TESTED OK						
F** CUSTOMER CALLED IN AT 1501 ON 3.9.2017 AND ADDED THE VEHICLE BUCKS WHEN GOING FROM PARK TO DRIVE.						
299 NO PROBLEM FOUND						
4791 ISP 0.00 0.00	0	0			0.00	0.00
,,,,36200 TEST DROVE VEHICLE AND UNABLE TO DUPLICATE BUCKING CONCERN AT						
,,,,THIS TIME UNABLE TO DUPLICATE BUCKING CONCERN AT THIS TIME. PLEASE						
,,,,RETURN FOR FURTHER DIAGNOSTICS IF BUCKING OCCURS.						
TIRES 9/32 ALL...BRAKES FRONT						
8/32, REAR 7/32... .INSPECTIONS						
EXPIRE 12/2017						

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	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 406327 BRANDON SHEARER

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PREMIUM CARE OIL CHANGE						
CAUSE: PREMIUM CARE						
0600503 CADILLAC PREMIUM CARE - OIL CHANGE						
4791 WP 0.23 0.30	555	2528			25.28	25.28
1 19330000 (S)FILTER	430	602	0	8.60	6.02	6.02
8 19259487 OIL	2696	3776	0	5.91	4.72	37.76
FC: PART#: 19330000 COUNT: 1	3126	4378	TPARTS			
CLAIM TYPE:						
AUTH CODE:						
	555	2528	TLABOR			
,,,,36200 CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS, SET						
,,,,TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION						
B PREMIUM CARE ROTATE						
CAUSE: PREMIUM CARE						
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION						
4791 WP 0.62 0.20	370	1686			16.86	16.86
	0	0	TPARTS			
	370	1686	TLABOR			
,,,,36200 ROTATE TIRES						
C FAULKNER CADILLAC MULTI-POINT INSPECTION						
MULTI FAULKNER CADILLAC MULTI-POINT INSPECTION						
4791 CE 0.00 0.10	185	0			0.00	0.00
,,,,36200 PERFORM FREE MULTI-POINT INSPECTION						
D** CUSTOMER NOTED AFTER GENERATING REPAIR ORDER 0957 THAT BOTH SECOND ROW SEAT BELTS ARE FRAYING.						
CAUSE: SEPARATING						
6440720 REAR SEAT RETRACTOR SIDE BELT REPLACEMENT						
4791 W 2.43 3.40	6290	38199			381.99	381.99
1 19303060 BELT KIT	5700	7980	0	95.00	79.80	79.80
1 19303051 F-BELT KIT	8900	12460	0	148.33	124.60	124.60
1 NIF FREIGHT	1825	1825	0	18.25	18.25	18.25
1 NIF FREIGHT	1284	1284	0	12.84	12.84	12.84
FC: PART#: 19303060 COUNT: 1	17709	23549	TPARTS			
CLAIM TYPE:						

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	

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		36200/36219	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 13MAR17		0.00	CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
08MAR17	10MAR17	SOLD-STK [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F** CUSTOMER CALLED IN AT 1501 ON 3.9.2017 AND ADDED THE VEHICLE BUCKS WHEN GOING FROM PARK TO DRIVE.							
	299	NO PROBLEM FOUND					
		4791	ISP	0.00			
,,,,36200 TEST DROVE VEHICLE AND UNABLE TO DUPLICATE BUCKING CONCERN AT					0.00		0.00
,,,,THIS TIME UNABLE TO DUPLICATE BUCKING CONCERN AT THIS TIME. PLEASE							
,,,,RETURN FOR FURTHER DIAGNOSTICS IF BUCKING OCCURS.							
**********							
TIRES 9/32 ALL...BRAKES FRONT							
8/32, REAR 7/32.. .INSPECTIONS							
EXPIRE 12/2017							

COST, SALE, & COMP TOTALS	0	0	0

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

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INTERNAL COPY

4030170 Radiator Replacement

Effective Date: Mar 1, 2017

LABOR CODE: 4030170

Base

To Fill Cooling System

LABOR TIME:	3.7
ADD TIME:	0.3

[redacted]

$495.00

SCRV.
LM.

PARTS ORDERED

You are about to leave the website of General Motors and view the content of an external website. That website is not owned or controlled by, or affiliated with General Motors or its subsidiaries, and it is subject to its separate terms and conditions and other agreements, as well as its privacy policies. General Motors cannot be held responsible for the content of external websites.
OK
Cancel
Warning

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[redacted]

Vehicle Report

Printed on: 03/08/2017 09:15:13

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 36200

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/14/2016	[redacted]	ZREG	[redacted]	Intermediate Floor Panel Carpet Replacement	28958 MI	Warranty

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

Vehicle Report

Printed on: 03/08/2017 09:15:13

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 36200

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/14/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	28958 MI	Warranty
09/14/2016		ZREG		Rear Brake Caliper Replacement	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Tire Rotation	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Oil Change	28958 MI	Warranty
08/04/2016		ZREG		RADIO WITH INTEGRATED RECEIVER - RETURN TO ESC	26717 MI	Warranty
08/04/2016		ZREG		High Frequency Antenna Replacement	26717 MI	Warranty
08/04/2016		ZREG		Cadillac Premium Care - Oil Change	26717 MI	Warranty
08/04/2016		ZREG		Cadillac Premium Care - Tire Rotation	26717 MI	Warranty
08/04/2016		ZREG		Reprogram HMI Module	26717 MI	Warranty
08/04/2016		ZREG		Radio Control Assembly Replacement	26717 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Passenger Air Filter	21769 MI	Warranty
04/28/2016		ZREG		Rear Fog Lamp Replacement	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Tire Rotation	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Oil Change	21769 MI	Warranty
04/28/2016		ZFAT		15577 - Install New Fuse Block Label	21769 MI	Warranty
01/20/2016		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	17782 MI	Warranty
12/10/2015		ZREG		Tire and Wheel Balancing - Four	16053 MI	Warranty
10/26/2015		ZREG		Front Brake Caliper Replacement - Both Sides	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Oil Change	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Tire Rotation	13881 MI	Warranty
10/26/2015		ZFAT		N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13881 MI	Warranty
08/31/2015		ZFAT		N150472 - Reprogram HMI&VPC (inc battery&steering shaft inspect)	11364 MI	Warranty
08/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 MI	Warranty
06/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty
06/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 MI	Warranty
12/18/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage

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

Vehicle Report

Printed on: 03/08/2017 09:15:13

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 36200

Repair Order History

12/07/2016	[redacted]	PA	PENNSYLVANIA STATE INSPECTION	9	C,W	32360 MI
09/15/2016		PA	CUSTOMER INFORMATION:	8	C,I,W	28958 MI
08/10/2016		PA	REPLACE FRONT BRAKE PADS AND LUBE SLIDE PINS	7	C,W	26717 MI
05/18/2016		PA	FULL DETAIL COMPLETE	10	C,I	22354 MI
04/29/2016		PA	CADILLAC PREMIUM CARE - OIL CHANGE	8	C,I,W	21769 MI
01/22/2016		PA	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	2	I,W	17785 MI
12/14/2015		PA	TIRE AND WHEEL BALANCING - FOUR	5	C,I,W	16054 MI
11/03/2015		PA	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES	11	C,I,W	13881 MI
08/31/2015		PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C,I,W	11364 MI
04/09/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
12/22/2014		PA		0		4 MI

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

Faulkner Cadillac
6726 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [redacted] Email: sconley@faulknercadillac.com

Customer Name: [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 03/08/2017

Repair Order #: [redacted] Mileage: 36200 Tag #: _____ License #: _____

☑ 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: ____ % Reset: ☐ NA: ☐
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES

☑ LF ☑ RF

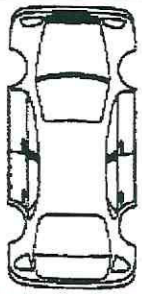
☑ ○ Rear (if applicable)
☑ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater ! 7/32 to 4/32 ⊗ 3/32 or Less

LF ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage

RF ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage



LR ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage

RR ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage

☑ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY

☑ ○ Battery condition
☑ ○ Battery cables and connections

☑ CHANGE ENGINE OIL & FILTER N/A ☐

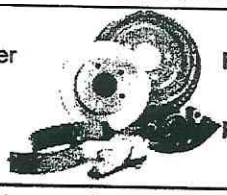
CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☑	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater ! 6 mm to 4 mm ⊗ 3 mm or Less

LF ☑ 7mm / greater
RF ☑ 7mm / greater



LR ☑ 6mm
RR ☑ 6mm

Rear ☑ 4 mm or Greater ! 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 8/32" Lowest Rear Lining: 7/32"

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

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

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

Your Service Consultant: Brandon Shearer **Your Service Technician:** Nick Hughes

Faulkner Cadillac
To Be Sure.

Faulkner Cadillac
6726 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [redacted] Email: sconley@faulknercadillac.com

Customer Name [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 03/08/2017

Repair Order # [redacted] Mileage: 36200 Tag #: License #:

ACCEPTED ADDITIONAL SERVICES RECOMMENDED		
Recommend Tire Rotation	$	0.00
Recommend Radiator Replacement	$	0.00

ESTIMATED TOTALS		
Accepted Items Estimate	$	0.00

DAMAGE ITEMS
No damage has been recorded.

NOTES

Your Service Consultant: Brandon Shearer **Your Service Technician:** Nick Hughes

Faulkner Cadillac Mechanicsburg

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

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **1650**

FACE PAGE Unit #: HZ[redacted]

RO NO [redacted]

CUSTOMER [redacted]

HOME ADDRESS [redacted]

CITY [redacted] STATE [redacted] ZIP [redacted]

DRIVER'S LICENSE NO [redacted] STATE [redacted]

BIRTH DATE [redacted] HOME TELEPHONE [redacted]

LOANER CAR VIN 1GYKNDRS2HZ[redacted]

LICENSE NO [redacted] STATE [redacted]

MILEAGE IN	2755
MILEAGE OUT	2552
MILES DRIVEN	203
MILES ALLOWED	
CHARGEABLE MILES	

YEAR / MAKE / MODEL / COLOR: 2017 XT5 Cadillac GRANITE

DATE AND TIME OUT: 03/08/2017 10:11 A.M. / P.M.

DATE AND TIME IN: 03/11/17 2:30 P.M.

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE

DATE DUE IN: 03/09/2017 06:00 A.M. / P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY	POLICY NO	EXPIRES
USAA	[redacted]	04/01/2017

AGENT: USAA TELEPHONE: (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

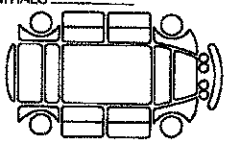
NAME OF INSURED

FUEL

OUT	IN
X	X
3/4	3/4
1/2	1/2
1/4	1/4
E	E

DAMAGE DESCRIPTION

INITIALS _____



SHOP NAME
PHONE NUMBER
SHOP CONTACT BRANDON SHEARER
VEHICLE MAKE / MODEL

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a **150** mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

YOUR SIGNATURE: [redacted]

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $4.00	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

APPRECIATE YOUR BUSINESS!

CADILLAC BASIC PA CTA (12122014)

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. **Definitions.** "**Agreement**" means all terms and conditions found on the Face Page and these Terms & Conditions. "**You**" or "**your**" means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**," or "**us**" means the independent Cadillac dealer identified on the Face Page. "**Authorized Driver**" means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed.** "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges incurred under this Agreement. "**Bailment Period**" means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. "**Daily Vehicle Rate**" means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. **Bailment; Indemnity and Warranties.** This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Condition and Return of Vehicle.** You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. **Responsibility for Damage or Loss; Reporting to Police.** You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. **Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the "**Policy**") that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. **Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer.** You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. **Personal Information.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

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9800 Fredericksburg Road
San Antonio, TX 78288

1535 LANDVATER RD
HUMMELSTOWN PA 17036

December 6, 2016

Reference: Auto Insurance Confirmation

Please use this as confirmation of auto insurance; however, this does not take the place of an insurance identification card.

Registered owner:	[redacted]
Address:	
Policy #:	
Policy effective:	October 1, 2016
Policy expiration:	April 1, 2017
Vehicle:	2015 CADILLAC ESCALADE
VIN:	1GYS4SKJ4FR[redacted]
Comprehensive deductible:	$1,000
Collision deductible:	$1,000
Lienholder:	ALLY FINANCIAL PO BOX 8102 COCKEYSVILLE MD 21030

Meets Pennsylvania minimum statutory liability requirements

This confirmation of coverage neither affirmatively nor negatively amends, extends or alters the coverage given by the policy issued by USAA Casualty Insurance Company.

Thank you for choosing us for your auto insurance needs. If you have questions, please call us at 210-531-USAA (8722), our mobile shortcut #8722 or 800-531-8722.

Thank you,
USAA Casualty Insurance Company

Customer Name [redacted]

RO # [redacted]

Unit: [redacted]

Loaner Vehicle Inspection

Inspected by: [redacted]

Date: 3/8

Pickup Inspection

Miles 2552 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 F

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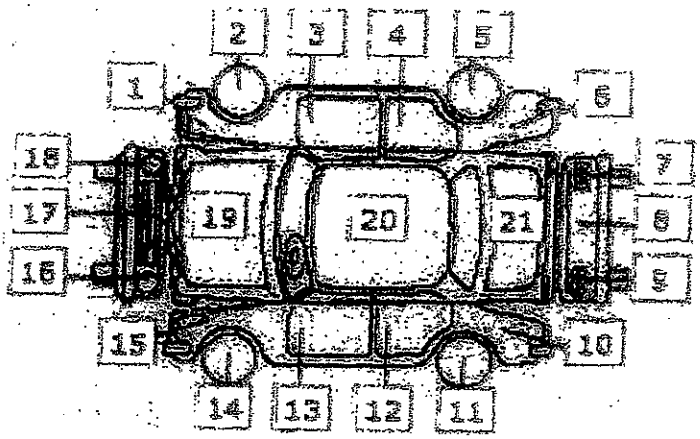
Parked: Inside

[redacted]



Return Inspection

Miles 2755 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 F

Inspected by: Clayton

Date: 3/11

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Driver Signature _____

Faulkner Cadillac Mechanicsburg

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

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **1650**

FACE PAGE Unit #: HZ[redacted]

RO NO [redacted]

CUSTOMER [redacted]

LOANER CAR VIN 1GYKNDRS2HZ[redacted]

LICENSE NO [redacted] STATE

[redacted]

CITY STATE ZIP

[redacted]

DRIVER'S LICENSE NO. STATE EXPIRES

[redacted]

BIRTH DATE HOME TELEPHONE

[redacted]

	IN	OUT
MILEAGE	2755	2552
MILES DRIVEN		203
MILES ALLOWED		
CHARGEABLE MILES		

2017 XT5 Cadillac GRANITE

DATE AND TIME IN: 03/13/2017 08:04 A.M. P.M.

DATE AND TIME OUT: 03/08/2017 10:11 A.M. P.M.

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE

DATE DUE IN: 03/09/2017 06:00 A.M. P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY: USAA

POLICY NO: [redacted]

EXPIRES: 04/01/2017

AGENT: USAA

TELEPHONE: (210) 531-8722

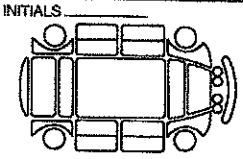
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

NAME OF INSURED

FUEL

	OUT	IN
	X	X
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

INITIALS



DAMAGE SUBJECT TO CHARGE

SHOP NAME

PHONE NUMBER

SHOP CONTACT BRANDON SHEARER

VEHICLE MAKE / MODEL

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME: NONE — LICENSE NO. — STATE — BIRTHDATE

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY — POLICY NO — EXPIRES

AGENT — TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME: NONE — LICENSE NO. — STATE — BIRTHDATE

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY — POLICY NO — EXPIRES

AGENT — TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

ALL CHARGES SUBJECT TO FINAL AUDIT.

YOUR SIGNATURE:

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 5 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

THANK YOU, WE APPRECIATE YOUR BUSINESS!

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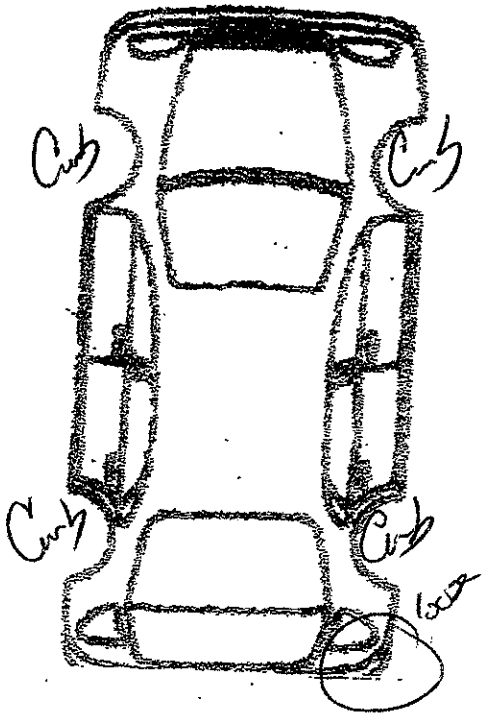
8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

© LaPlaca Pujo, PC 2014 Generic 102214

Name	[redacted]
Mileage	36200
Last 8 of VIN	FR[redacted]
Oil Life %	76
Insp. Exp.	12/17
LF Wiper	
RF Wiper	
Rear Wiper	



RO NUMBER	DATE CLOSED	MILEAGE	S/W	PREP	TYP	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	5SEP16	28962	8	19		[redacted]	CUSTOMER INFO	[redacted]	CADILLAC PREM	060051	CADILLAC PREM	[redacted]	REAR BRAKE CAL
							FAULKNER CADI		RECALL FRONTAL	102059	INTERMEDIATE		NO PROBLEM FOU
	0AUG16	26718	8	19			REPLACE FRONT		MACHINE AND REMULTI		FAULKNER CADI		RADIO CONTROL
							RE PROGRAM HM		CADILLAC PREM	060051	CADILLAC PREM		
	8MAY16	22357	8	19			FULL DETAIL C		MOUNT AND BALA	9997	WHEEL WEIGHTS		TIRE TAX
							TIRE DISPOSAL		WHEEL WEIGHTS	9997	TIRE TAX		TIRE DISPOSAL
							PERFORM WHEEL		CUSTOMER INFOR				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 32360

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE | TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac

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

32,362 - OUT

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
06DEC2016	1GYS4SKJ4FR[redacted]	32360	22DEC14		15	CADILLAC ESCALADE	7781	[redacted]

Hereby authorize the repair work above, to be done along with the necessary material listed hereon. You are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

PRELIMINARY ES[redacted]

AUTHORIZED BY: X [redacted]

REVISED ESTIMATE(1) $

REVISED ESTIMATE(2) $

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

TIME PROMISED 17:00 06DEC16

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

BILL TO: P.O. NO.

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION		GAS, OIL, GREASE	AMOUNT
# A	SI	PERFORM STATE SAFETY INSPECTION	T	8 0	
4/4	0.6	AI71853995		9 9	
		EXP 12/17			
# B	IM	PA STATE EMISSION TEST	B	TOWING	AMOUNT
	0.3	IM7124/81904		19 19 B	
		EXP 12/17			
# C	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION		8 0 B B	
	0.1	MPI	O	MISC. CHARGES	AMOUNT
# D	IDETAIL	INTERIOR DETAIL		OIL LIFE 56%	
	0.5	30,000 MILE THROTTLE BODY SERVICE.		SUBLETS P.O. NO.	AMOUNT
	0.1	REPLACED REAR WIPER	I/M	13,891 12/16	
	2	~~WATER LEAK AT A PILLAR.~~			

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		32360/33362	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 06DEC16		0.00	CASH	06DEC16

R.O. OPENED	READY	OPTIONS:
06DEC16	06DEC16	SOLD-STK [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F** DURING WASH TECH NOTED WATER TO BE ENTERING BY A-PILLAR.							
799 CUSTOMER STATES ELECTRICAL BODY / SWITCH CONCERN							
	416		W	0.00		0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		
,,,,32360 SUNROOF DRAIN HOSE LEAKING AT SUNROOF COUPLER. REMOVED							
,,,,SUNROOF DRAIN HOSE COUPLER, CLEANED AND REATTACHED. LEAK NO LONGER							
,,,,PRESENT.							
**********							
TIRES FRONT 8/32, REAR							
9/32....BRAKES 11/32, RE AR							
8/32...AI71853995,							
IM71481904...INSPECTIONS							
EXPIRE 12/2016...ALL RECALLS							
UP TO DAE AT THIST IME							

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-06-16	10:41	11:33	0.87	W	416	B	
	12:45	12:58	0.22	W	416	D	
	12:58	12:58	0.00	W	416	E	
	12:59	12:59	0.00	W	416	C	
	12:59	12:59	0.00	W	416	B	
	13:00	13:21	0.35	W	416	A	
	13:40	14:01	0.35	W	416	F	
	14:01	14:01	0.00	W	416	A	
	15:31	15:32	0.01	W	416	A	

COST, SALE, & COMP TOTALS 0 0 0

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 [redacted]e to secure the amount of repairs

[redacted]

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

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 7781 KEITH HARTMAN

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		32360/33362	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 06DEC16		0.00	CASH	06DEC16

R.O. OPENED	READY	OPTIONS:
06DEC16	06DEC16	SOLD-STK [redacted] FOR XZILON 1)VALET/LOANER 2)WE OWE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
F** DURING WASH TECH NOTED WATER TO BE ENTERING BY A-PILLAR.											
	799		CUSTOMER STATES ELECTRICAL BODY / SWITCH CONCERN								
	416		W	0.35	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
,,,,32360 SUNROOF DRAIN HOSE LEAKING AT SUNROOF COUPLER. REMOVED											
,,,,SUNROOF DRAIN HOSE COUPLER, CLEANED AND REATTACHED. LEAK NO LONGER											
,,,,PRESENT.											
TIRES FRONT 8/32, REAR											
9/32....BRAKES 11/32, RE AR											
8/32...AI71853995,											
IM71481904...INSPECTIONS											
EXPIRE 12/2016...ALL RECALLS											
UP TO DAE AT THIST IME											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-06-16	10:41	11:33	0.87	W	416	B	
	12:45	12:58	0.22	W	416	D	
	12:58	12:58	0.00	W	416	E	
	12:59	12:59	0.00	W	416	C	
	12:59	12:59	0.00	W	416	B	
	13:00	13:21	0.35	W	416	A	
	13:40	14:01	0.35	W	416	F	
	14:01	14:01	0.00	W	416	A	
	15:31	15:32	0.01	W	416	A	

PAID AMEX

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000G	2195	915		6104	765	0	
46000	7741	1679		46700	3750	2258	
46200	0	0		32400	867	0	
22500	15318	*******		26300	0	*******	

COST, SALE, & COMP TOTALS 4852 14451 0

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	121.31
PARTS AMOUNT	37.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.65
TOTAL CHARGES	166.46
LESS INSURANCE	21.95
SALES TAX	8.67
PLEASE PAY THIS AMOUNT	153.18

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

Faulkner
Cadillac

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

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		32360/33362	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 06DEC16		0.00	CASH	06DEC16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1) VALET/LOANER 2) WE OWE FOR XZILON
06DEC16	06DEC16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PERFORM STATE SAFETY INSPECTION						
CAUSE: PERFORMED STATE INSPECTION						
SI PERFORM STATE SAFETY INSPECTION						
416 CC 0.36 0.60	915	2195			21.95	21.95
STK INSPECTION STICKER	0	600			6.00	6.00
STGT SPEND THIS... GET THIS... (COUPON)						
LABOR CB	0	-2195			-21.95	-21.95
,,,,32360 PA ISNP						
,,,,PERFORMED PA STATE INSPECTION - PASS						
,,,,TIRE: 8/32 FRONT BRAKES: 11B REAR BRAKES: 9B						
,,,,AI7 1853995						
,,,,EXP 12/17						
B PA STATE EMISSION TEST						
IM PA STATE EMISSION TEST						
416 CB 0.87 0.30	458	3995			39.95	39.95
MCI MCI FEE	0	165			1.65	1.65
,,,,32360 PA INSP						
,,,,PERFORMED PA STATE EMISSION TEST - PASS						
,,,,IM7 1481904						
,,,,EXP 12/17						
C FAULKNER CADILLAC MULTI-POINT INSPECTION						
MULTI FAULKNER CADILLAC MULTI-POINT INSPECTION						
416 CE 0.00 0.10	153	0			0.00	0.00
,,,,32360 MPI PERFORMED FREE MULTI-POINT INSPECTION.						
D THROTTLE BODY SERVICE						
THROTTLE THROTTLE BODY SERVICE						
416 CA 0.22 0.50	763	5000			50.00	50.00
1 ASKIT98 V/CLEANER	1395	1995	0	19.95	19.95	19.95
,,,,32360 30,000 MILE SERVICE DUE. PERFORMED THROTTLE BODY SERVICE.						
E** WIPER BLADE REPLACEMENT (OEM)						
WIPER REPLACED REAR WIPER BLADE						
416 CA 0.00 0.20	305	941			9.41	9.41
1 22956295 (S) BLADE	863	1755	0	17.55	17.55	17.55
,,,,32360 WIPER BLADE WORN. REPLACED THE REAR WIPER BLADE ASSEMBLY.						

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	

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ACCOUNTING COPY

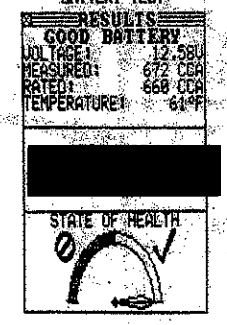
EXP800

FAULKNER CADILLAC
6726 CARLISLE PIK
MECHANICSBURG, PA
17050
USA
717-691-2000

[redacted]

12/06/2016
11:44 AM

BATTERY TEST



BATTERY MEETS OR EXCEEDS
REQUIRED STANDARDS.

TEST AGAIN AT NEXT
STORE VISIT.

[redacted]

[redacted]

VIN: 1GYS4SKJ4FR[redacted]

COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT
Test Date/Time: 12/06/2016 @ 12:01

VEHICLE INFORMATION

Year:	2015	Make:	CADILLAC	Model:	ESCALADE
VIN:	1GYS4SKJ4FR[redacted]	Engine Size:	6.200 L	Cylinders:	8
Odometer:	32362	GVWR:	0	Estimated Test Weight:	0
License:	[redacted]	Inspection Type:	INITIAL	Record Number:	[redacted]
County:	DAUPHIN				

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:	NA	Catalytic Converter:	NA	Fuel Cap Integrity:	NA
EGR System:	NA	Evaporative Control System:	NA		
PCV System:	NA	Fuel Inlet Restrictor:	NA		

OBD EMISSIONS INSPECTION

MIL BULB KOEO:	PASS	OBD FAULT CODE RESULT:	PASS
MIL BULB KOER:	PASS	OBD READINESS RESULT:	PASS
MIL COMMAND STATUS:	PASS	OBD-I/M CHECK RESULT:	PASS

OVERALL TEST RESULTS: **PASSED**

Emissions Control Systems Visual/Functional Inspection: **PASSED**
OBD Emissions Inspection: **PASSED**
Sticker: [redacted]
TIN: [redacted]

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #: EP17
STATION NAME: Faulkner Cadillac
ADDRESS: 6726 Carlisle Pike
Mechanicsburg, PA 17050
PHONE: 717- 91-2000

INSPECTOR NAME: MARIO P. CARPINTIERI;JR

EQUIPMENT #: EZ080338
SOFTWARE VERSION: 1101

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspe[redacted]
Signa

[redacted]

FAULKNER CADILLAC

6726 CARLISLE PIKE MECHANICSBURG, PA 17050

(717)691-2000

Work Order: [redacted]

Date: 12/06/2016

CUSTOMER INFORMATION

Last Name: [redacted]

First Name: [redacted]

Address: [redacted]

Address2:

County: [redacted]

City:

State: [redacted]

Zip: [redacted]

Home Phone: [redacted]

Work Phone:

Contact:

Work Phone Ext:

VEHICLE INFORMATION

VIN#	Plate#	Year	Make	Body
1GYS4SKJ4FR[redacted]	[redacted]	15	CADILLAC	SW

Old Odom	Current Odom	Model	Fleet
13891	32362	ESCALADE ESV	

Engine	Transmission	Anti-Tamper Exempt
V8, 6.2L; FFV; VVT		

INSURANCE INFORMATION

Insur. Co.: USAA CASUALTY INSURANCE COMPAN

NAIC: 25968

Policy#: [redacted]

Expires Text:

Expires Date: 04/01/2017

PARTS

Qty	Description
1	INSPECTION STICKER 431 ANNUAL IN

LABOR

Labor Description	
STATE INSPECTION 431 ANNUAL IN	

Inspection Info

Y	Registration Verified
Y	Steering / Suspension
Y	Exhaust System
Y	Fuel System
Y	Glazing, Mirrors
Y	Lightings, Wiring, Switches
Y	Body, Doors, Latches
Y	Brake System
Y	Other
Y	Tires
Y	Road Test

Visual Anti-Tampering

-	Catalytic Converter
-	Fuel Inlet Restrictor
-	PCV Valve
-	EGR Valve
-	Air Pump
-	Evaporative Control System

INSPECTION RESULTS

PASS

Inspection Info

Inspection Date	Inspect Type	Old Sticker
12/06/2016	ANNUAL	

Book	Inside/Outside	Sticker Expires	
431AI	INSIDE	12 (Month)	17 (Year)

Sticker: [redacted]

Emissions Sticker #: IM71481904

MechanicID: CARPINTIERI JR, MARI

Brakes and Suspension

Brakes

Left Front	Right Front
11 B	11 B
9 B	9 B
Left Rear	Right Rear

Tires / 32nds

Left Front	Right Front
8	8
9	9
Left Rear	Right Rear

Drums /Rotors

Left Front	Right Front
Left Rear	Right Rear

Suspension	Left Front	Right Front	Left Rear	Right Rear
	Lower | Upper	Lower | Upper	Lower | Upper	Lower | Upper

Sublet:

Labor:

Parts:

Total Labor and Parts:

Tax:

Invoice Amount:

CIM Signature: [redacted]

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VIN	RO	TECH		ADVISOR	DATE			
FR[redacted]	[redacted]	MARIO		KEITH	12/06/16			
PART	PART NUMBER	STOCK Y/N	BIN OR W/H	PART COST	CAUSE/DESCRIPTION	LABOR TIME	LABOR COST	TOTAL ESTIMATE
~~ESTIMATE~~ INSP						0.6		$47.75
GM15						0.3		
REAR WIPER BLADE	[redacted]			12.55		0.1	$9.00	$27
WATER LEAK								
30K TB SERVICE						0.5		$69.95

Vehicle Report

Printed on: 12/06/2016 08:17:35

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 32359

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/14/2016	[redacted]	ZREG	[redacted]	Intermediate Floor Panel Carpet Replacement	28958 MI	Warranty

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

Vehicle Report

Printed on: 12/06/2016 08:17:35

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 32359

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/14/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	28958 MI	Warranty
09/14/2016		ZREG		Rear Brake Caliper Replacement	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Tire Rotation	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Oil Change	28958 MI	Warranty
08/04/2016		ZREG		RADIO WITH INTEGRATED RECEIVER - RETURN TO ESC	26717 MI	Warranty
08/04/2016		ZREG		High Frequency Antenna Replacement	26717 MI	Warranty
08/04/2016		ZREG		Cadillac Premium Care - Oil Change	26717 MI	Warranty
08/04/2016		ZREG		Cadillac Premium Care - Tire Rotation	26717 MI	Warranty
08/04/2016		ZREG		Reprogram HMI Module	26717 MI	Warranty
08/04/2016		ZREG		Radio Control Assembly Replacement	26717 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Passenger Air Filter	21769 MI	Warranty
04/28/2016		ZREG		Rear Fog Lamp Replacement	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Tire Rotation	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Oil Change	21769 MI	Warranty
04/28/2016		ZFAT		15577 - Install New Fuse Block Label	21769 MI	Warranty
01/20/2016		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	17782 MI	Warranty
12/10/2015		ZREG		Tire and Wheel Balancing - Four	16053 MI	Warranty
10/26/2015		ZREG		Front Brake Caliper Replacement - Both Sides	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Oil Change	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Tire Rotation	13881 MI	Warranty
10/26/2015		ZFAT		N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13881 MI	Warranty
08/31/2015		ZFAT		N150472 - Reprogram HMI&VPC (inc battery&steering shaft inspect)	11364 MI	Warranty
08/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 MI	Warranty
06/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty
06/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty
06/16/2015		ZREG	[redacted]	Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 MI	Warranty
12/18/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage

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

Vehicle Report

Printed on: 12/06/2016 08:17:35

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 32359

Repair Order History

	09/15/2016	[redacted]	PA	CUSTOMER INFORMATION:	8	C,I,W	28958 MI
	08/10/2016		PA	REPLACE FRONT BRAKE PADS AND LUBE SLIDE PINS	7	C,W	26717 MI
	05/18/2016		PA	FULL DETAIL COMPLETE	10	C,I	22354 MI
	04/29/2016		PA	CADILLAC PREMIUM CARE - OIL CHANGE	8	C,I,W	21769 MI
	01/22/2016		PA	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	2	I,W	17785 MI
	12/14/2015		PA	TIRE AND WHEEL BALANCING - FOUR	5	C,I,W	16054 MI
	11/03/2015		PA	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES	11	C,I,W	13881 MI
	08/31/2015		PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C,I,W	11364 MI
	04/09/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
	01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
	12/22/2014		PA		0		4 MI

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

Faulkner Cadillac
6726 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [redacted] Email: sconley@faulknercadillac.com

Customer Name [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 12/06/2016

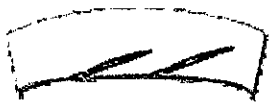
Repair Order #: [redacted] Mileage: 32359 Tag #: _____ License #: _____

☑ 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: 56 % 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 ☑ 8/32 or greater
PSI@: 33 set to: 35 PSI
☐ Wear Pattern/Damage

LR ☑ 8/32 or greater
PSI@: 33 set to: 35 PSI
☐ Wear Pattern/Damage

RF ☑ 8/32 or greater
PSI@: 33 set to: 35 PSI
☐ Wear Pattern/Damage

RR ☑ 8/32 or greater
PSI@: 33 set to: 35 PSI
☐ Wear Pattern/Damage

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY

☑ ○ Battery condition
☑ ○ Battery cables and connections

☐ CHANGE ENGINE OIL & FILTER N/A ☐

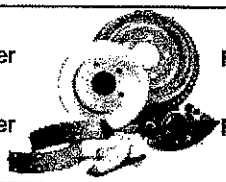
CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☐	☑	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

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: 9/32" Lowest Rear Lining: 7/32"

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

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

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

Your Service Consultant: Keith Hartman **Your Service Technician:** Mario Carpintieri

Faulkner Cadillac
To Be Sure.

Faulkner Cadillac
6726 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

Phone: [redacted] Email: sconley@faulknercadillac.com

Customer Name [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 12/06/2016

Repair Order # [redacted] Mileage: 32359 Tag #: _____ License #: _____

ACCEPTED ADDITIONAL SERVICES RECOMMENDED		
Recommend Rear Wiper Blade Replacement	**$**	**28.00**
THROTTLE BODY SERVICE	**$**	**69.95**

ESTIMATED TOTALS		
Accepted Items Estimate	**$**	**97.95**

DAMAGE ITEMS

No damage has been recorded.

NOTES

Your Service Consultant: Keith Hartman **Your Service Technician:** Mario Carpintieri

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To Be Sure.

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6726 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

Certified Service
MULTI-POINT VEHICLE INSPECTION

hone: [redacted] Email: sconley@faulknercadillac.com

ustomer Name: [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 09/14/2016

epair Order #[redacted] Mileage: 27000 Tag #: License #:

DAMAGE ITEMS

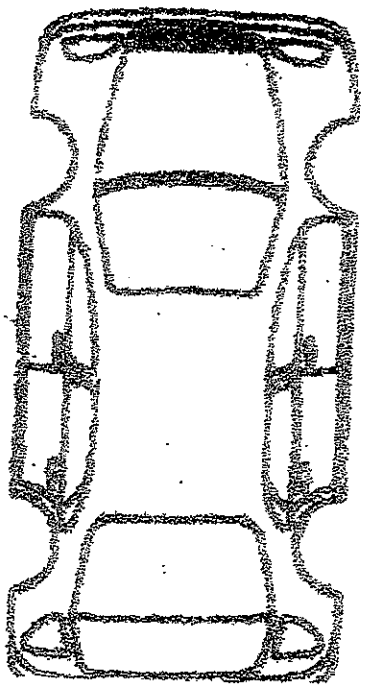
Section Name	Damage Type(s)	Notes
No damage has been recorded.		

NOTES

Your Service Consultant: Keith Hartman **Your Service Technician:** Ryan Kovacevic

922

Name	[redacted]
Mileage	32,359
Last 8 of VIN	
Oil Life %	56%
Insp. Exp.	12/14
LF Wiper	OK
RF Wiper	
Rear Wiper	OK



PE18-012

GM

3-27-2019

Q3

[redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S W R	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	1AUG15	113662	7	37		[redacted]	BRAKES - CUST	[redacted]	CUSTOMER INFOR	910170	PERFORM REPRO	[redacted]	NSTALL ROOF R
	8JUN15	76010	8	73	W		CADILLAC PREM		CADILLAC PREM		DETAIL		FULL DETAIL C		ICKED UP CSUT
							FAULKNER CADI		SERVICE UPDATE	910150	SAFETY RECALL		
	9APR15	42390	8	15	I		WE OWE: CLEAN		MOUNT AND BALA	9997	WHEEL WEIGHTS		IRE TAX
							TIRE DISPOSAL		WILL GO OVER B	299	COULD NOT DUP		AULKNER CADIL
	9JAN15	90201	1	6	O		TIRE REPAIR P		MISCELLANEOUS	MULTI	FAULKNER CADI		
	2DEC14	48	1	8	I		PRE - DELIVER		NEW VEHICLE CL	NCIM	NEW VEHICLE E		ASHER FLUID

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 13881

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	OIL AND FILTER CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE EMISSION SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	SERVICE AUTOMATIC TRANSMISSION	REPLACE FUEL FILTER	ROTATE TIRES	WHEEL BALANCE	PACK FRONT WHEEL BEARINGS	FRONT END ALIGNMENT	INSPECT EXHAUST SYSTEM	INSPECT SHOCKS, SUSPENSION AND STEERING	INSPECT AND SERVICE BRAKES	INSPECT AND ADJUST ALL BELTS	REPLACE WINDSHIELD WIPER BLADES	SERVICE WINDSHIELD WASHER SYSTEM	SCOPE AND SET ENGINE	TUNE UP	CARBURETOR OVERHAUL	SERVICE AIR CONDITIONER	ADJUST PARKING BRAKE	INSPECT AND TEST ELECTRICAL SYSTEM	SERVICE DIFFERENTIAL	DRAIN AND FLUSH COOLING SYSTEM

Shuttle

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
26OCT2015	1GYS4SKJ4FR[redacted]	13881	[redacted]		15	CADILLAC ESCALADE	7781	[redacted]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the below signed assumes and authorizes any other person to operate the vehicle for any purpose. The terms contained herein does not apply where prohibited by law."

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

PRELIMINARY E[redacted]

AUTHORIZED BY: X [redacted]

REVISED ESTIMATE(1) $

REVISED ESTIMATE(2) $

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE

0.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	499	CUSTOMER STATES THAT THERE IS A SQUEALING CHIRPING NOISEFROM THE BRAKES. CHECK AND ADVISE
# B	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION
# C	PCO	PREMIUM CARE OIL CHANGE
# D	PCR	PREMIUM CARE ROTATE
# E	SI	PERFORM STATE SAFETY INSPECTION

GAS/OIL/GREASE	AMOUNT
TOWING	AMOUNT
MISC. CHARGES	AMOUNT
SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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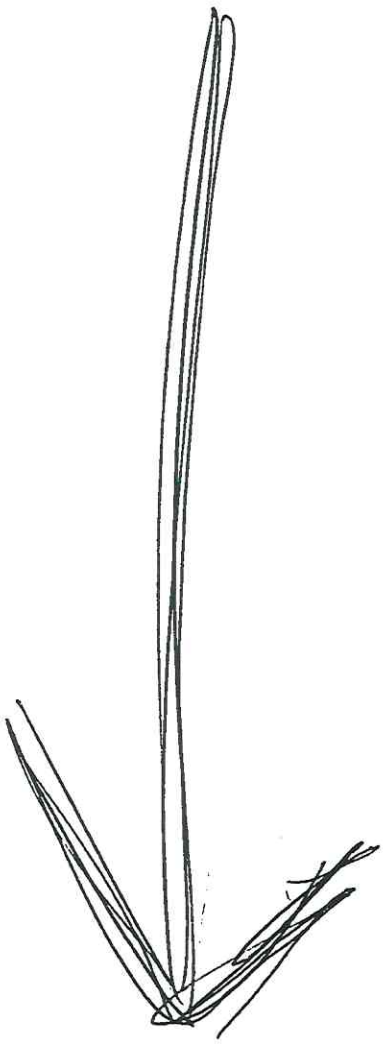
TECHNICIAN COPY



WARRANTY PARTS
RETURNED

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C H	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	1AUG15	113662	737	W		[redacted]	BRAKES - CUSTC	[redacted]	CUSTOMER INFOR	910170	PERFORM REPRC	[redacted]	NSTALL ROOF R
	8JUN15	76010	873	W		[redacted]	CADILLAC PREMI	[redacted]	CADILLAC PREMI	DETAIL	FULL DETAIL C		ICKED UP CSUT
							FAULKNER CADI		SERVICE UPDATE	910150	SAFETY RECALL		
	9APR15	42390	815	I		[redacted]	VE OWE: CLEAN	[redacted]	MOUNT AND BALA	9997	WHEEL WEIGHTS		IRE TAX
							TIRE DISPOSAL		WILL GO OVER B	299	COULD NOT DUE		AULKNER CADIL
	9JAN15	90201	16	C		[redacted]	TIRE REPAIR PI	[redacted]	MISCELLANEOUS	MULTI	FAULKNER CADI		
	2DEC14	481	85	I		[redacted]	PRE - DELIVERY	[redacted]	NEW VEHICLE CL	NCIM	NEW VEHICLE P		ASHER FLUID

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 13881

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 2 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
26OCT2015	1GYS4SKJ4FR[redacted]	13881	22DEC14		15	CADILLAC ESCALADE	7781	[redacted]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of towing and/or inspection. A storage mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

LABOR RATE 0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# F	IM	PA STATE EMISSION TEST
G		Service Update 4wd staying engaged in Cold temperatures

GAS/OIL/GREASE	AMOUNT
TOWING	AMOUNT
MISC. CHARGES	AMOUNT
SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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[redacted]

CUSTOMER #: [redacted]

NOV 1 [redacted] 2015

[redacted]

WARRANTY

PAGE 2

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS:
26OCT15	02NOV15	SOLD-STK [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CAUSE: PREM CARE								
	0600513 CADILLAC PREMIUM CARE - TIRE ROTATION							
		401691	WP	0.20			15.65	15.65
					0	0 TPARTS		
					380	1565 TLABOR		
,,,,13881 ROTATE TIRES								
	**********							
G** SAFETY RECALL 4WD ALWAYS ENGAGED IN COLD TEMPERATURES								
CAUSE: SERVICE UPDATE								
	9101695 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMPERARUTRES							
		401691	W	0.40			41.73	41.73
1	23135915 (S) PAD KIT					112.00	78.40	78.40
					5600	7840 TPARTS		
					760	4173 TLABOR		
,,,,13881 recall reprogramm transfer case control module and set up								
	**********							

TIRES FRONT 6/32, REAR
8/32...BRAKES FRONT 12/3 2,
REAR 8/32...AI60938053,
IM6021354...ALL RECA LLS UP TO
DATE AT THIS TIME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG	L	P
10-26-15	10:24	10:28	0.07	W	401691	F		331.51	423.19
	10:28	10:52	0.40	W	401691	C		24.06	42.20
	10:52	11:55	1.05	W	401691	A		16.04	
	11:55	12:11	0.26	W	401691	G		42.76	
	12:11	12:11	0.00	W	401691	B			
	12:11	13:30	1.32	W	401691	D			
	13:31	13:31	0.00	W	401691	E			
11-02-15	10:54	12:57	2.05	W	401691	A			
	13:24	13:24	0.00	W	401691	E			
COST, SALE, & COMP TOTALS					46562	100033	0		

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 t[redacted]

I [redacted] OF.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	404.28
PARTS AMOUNT	596.05
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1000.33
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1000.33

Copyright [redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
26OCT15	02NOV15	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS A SQUEALING CHIRPING NOISEFROM THE BRAKES. CHECK AND ADVISE					
CAUSE: CALIPERS STUCK CAUSING OVERHEATING					
2420531 FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES					
401691	W	1.60		166.93	166.93
1 22842352 (S)CALIPER			247.80	173.46	173.46
1 22842351 (S)CALIPER			244.76	171.33	171.33
1 23135915 (S)PAD KIT			129.00	129.00	129.00
2420672 FRONT BRAKE ROTOR REFINISHING					
401691	W	1.50		156.50	156.50
FC: PART#: 22842352 COUNT: 1		30228	47379 TPARTS		
CLAIM TYPE:					
AUTH CODE:					
		5890	32343 TLABOR		
,,,,13881 found front calpers seized found front calipers seized cause					
,,,,front pads to be hitting the squealer tabs replaced both front calipers					
,,,,bled brakes, turned front rotors and replaced pads RF rotor thickness					
,,,,is 1.179 LF is 1.178					
**********					
C PREMIUM CARE OIL CHANGE					
CAUSE: PREM CARE					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
401691	WP	0.30		23.47	23.47
1 19330000 (S)FILTER			8.60	6.02	6.02
8 88864004 OIL			4.73	4.73	37.84
FC: PART#: 19330000 COUNT: 1		3134	4386 TPARTS		
CLAIM TYPE:					
AUTH CODE:					
		570	2347 TLABOR		
,,,,13881 LOF CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS,					
,,,,SET TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION					
**********					
D PREMIUM CARE ROTATE					

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	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS:
26OCT15	02NOV15	SOLD-STK[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS A SQUEALING CHIRPING NOISEFROM THE BRAKES. CHECK AND ADVISE			
CAUSE: CALIPERS STUCK CAUSING OVERHEATING			
2420531 FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES			
401691 W 1.60		166.93	166.93
1 22842352 (S)CALIPER	247.80	173.46	173.46
1 22842351 (S)CALIPER	244.76	171.33	171.33
1 23135915 (S)PAD KIT	129.00	129.00	129.00
2420672 FRONT BRAKE ROTOR REFINISHING			
401691 W 1.50		156.50	156.50
FC: PART#: 22842352 COUNT: 1 30228 47379 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
5890 32343 TLABOR			
,,,,13881 found front calpers seized found front calipers seized cause			
,,,,front pads to be hitting the squealer tabs replaced both front calipers			
,,,,bled brakes, turned front rotors and replaced pads RF rotor thickness			
,,,,is 1.179 LF is 1.178			
**********			
C PREMIUM CARE OIL CHANGE			
CAUSE: PREM CARE			
0600503 CADILLAC PREMIUM CARE - OIL CHANGE			
401691 WP 0.30		23.47	23.47
1 19330000 (S)FILTER	8.60	6.02	6.02
8 88864004 OIL	4.73	4.73	37.84
FC: PART#: 19330000 COUNT: 1 3134 4386 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
570 2347 TLABOR			
,,,,13881 LOF CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS,			
,,,,SET TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION			
**********			
D PREMIUM CARE ROTATE			

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	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 3
** PRE-INVOICE **

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS:
26OCT15	02NOV15	SOLD-STK: [redacted] 1) VALET/LOANER 2) WE OWE FOR XZILON

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

TIRES FRONT 6/32, REAR 8/32...BRAKES.FRONT 12/3 2, REAR 8/32...AI60938053, IM6021354...ALL RECA LLS UP TO DATE AT THIS TIME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-26-15	10:24	10:28	0.07	W	401691	F	
	10:28	10:52	0.40	W	401691	C	
	10:52	11:55	1.05	W	401691	A	
	11:55	12:11	0.26	W	401691	G	
	12:11	12:11	0.00	W	401691	B	
	12:11	13:30	1.32	W	401691	D	
	13:31	13:31	0.00	W	401691	E	
11-02-15	10:54	12:57	2.05	W	401691	A	
	13:24	13:24	0.00	W	401691	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	40428	7600		48000	55219	35828	
46300	0	0		46700	602	430	
49101	3784	2704		46303	2495	1520	
46000G	0	0		6104	747	0	
46000	3995	760		32400	435	0	
26300	100033	*******		6704	0	*******	
30006	2645	*******		22500	5027	*******	

PAID
AMEX

COST, SALE, & COMP TOTALS 48842 107270 0

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	39.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.47
TOTAL CHARGES	47.42
LESS INSURANCE	0.00
SALES TAX	2.85
PLEASE PAY THIS AMOUNT	50.27

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

** PRE-INVOICE **

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS:
26OCT15	02NOV15	SOLD-STK[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
,,,,SET TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION											
D PREMIUM CARE ROTATE											
CAUSE: PREM CARE											
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION											
	401691	. WP	1.32	0.20		380	1565			15.65	15.65
						0		0	TPARTS		
						380		1565	TLABOR		
,,,,13881 ROTATE TIRES											
E PERFORM STATE SAFETY INSPECTION											
CAUSE: PERFORMED STATE INSPECTION											
SRSI PA STATE INSPECTION											
	401691	IR	0.00	0.80		1520	2495			24.95	24.95
SI STATE INSPECTION STICKER											
	401691	CC	0.00	0.00		0	0			0.00	0.00
STK INSPECTION STICKER						0	600			6.00	6.00
,,,,13881											
,,,,PERFORM PA STATE INSPECTION											
,,,,TIRE: /32 FRONT BRAKES: B REAR BRAKES: B											
F PA STATE EMISSION TEST											
IM PA STATE EMISSION TEST											
	401691	CB	0.07	0.40		760	3995			39.95	39.95
MCI MCI FEE						0	147			1.47	1.47
,,,,13881 PERFORM PA STATE EMISSION TEST											
G** SAFETY RECALL 4WD ALWAYS ENGAGED IN COLD TEMPERATURES											
CAUSE: SERVICE UPDATE											
9101695 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMPERARUTRES											
	401691	W	0.26	0.40		760	4173			41.73	41.73
1	23135915	(S)	PAD KIT			5600	7840	0	112.00	78.40	78.40
						5600		7840	TPARTS		
						760		4173	TLABOR		
,,,,13881 recall reprogramm transfer case control module and set up											

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X _____

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
26OCT15	02NOV15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THERE IS A SQUEALING CHIRPING NOISEFROM THE BRAKES..CHECK AND ADVISE										
	CAUSE: CALIPERS STUCK CAUSING OVERHEATING										
	2420531	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES									
		401691	W	3.10	1.60	3040	16693			166.93	166.93
	1	22842352 (S)	CALIPER			12390	17346	0	247.80	173.46	173.46
	1	22842351 (S)	CALIPER			12238	17133	0	244.76	171.33	171.33
	1	23135915 (S)	PAD KIT			5600	12900	0	129.00	129.00	129.00
	2420672	FRONT BRAKE ROTOR REFINISHING									
		401691	W	0.00	1.50	2850	15650			156.50	156.50
	FC: PART#: 22842352 COUNT: 1					30228	47379 TPARTS				
	CLAIM TYPE:										
	AUTH CODE:										
						5890	32343 TLABOR				
	,,,,13881 found front calpers seized found front calipers seized cause										
	,,,,front pads to be hitting the squealer tabs replaced both front calipers										
	,,,,bled brakes, turned front rotors and replaced pads RF rotor thickness										
	,,,,is 1.179 LF is 1.178										
B	FAULKNER CADILLAC MULTI-POINT INSPECTION										
	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION									
		401691	ISP	0.00	0.00	0	0			0.00	0.00
	,,,,13881 PERFORM FREE MULTI-POINT INSPECTION										
C	PREMIUM CARE OIL CHANGE										
	CAUSE: PREM CARE										
	0600503	CADILLAC PREMIUM CARE - OIL CHANGE									
		401691	WP	0.40	0.30	570	2347			23.47	23.47
	1	19330000 (S)	FILTER			430	602	0	8.60	6.02	6.02
	8	88864004	OIL			2704	3784	0	4.73	4.73	37.84
	FC: PART#: 19330000 COUNT: 1					3134	4386 TPARTS				
	CLAIM TYPE:										
	AUTH CODE:										
						570	2347 TLABOR				
	,,,,13881 LOF CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS,										

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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	

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CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4F[redacted]		13881/13882	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 26OCT15		0.00	CASH	02NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
26OCT15	02NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
B FAULKNER CADILLAC MULTI-POINT INSPECTION			
MULTI FAULKNER CADILLAC MULTI-POINT INSPECTION			
401691 ISP 0.00		0.00	0.00
,,,,13881 PERFORM FREE MULTI-POINT INSPECTION			
**********			
E PERFORM STATE SAFETY INSPECTION			
CAUSE: PERFORMED STATE INSPECTION			
SRSI PA STATE INSPECTION			
401691 IR 0.80		24.95	24.95
,,,,13881			
,,,,PERFORM PA STATE INSPECTION			
,,,,TIRE: /32 FRONT BRAKES: B REAR BRAKES: B			
**********			
TIRES FRONT 6/32, REAR 8/32...BRAKES FRONT 12/3 2, REAR 8/32...AI60938053, IM6021354...ALL RECA LLS UP TO DATE AT THIS TIME			

COST, SALE, & COMP TOTALS 1520 2495 0

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	24.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.95
LESS INSURANCE	0.00
SALES TAX	1.50
PLEASE PAY THIS AMOUNT	26.45

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2420531 Front Brake Caliper Replacement - Both Sides

Effective Date: Nov 1, 2015

LABOR CODE: 2420531

Base	**LABOR TIME:**	0.8
Bleeding - Two Wheel Circuits	**ADD TIME:**	0.8

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2420672 Front Brake Rotor Refinishing

Effective Date: Nov 1, 2015

LABOR CODE: 2420672

Base	**LABOR TIME:**	1.0
To Refinish Rotor - Both	**ADD TIME:**	0.5

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[redacted]

VIN: 1GYS4SKJ4FR[redacted]

COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT
Test Date/Time: 10/26/2015 @ 10:10

VEHICLE INFORMATION

Year:	2015	Make:	CADILLAC	Model:	ESCALADE
VIN:	1GYS4SKJ4FR[redacted]	Engine Size:	6.200 L	Cylinders:	8
Odometer:	13881	GVWR:	0	Estimated Test Weight:	0
License:	[redacted]	Inspection Type:	INITIAL	Record Number:	[redacted]
County:					

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:	NA	Catalytic Converter:	NA	Fuel Cap Integrity:	PASS
EGR System:	NA	Evaporative Control System:	NA		
PCV System:	NA	Fuel Inlet Restrictor:	NA		

OBD EMISSIONS INSPECTION

MIL BULB KOEO:	PASS	OBD FAULT CODE RESULT:	PASS
MIL BULB KOER:	PASS	OBD READINESS RESULT:	PASS
MIL COMMAND STATUS:	PASS	OBD-I/M CHECK RESULT:	PASS

OVERALL TEST RESULTS: **PASSED**

Emissions Control Systems Visual/Functional Inspection: **PASSED**
OBD Emissions Inspection: **PASSED**
Sticker: [redacted]
TIN: [redacted]

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #: EP17
STATION NAME: Faulkner Cadillac
ADDRESS: 6643 Carlisle Pike
Mechanicsburg, PA 17050
PHONE: 717- 91-2000

INSPECTOR NAME: RYAN M. KOVACEVIC

EQUIPMENT #: EZ080338

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

[redacted]

[redacted]

FAULKNER CADILLAC

6643 CARLISLE PIKE MECHANICSBURG, PA 17060

(717)795-4659

Work Order: [redacted]

Date: 11/02/2015

CUSTOMER INFORMATION

Last Name: [redacted]

First Name: [redacted]

Address: [redacted]

Address2:

County: [redacted]

City: [redacted]

State: [redacted]

Zip: [redacted]

Home Phone:

Work Phone: [redacted]

Contact:

Work Phone Ext:

VEHICLE INFORMATION

VIN#	Plate#	Year	Make	Body
1GYS4SKJ4FR[redacted]	[redacted]	15	CADILLAC	SW

Old Odom	Current Odom	Model	Fleet
4	13881	ESCALADE ESV	

Engine	Transmission	Anti-Tamper Exempt
V8, 6.2L; FFV; VVT		

INSURANCE INFORMATION

Insur. Co.: USAA CASUALTY INSURANCE COMPAN

NAIC: 25968

Policy#: [redacted]

Expires Text:

Expires Date: 04/01/2016

PARTS

Qty	Description
1	INSPECTION STICKER 431 ANNUAL IN

LABOR

Labor Description	
STATE INSPECTION 431 ANNUAL IN	

Inspection Info

Y	Registration Verified
Y	Steering / Suspension
Y	Exhaust System
Y	Fuel System
Y	Glazing, Mirrors
Y	Lightings, Wiring, Switches
Y	Body, Doors, Latches
Y	Brake System
Y	Other
Y	Tires
Y	Road Test

Visual Anti-Tampering

-	Catalytic Converter
-	Fuel Inlet Restrictor
-	PCV Valve
-	EGR Valve
-	Air Pump
-	Evaporative Control System

INSPECTION RESULTS

PASS

Inspection Info

Inspection Date	Inspect Type	Old Sticker
11/02/2015	ANNUAL	

Book	Inside/Outside	Sticker Expires	
431AI	INSIDE	12 (Month)	16 (Year)

Sticker: [redacted]

Emissions Sticker #: IM56021354

MechanicID: KOVACEVIC, RYAN

Brakes and Suspension

Brakes

Left Front	Right Front
12 B	
Left Rear	8 B Right Rear

Tire: / 32nds

Left Front	Right Front
6	6
8 Left Rear	8 Right Rear

Drums /Rotors

Left Front	Right Front
Left Rear	Right Rear

Suspension	Left Front	Right Front	Left Rear		Right Rear
	Lower | Upper	Lower | Upper	Lower | Upper		Lower | Upper

Sublet:

Labor:

Parts:

Total Labor and Parts:

Tax:

Invoice Amount: [redacted]

CIM Sig[redacted]

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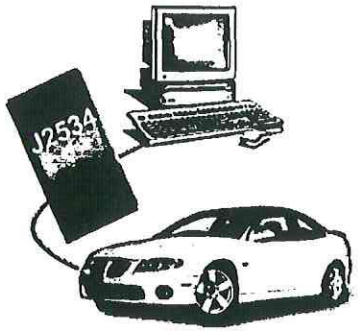
J2534 Pass Thru: Final Instructions



ProgrammingComplete.

WarrantyClaim Code:1A077
Record this code on the warranty repair order (if applicable).

Post ProgrammingInstructions:
Follow the Controller Specific Instructions below.

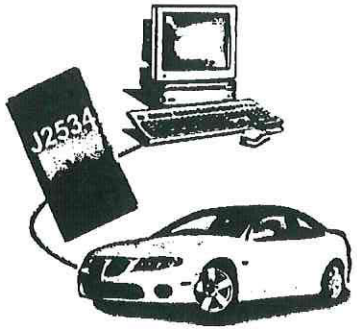
If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller SpecificInstructions:
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data LinkConnector. Note: After successful TCCM programming you may need to perform the ATC Motor Learn procedure located on the scan tool if any DTCs are current and will not clear.

VIN:1GYS4SKJ4FR[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

J2534 Pass Thru: Final Instructions



Programming Complete.

Warranty Claim Code: FD925
Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector. Note: After successful TCCM programming you may need to perform the ATC Motor Learn procedure located on the scan tool if any DTCs are current and will not clear.

VIN: 1GYS4SKJ4FR[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

[redacted]

Name:	R.O. #:			Service Adivsor		Mechanic:	Date
Serial #:							
Part Description	Part #	Part Cost	x If in stock	Labor Operation Description	Ext. Labor Hours	Est. Labor Costs	Service Notes
Front Calipers L	22842352		spl	PARTS ORDERED			
R	51		spl	C			
Front pads	23135915			Must spac caps			
Turn Rotors							

Vehicle Report

Printed on: 10/26/2015 09:48:23

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 13881

Vehicle Summary

OnStar Status	Diagnostics Report	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	V7KH93CL

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	**Service Update Bulletin**	**4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY***	**09/16/2015**	**Open**
	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
08/31/2015	[redacted]	ZFAT	[redacted]	N150472 - Reprogram HMI&VPC (inc battery&steering shaft inspect)	11364 MI	Warranty
08/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 MI	Warranty
06/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty

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

Vehicle Report

Printed on: 10/26/2015 09:48:23

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 13881

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/16/2015	[redacted]	ZFAT	[redacted]	N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 MI	Warranty
12/18/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type - Indicators	Vehicle R.O. Mileage
	08/31/2015	[redacted]	PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C,I,W	11364 MI
	04/09/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
	01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
	12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I,W	4 MI

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

Faulkner Cadillac
To Be Sure.

Faulkner Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

CADILLAC PREMIUM CARE MAINTENANCE

Phone: [redacted] Email: mjohnson@faulknercadillac.com

Customer Name [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 10/26/2015

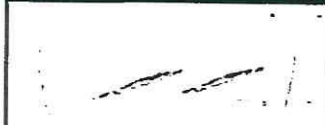
Repair Order # [redacted] Mileage: 13881 Tag #: _____ License #: _____

☑ *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: ___ % Reset: ☐ NA: ☐
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF ☑ RF
○ ○

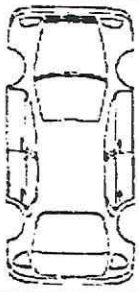
☑ ○ Rear (if applicable)
☑ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater ! 7/32 to 4/32 ⊗ 3/32 or Less

LF ☑ 8/32 or greater
PSI@: ___ set to: ___ PSI
☐ Wear Pattern/Damage

LR ☑ 8/32 or greater
PSI@: ___ set to: ___ PSI
☐ Wear Pattern/Damage

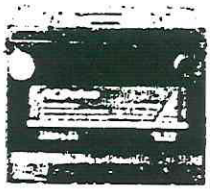


RF ☑ 8/32 or greater
PSI@: ___ set to: ___ PSI
☐ Wear Pattern/Damage

RR ☑ 8/32 or greater
PSI@: ___ 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 FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☐	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

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: _____ Lowest Rear Lining: _____

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

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

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

Your Service Consultant: Keith Hartman **Your Service Technician:**

Faulkner Cadillac
To Be Sure.

Faulkner Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
http://www.FaulknerCadillacMechanicsburg.com

CADILLAC PREMIUM CARE MAINTENANCE

Phone [redacted] Email: mjohnson@faulknercadillac.com

Customer Name [redacted] VIN: 1GYS4SKJ4FR[redacted] Date: 10/26/2015

Repair Order #: [redacted] Mileage: 13881 Tag #: _____ License #: _____

DAMAGE ITEMS

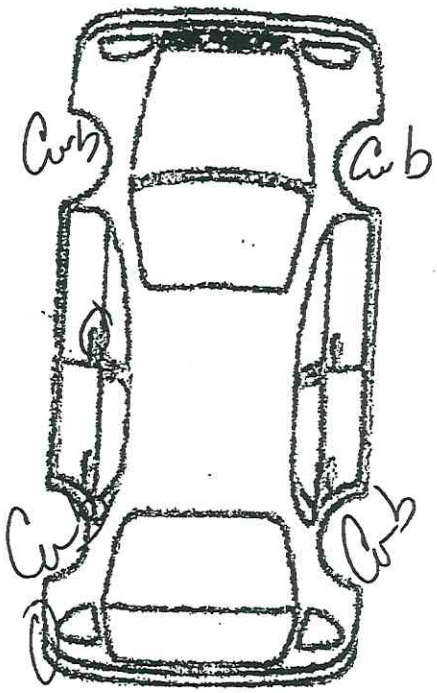
Section Name	Damage Type(s)	Notes
No damage has been recorded.		

NOTES

Your Service Consultant: Keith Hartman **Your Service Technician:**

017

Name	
Mileage	1388
Last 8 of VIN	
Oil Life %	20%
Insp. Exp.	12/15
LF Wiper	
RF Wiper	
Rear Wiper	



RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C H	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	JUN15	7601	08	7	3	W	[redacted]		CADILLAC PREMI		CADILLAC PREMI	DETAIL	FULL DETAIL C
									FAULKNER CADI		SERVICE UPDATE	910150	SAFETY RECALL
	APR15	42390	8	15	I		WE OWE: CLEAN		MOUNT AND BALA	9997	WHEEL WEIGHTS		TIRE TAX
							TIRE DISPOSAL		WILL GO OVER B	299	COULD NOT DU		FAULKNER CADIL
	JAN15	90201	16	C			TIRE REPAIR PI		MISCELLANEOUS	MULTI	FAULKNER CADI		
	DEC14	481	85	I			PRE - DELIVERY		NEW VEHICLE CL	NCIM	NEW VEHICLE I		WASHER FLUID
							MCI FEE		INSPECTION STI	059003	PDI - DEALER		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 7601

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE | TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK REPRINT PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
31AUG2015	1GYS4SKJ4FR[redacted]	7601	22DEC14		15	CADILLAC ESCALADE	406327	[redacted]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transportation. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any Simpson concerned herein does not apply where prohibited by law.

PRELIMINARY [redacted]

AUTHORIZED BY: [redacted]

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

TIME PROMISED 17:00 31AUG15

HOME PHONE [redacted]

BILL TO: P.O. NO. BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				0.00

1) VALET/LOANER 2) WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	DIAG	C/S: THERE IS A GRINDING NOISE WHEN BRAKING EXCESSIVE CONTINUAL BRAKE DUST RT FRT WHEEL
# B	INFO	PICK UP VEHICLE AT 1535 LANDVATER RD, HUMMELSTOWN CONTACT:319.0659
# C	*199	PERFORM CAMERA MODULE SOFTWARE UPDATE CAMPAIGN
D		Inst all ~~ORDER~~ ROOF RACKS AND INSTALL Cadillac REAR BUMPER DAMAGE NOTED PLEASE HANDWASH AND VACUUM

GAS/OIL/GREASE	AMOUNT
TOWING	AMOUNT
MISC. CHARGES	AMOUNT
SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

Copyright 2014 CDK Global, LLC WORKORDER TYPE 1 - SW1C - IMAGING

TECHNICIAN COPY

CUSTOMER #: [redacted]

SEP 10 2015

[redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		11364/11366	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 31AUG15		0.00	CASH	31AUG15

R.O. OPENED	READY	OPTIONS:
31AUG15	31AUG15	SOLD-STK:[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A C/S: THERE IS A GRINDING NOISE WHEN BRAKING								
CAUSE: COULD NOT DUPLICATE								
	2429919			BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)				
		4837	W	0.30			31.30	31.30
					0	0 TPARTS		
					638	3130 TLABOR		
,,,,7601 PERFORM BRAKE INSPECTION SYSTEM OPERATING AS DESIGNED ROAD								
,,,,TEST VEHICLE TO VERIFY CUST CONCERN NO PROBLEMS FOUND								
**********								
C** PERFORM CAMERA MODULE SOFTWARE UPDATE CAMPAIGN								
CAUSE: SERVICE CAMPAIGN								
	9101708			PERFORM REPROGRAM HMI & VPC				
		4837	W	1.20			125.20	125.20
					0	0 TPARTS		
					2550	12520 TLABOR		
,,,,7601 perform recall per gm and update control modules								
**********								

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-31-15	14:14	15:53	1.65	W	4837	C	
	15:53	15:54	0.02	W	4837	D	
	15:54	15:55	0.02	W	4837	A	
	15:55	15:55	0.00	W	4837	B	

L P
32.08
128.33

COST, SALE, & COMP TOTALS 3188 15650 0

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.

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	156.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	156.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	156.50

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
** PRE-INVOICE **

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		11364/11366	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 31AUG15		0.00	CASH	31AUG15

R.O. OPENED	READY	OPTIONS:
31AUG15	31AUG15	SOLD-STK:[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
32400		1534		0			26300	15650	*******		
6704		0	*******				22500	27094	*******		

PAID
AMEX

closed to cash EOM

COST, SALE, & COMP TOTALS 18738 41210 0

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	45.60
PARTS AMOUNT	210.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	255.60
LESS INSURANCE	0.00
SALES TAX	15.34
PLEASE PAY THIS AMOUNT	270.94

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 406327 BRANDON SHEARER

Faulkner Cadillac

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		11364/11366	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 31AUG15		0.00	CASH	31AUG15

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
31AUG15	31AUG15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: THERE IS A GRINDING NOISE WHEN BRAKING										
	CAUSE: COULD NOT DUPLICATE										
	2429919	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)									
		4837	W	0.02	0.30	638	3130			31.30	31.30
						0	0	TPARTS			
						638	3130	TLABOR			
	,,,,7601 PERFORM BRAKE INSPECTION SYSTEM OPERATING AS DESIGNED ROAD										
	,,,,TEST VEHICLE TO VERIFY CUST CONCERN NO PROBLEMS FOUND										
B	PICK UP VEHICLE AT 1535 LANDVATER RD, HUMMELSTOWN CONTACT:319.0659										
	INFO	CUSTOMER INFORMATION:									
		4837	ISP	0.00	0.00	0	0			0.00	0.00
C	** PERFORM CAMERA MODULE SOFTWARE UPDATE CAMPAIGN										
	CAUSE: SERVICE CAMPAIGN										
	9101708	PERFORM REPROGRAM HMI & VPC									
		4837	W	1.65	1.20	2550	12520			125.20	125.20
						0	0	TPARTS			
						2550	12520	TLABOR			
	,,,,7601 perform recall per gm and update control modules										
D	** INSTALL ROOF RACK CROSS BARS										
	999	INSTALL ROOF RAILS									
		4837	CA	0.02	0.40	850	4560			45.60	45.60
	1	23256564	RAIL PKG			14700	21000	0	210.00	210.00	210.00
	,,,,7601 install roof rails										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-31-15	14:14	15:53	1.65	W	4837	C	
	15:53	15:54	0.02	W	4837	D	
	15:54	15:55	0.02	W	4837	A	
	15:55	15:55	0.00	W	4837	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	15650	3188		46300	0	0	
46000	4560	850		46700	21000	14700	

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	

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		11364/11366	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 31AUG15		0.00	CASH	31AUG15

R.O. OPENED	READY	OPTIONS:
31AUG15	31AUG15	SOLD-STK:[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	PICK UP VEHICLE AT 1535 LANDVATER RD, HUMMELSTOWN CONTACT:319.0659						
	INFO	CUSTOMER INFORMATION:					
	4837	ISP		0.00		0.00	0.00

****

COST, SALE, & COMP TOTALS 0 0 0

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

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2429919 Brakes - Customer Concern Not Duplicated (CCND)

Effective Date: Aug 1, 2015

LABOR CODE: 2429919

Note: Actual time from 0.1- 0.3 hours spent to perform repair is to be entered as Labor Hours for this code. Any additional repair time greater than 0.3 hours must be submitted as Other Labor Hours and have appropriate service management approval.

You may claim up to the allowable labor hours **LABOR TIME:** 0.3

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Vehicle Report

Printed on: 08/31/2015 09:26:00

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 7601

Vehicle Summary

OnStar Status	Diagnostics Report	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	V7KH93CL

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
	Service Update Bulletin	**CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS**	**08/27/2015**	**Open**

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0338	One or More Key Transmitter(s) Inoperative/Not Detected or Passive Entry Inop While Transmitter Functions Operate as Intended	07/31/2015
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/16/2015	[redacted]	ZFAT	[redacted]	N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty
06/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 MI	Warranty

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

Vehicle Report

Printed on: 08/31/2015 09:26:00

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 7601

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/18/2014	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	04/09/2015	[redacted]	PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
	01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
	12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I,W	4 MI

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

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	9APR15	42390	8	15	IV[redacted]	E OWE: CLEAN	T1	MOUNT AND BAL	[redacted]	WHEEL WEIGHTS	[redacted]	TIRE TAX
						IRE DISPOSAL	MISC	WILL GO OVER		COULD NOT DUPL		FAULKNER CADIL
	9JAN15	90201	1	6	C[redacted]	IRE REPAIR PL	MISC	MISCELLANEOUS		FAULKNER CADIL		
	2DEC14	4818	5	I[redacted]		RE - DELIVERY	CNC	NEW VEHICLE C		NEW VEHICLE EM	[redacted]	WASHER FLUID
						CI FEE	9997	INSPECTION ST		PDI - DEALER I		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 8000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | SCOPE AND SET ENGINE | TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

VALET

2

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
16JUN2015	1GYS4SKJ4FR[redacted]	8000	22DEC14		15	CADILLAC ESCALADE	402808	[redacted]

NAME [redacted] TIME PRO[redacted] 17:00 16JUN15

ADDRESS [redacted]

PRELIMINARY ESTI[redacted]

CITY/STATE/ZIP [redacted] HOME PHONE [redacted]

AUTHORIZED BY X [redacted]

REVISED ESTIMATE(1) $

BILL TO: P.O. NO. BUSINESS PHONE [redacted]

REVISED ESTIMATE(2) $

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 0.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

1) VALET/LOANER 2) WE OWE FOR XZILON
717-319-0659

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

X CUSTOMER SIGNATURE

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE AMOUNT	TOWING AMOUNT	MISC. CHARGES AMOUNT	SUBLETS P.O. NO. AMOUNT
# A	PCO 0600503	PREMIUM CARE OIL CHANGE				
# B	PCR 0600513	PREMIUM CARE ROTATE T-8/8 B-12/12				
# C	DETAIL	FULL DETAIL COMPLETE				
# D	RENTAL	CUSTOMER WANTS VEHICLE PICKED UP AT HOME AND LEAVE LOANER Cadillac				
# E	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION				
F)	199	SAFETY RECALL TORQUE CONVERTER NEEDS PERFORMED				9101554 .5
G)	199	SAFETY RECALL U-JOINT FOREMAN'S SIGNATURE X NEEDS PERFORMED.				9101504 .4

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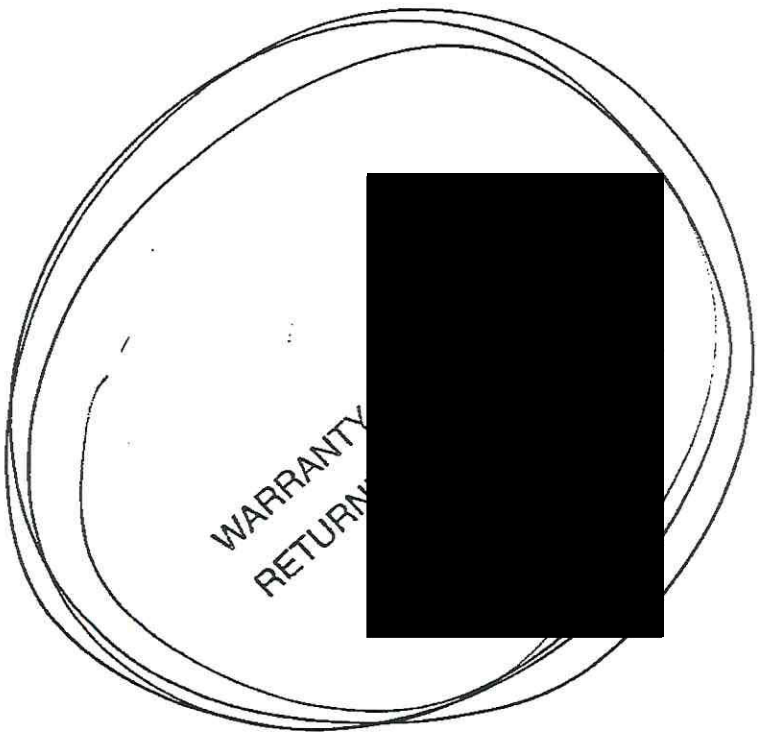
WARRANTY
RETURN

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		7600/7601	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 16JUN15		0.00	CASH	17JUN15

R.O. OPENED	READY	OPTIONS:
16JUN15	17JUN15	SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
		6573	W	0.40				41.73	41.73
	4	11548472	F-(S)	BOLT			3.51	2.80	11.20
	2	23107857	F-(S)	RETAINER			3.58	2.86	5.72
	FC: PART#: 11548472 COUNT: 4				1208	1692	TPARTS		
	CLAIM TYPE:								
	AUTH CODE:								
					450	4173	TLABOR		

,,,,8000 recall performed u joint strap recall
****

TIRES 8/32 ALL BRAKES 12B ALL
NO OTHER OPEN RECALLS AT THIS
TIME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-16-15	16:30	16:48	0.30	W	6573	A	
	16:48	24:00	7.20	W	6573	B	
06-17-15	00:00	08:00	8.00	W	6573	B	
	11:57	12:29	0.53	W	6573	F	
	12:29	13:05	0.60	W	6573	G	

	L	P
	24.06	42.20
	16.04	16.91
	53.47	59.11
	42.78	60.78
	136.35	(1.67)
	133.02	
	3.33	

COST, SALE, & COMP TOTALS 5918 19380 0

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 [redacted] EOF.

JUN 19 2015

DESCRIPTION	TOTALS
LABOR AMOUNT	133.02
PARTS AMOUNT	60.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	193.80
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	193.80

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		7600/7601	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 16JUN15		0.00	CASH	17JUN15

R.O. OPENED	READY	OPTIONS:
16JUN15	17JUN15	SOLD-STK: [redacted])VALET/LOANER 2)WE OWE FOR XZILON

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A PREMIUM CARE OIL CHANGE					
CAUSE: PREMIUM CARE					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
6573 WP 0.30				23.47	23.47
1 19330000 (S) FILTER			8.60	6.02	6.02
8 88864004 OIL			4.73	4.73	37.84
FC: PART#: 19330000 COUNT: 1	3134	4386 TPARTS			
CLAIM TYPE:					
AUTH CODE:					
	338	2347 TLABOR			
,,,,8000 CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS, SET					
,,,,TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION					
**********					
B PREMIUM CARE ROTATE					
CAUSE: PREMIUM CARE					
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION					
6573 WP 0.20				15.65	15.65
	0	0 TPARTS			
	225	1565 TLABOR			
,,,,8000 ROTATE TIRES					
**********					
F** SAFETY RECALL TORQUE CONVERTER SHUDDER					
CAUSE: SAFETY RECALL					
9101554 SERVICE UPDATE TOURQUE CONVERTER CLUTCH SHUDDER					
6573 W 0.50				52.17	52.17
	0	0 TPARTS			
	563	5217 TLABOR			
,,,,8000 recall performed torque converter recall					
**********					
G** SAFETY RECALL U JOINT STRAPS					
CAUSE: SAFETY RECALL					
9101504 SAFETY RECALL PROPSHAFTU-JOINT REPLACEMENT					

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	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		7600/7601	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 16JUN15		0.00	CASH	17JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
16JUN15	17JUN15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						563		5217	TLABOR		
,,,,8000 recall performed torque converter recall											
G** SAFETY RECALL U JOINT STRAPS											
CAUSE: SAFETY RECALL											
	9101504		SAFETY RECALL PROPSHAFTU-JOINT REPLACEMENT								
		6573	W	0.60	0.40	450	4173			41.73	41.73
4	11548472		F-(S)BOLT			800	1120	0	3.51	2.80	11.20
2	23107857		F-(S)RETAINER			408	572	0	3.58	2.86	5.72
FC: PART#: 11548472 COUNT: 4						1208		1692	TPARTS		
CLAIM TYPE:											
AUTH CODE:											
						450		4173	TLABOR		
,,,,8000 recall performed u joint strap recall											
TIRES 8/32 ALL BRAKES 12B ALL											
NO OTHER OPEN RECALLS AT THIS TIME											

PAID AMEX

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-16-15	16:30	16:48	0.30	W	6573	A	
	16:48	24:00	7.20	W	6573	B	
06-17-15	00:00	08:00	8.00	W	6573	B	
	11:57	12:29	0.53	W	6573	F	
	12:29	13:05	0.60	W	6573	G	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	13302	1576		46700	602	430	
49101	3784	2704		46000	17995	4400	
46300	0	0		48000	1692	1208	
32400	1080	0		26300	19380	*******	
22500	19075	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 10318 37375 0

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	179.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	179.95
LESS INSURANCE	0.00
SALES TAX	10.80
PLEASE PAY THIS AMOUNT	190.75

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 402808 JIM FRANKHAUSER

Faulkner Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		7600/7601	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 16JUN15		0.00	CASH	17JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
16JUN15	17JUN15	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PREMIUM CARE OIL CHANGE						
CAUSE: PREMIUM CARE						
0600503 CADILLAC PREMIUM CARE - OIL CHANGE						
6573 WP 0.30 0.30	338	2347			23.47	23.47
1 19330000 (S)FILTER	430	602	0	8.60	6.02	6.02
8 88864004 OIL	2704	3784	0	4.73	4.73	37.84
FC: PART#: 19330000 COUNT: 1	3134	4386	TPARTS			
CLAIM TYPE:						
AUTH CODE:						
	338	2347	TLABOR			
,,,,8000 CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS, SET						
,,,,TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION						
B PREMIUM CARE ROTATE						
CAUSE: PREMIUM CARE						
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION						
6573 WP 15.20 0.20	225	1565			15.65	15.65
	0	0	TPARTS			
	225	1565	TLABOR			
,,,,8000 ROTATE TIRES						
C FULL DETAIL COMPLETE						
DETAIL FULL DETAIL COMPLETE						
215 CA 0.00 4.00	4400	17995			179.95	179.95
D CUSTOMER WANTS VEHICLE PICKED UP AT HOME AND LEAVE LOANER						
RENTAL PICKED UP CSUTOEMRS VEHICLE						
6573 ISP 0.00 0.00	0	0			0.00	0.00
E FAULKNER CADILLAC MULTI-POINT INSPECTION						
MULTI FAULKNER CADILLAC MULTI-POINT INSPECTION						
6573 ISP 0.00 0.00	0	0			0.00	0.00
F** SAFETY RECALL TORQUE CONVERTER SHUDDER						
CAUSE: SAFETY RECALL						
9101554 SERVICE UPDATE TOURQUE CONVERTER CLUTCH SHUDDER						
6573 W 0.53 0.50	563	5217			52.17	52.17
	0	0	TPARTS			

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	

Copyright 2014 COX Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INTERNAL

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		7600/7601	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 16JUN15		0.00	CASH	17JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON
16JUN15	17JUN15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	CUSTOMER WANTS VEHICLE PICKED UP AT HOME AND LEAVE LOANER RENTAL PICKED UP CSUTOEMRS VEHICLE						
		6573	ISP	0.00		0.00	0.00
	**********						
E	FAULKNER CADILLAC MULTI-POINT INSPECTION						
	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION					
		6573	ISP	0.00		0.00	0.00
	**********						
	TIRES 8/32 ALL BRAKES 12B ALL NO OTHER OPEN RECALLS AT THIS TIME						

COST, SALE, & COMP TOTALS 0 0 0

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.

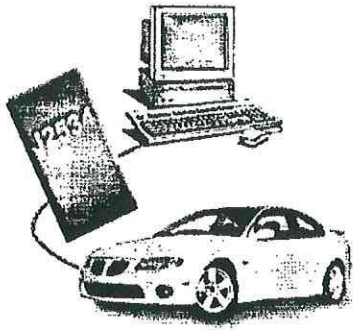
X_____

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

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - S12C - IMAGING

INTERNAL COPY

J2534 Pass Thru: Final Instructions



ProgrammingComplete.

WarrantyClaim Code:S03A7
Record this code on the warranty repair order (if applicable).

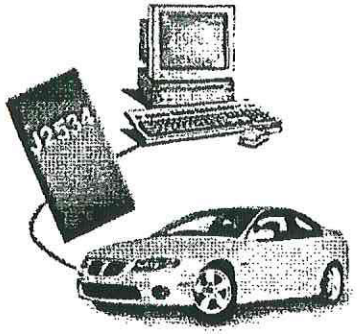
Post ProgrammingInstructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

Controller SpecificInstructions:
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data LinkConnector.

VIN:1GYS4SKJ4F[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel



ProgrammingComplete.

WarrantyClaim Code:FD658
Record this code on the warranty repair order (if applicable).

Post ProgrammingInstructions:
Follow the Controller Specific Instructionsbelow.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to resetcontroller.

Controller SpecificInstructions:
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data LinkConnector.

VIN:1GYS4SKJ4FR[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

Vehicle Report

Printed on: 06/16/2015 08:51:28

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : James Frankhauser **Mileage :** 8000

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	V7KH93CL

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Open
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0331	Door Lock Cylinder Cover Missing, Broken, or Loose	03/24/2015
EI	PIE0338	One or More Key Transmitter(s) Inoperative/Not Detected or Passive Entry Inop While Transmitter Functions Operate as Intended	05/14/2015
EI	PIE0341	Service Park Assist Message or Park Assist Blocked Message Displayed in DIC	06/05/2015
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	05/29/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/18/2014	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		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.

Vehicle Report

Printed on: 06/16/2015 08:51:28

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : James Frankhauser **Mileage :** 8000

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/09/2015	[redacted]	PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I,W	4 MI

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

Our Copy

Faulkner Cadillac Mechanicsburg

6643 Carlisle Pike
Mechanicsburg PA 17050
(717) 691-2000

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER 546

FACE PAGE Unit #: [redacted]

RO NO [redacted]

CUSTOMER [redacted]
HOME ADDRESS [redacted]
CITY [redacted] STATE [redacted] ZIP [redacted]
DRIVER'S LICENSE NO. [redacted] STATE [redacted] EXPIRES [redacted]
BIRTH DATE [redacted] HOME TELEPHONE [redacted]

LOANER CAR VIN 3GYFNFE31FS[redacted]
MILEAGE IN
MILEAGE OUT 65011
MILES DRIVEN
MILES ALLOWED
CHARGEABLE MILES
FUEL

LICENSE NO [redacted] STATE [redacted]
YEAR / MAKE / MODEL / COLOR 2015 Cadillac SRX PLATINUM ICE
DATE AND TIME IN A.M. P.M.
DATE AND TIME 06/16/2015 OUT 09:24 A.M. P.M.
YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE
DATE DUE IN 06/17/2015 A.M. 06:00 P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY USAA
POLICY NO [redacted]
EXPIRES 10/01/2015
AGENT USAA
TELEPHONE (210) 531-8722
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:
NAME OF INSURED

ADDITIONAL DRIVER INFORMATION

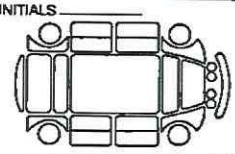
ADDITIONAL DRIVER NAME NONE | LICENSE NO. | STATE | BIRTHDATE
ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES
AGENT | TELEPHONE ( )
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME NONE | LICENSE NO. | STATE | BIRTHDATE
ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES
AGENT | TELEPHONE ( )
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:
VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

OUT	IN
X	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E

INITIALS



DAMAGE DESCRIPTION
SHOP NAME
PHONE NUMBER
SHOP CONTACT FRANKHAUSER JIM
VEHICLE MAKE / MODEL

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $4.00	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information [redacted] essing purposes.

SUBJECT TO FINAL AUDIT.

YOUR SIGNATURE: [redacted]

THANK YOU, WE APPRECIATE YOUR BUSINESS!

CADILLAC BASIC PA CTA (12122014)

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. Definitions. **"Agreement"** means all terms and conditions found on the Face Page and these Terms & Conditions. **"You"** or **"your"** means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. **"We," "our,"** or **"us"** means the independent Cadillac dealer identified on the Face Page. **"Authorized Driver"** means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. **"Vehicle"** means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed. "Loss of Use"** means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. **"Diminished Value"** means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. **"Charges"** means the fees and charges incurred under this Agreement. **"Bailment Period"** means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. **"Daily Vehicle Rate"** means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. Bailment; Indemnity and Warranties. This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. Condition and Return of Vehicle. You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. Responsibility for Damage or Loss; Reporting to Police. You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; **(b)** Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; **(c)** a reasonable administrative fee; **(d)** towing, storage, and impound charges and other reasonable incidental and consequential damages; and **(e)** all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the **"Policy"**) that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer. You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls (**"Tolls"**) and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a **"Violation"**) assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm (**"Processor"**) of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

© LaPlaca Pujo, PC 2014 Generic 102214

Important Notice

This identification card is evidence of liability insurance for your vehicle. The card is valid as long as liability insurance remains in force.

You may be required to produce your identification card at vehicle registration or inspection, when applying for a driver's license, following an accident, or upon a law enforcement officer's request.

FPA1 Rev. 6-13 50812-0513__02

8800 Fredericksburg Road
San Antonio, Texas 78288
USAA®

NAIC Code [redacted]

PENNSYLVANIA FINANCIAL RESPONSIBILITY
IDENTIFICATION CARD

This Card Must Be Carried For Production Upon Demand.
It Is Suggested That You Carry This Card In The Insured

[redacted]

NOT VALID MORE THAN SIX MONTHS FROM EFFECTIVE DATE

OFFICE ISSUING THIS CARD
8800 Fredericksburg Road
SAN ANTONIO, TEXAS 78288

Policy Number [redacted]
Effective Date 04/01/15

Applicable with respect to the following Motor Vehicle

2015	CADILLAC	1GYS4SKJ4FR[redacted]
Year	Make	Vehicle Identification Number

CONTACT US: 210-531-USAA(8722)
OR 800-531-USAA
USAA CASUALTY INSURANCE COMPANY
Additional copies available at usaa.com

Back

WARNING: Any owner or registrant of a motor vehicle who operates or permits a motor vehicle to be driven in this Commonwealth without the required financial responsibility may have his registration suspended or revoked.

NOTE: THIS CARD IS REQUIRED WHEN

(a) You are involved in an auto accident.

(b) You are convicted of a traffic offense other than a parking offense that requires a court appearance.

(c) Upon request of a police officer when you are stopped for violating any provision of the Vehicle Code (75 PA. C.S. § 101-8310).

You must provide a copy of this card to the Department of Transportation when you request restoration of your operating privilege or registration privilege which has previously been suspended or revoked.

For Roadside Assistance: 800-531-8555

Report a claim, get coverage and deductible information, request a tow from the accident scene, schedule an appraisal or reserve a rental car using:

- usaa.com,
- USAA's Mobile App, or
- By calling 210-531-USAA (8722), our mobile phone shortcut number #8722 or 800-531-USAA.

Important Notice

This identification card is evidence of liability insurance for your vehicle. The card is valid as long as liability insurance remains in force.

You may be required to produce your identification card at vehicle registration or inspection, when applying for a driver's license, following an accident, or upon a law enforcement officer's request.

Customer Name: [redacted]

Loaner Vehicle Inspection

Unit: [redacted]
RO# [redacted]

Inspected by: JF
Date: 6/16/15

Pickup Inspection

Miles 6511 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

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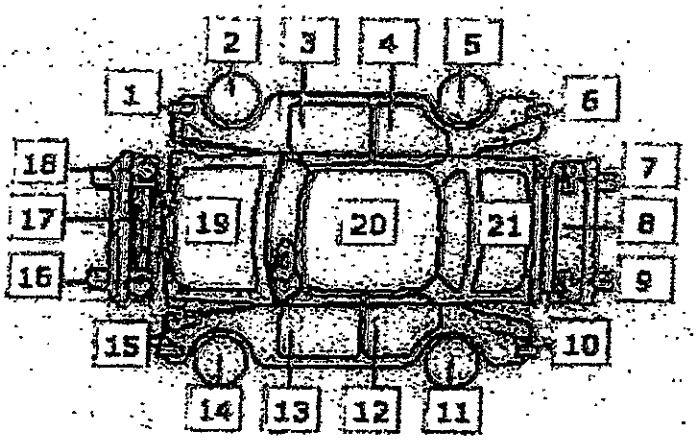
[redacted]



Waived as per Mark S.

Return Inspection

Miles 6670 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

Inspected by: [redacted]
Date:

1.
2. X Curb rash light 3 spots
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River Signature _____

Faulkner Cadillac Mechanicsburg

6643 Carlisle Pike
Mechanicsburg PA 17050
(717) 691-2000

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **546**

FACE PAGE Unit #: [redacted]

RO NO [redacted]

CUSTOMER [redacted]	LOANER CAR VIN 3GYFNFE31FS[redacted]
HOME ADDRESS [redacted]	MILEAGE IN 6670
CITY [redacted] STATE [redacted] ZIP	MILEAGE OUT 6511
DRIVER'S LICENSE NO. [redacted] STATE EXPIRES	MILES DRIVEN 159
BIRTH DATE [redacted] HOME TELEPHONE	MILES ALLOWED
	CHARGEABLE MILES
	FUEL

LICENSE NO [redacted] STATE [redacted]

YEAR / MAKE / MODEL / COLOR 2015 SRX Cadillac PLATINUM ICE

DATE AND TIME IN 06/18/2015 11:13 A.M. P.M.

DATE AND TIME OUT 06/16/2015 09:24 A.M. P.M.

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE
DATE DUE IN 06/17/2015 A.M. 06:00 P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY	POLICY NO	EXPIRES
USAA	[redacted]	10/01/2015

AGENT USAA TELEPHONE (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

NAME OF INSURED

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

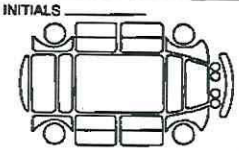
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

OUT	IN
X	X
3/4	3/4
1/2	1/2
1/4	1/4
E	E

INITIALS _____



DAMAGE DESCRIPTION

SHOP NAME
PHONE NUMBER
SHOP CONTACT FRANKHAUSER JIM
VEHICLE MAKE / MODEL

	RATES	CHARGES
TAXABLE ITEMS		
EXCESS MILEAGE	@ $ /MI.	
EXCESS DAYS 3	@ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL		
TAX @ 0.06 %		0.00
SUBTOTAL INCLUDING TAX		
NON-TAXABLE ITEMS		
NON-TAX FUEL	GAL. @ $	0.00
NON-TAXABLE SUBTOTAL		0.00
TOTAL CHARGES ▶		0.00

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

ALL CHARGES SUBJECT TO FINAL AUDIT.

YOUR SIGNATURE:

THANK YOU, WE APPRECIATE YOUR BUSINESS!

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. Definitions. **"Agreement"** means all terms and conditions found on the Face Page and these Terms & Conditions. **"You"** or **"your"** means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. **"We," "our," or "us"** means the independent Cadillac dealer identified on the Face Page. **"Authorized Driver"** means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. **"Vehicle"** means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed. "Loss of Use"** means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. **"Diminished Value"** means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. **"Charges"** means the fees and charges incurred under this Agreement. **"Bailment Period"** means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. **"Daily Vehicle Rate"** means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. Bailment; Indemnity and Warranties. This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. Condition and Return of Vehicle. You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. Responsibility for Damage or Loss; Reporting to Police. You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the **"Policy"**) that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer. You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls (**"Tolls"**) and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a **"Violation"**) assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm (**"Processor"**) of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

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PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

Faulkner
Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45062/45084	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 01SEP17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS
29AUG17	31AUG17	SOLD-STK:F[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THAT WHEN SHIFTING THE VEHICLE FEELS LIKE IT IS GOING
OVER RUMBLE STRIPS. CHECK AND ADVISE
CAUSE: SHUDDER
8464810 TORQUE CONVERTER REPLACEMENT
409467 W
1 24285996 (S)CONVERTER (N/C)
1 24245110 (S)GASKET (N/C)
1 24266709 (S)SEAL (N/C)
9 19353429 FLUID (N/C)
FC: PART#: 24285996 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
,,,,45062 tourgue converter test drove with customer found vehicle to
,,,,have torque converter shudder, replaced converter, flushed system
,,,,code-fbf7e76, checked for current programming for tcm, customer noted
,,,,that while drive had 1-3 sift that felt different intermittently,
,,,,programmed tcm with updated shift feel program, code s3ca7, performed
,,,,fast learn code-fd658, test drove vehicle, recheck fluid level, ok test
,,,,drove again ok

****

B CUSTOMER STATES THAT THE DRIVERS SIDE MIRROR DOES NOT ADJUST PROPERLY
AND WHEN TURNED IN IT WON;T TURN BACK OUT. CHECK AND ADVISE
CAUSE: GEAR STRIPPED
2050220 OUTSIDE REARVIEW MIRROR REPLACEMENT
409467 W
1 23331704 MIRROR (N/C)
FC: PART#: 23331704 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
,,,,45062 will not fold replaced mirror assembly, for internal gear

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	

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

Faulkner
Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45062/45084	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 01SEP17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
29AUG17	31AUG17	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

,,,,failure, performed relearns for mirrors

****

C CUSTOMER STATES THAT THE A/C DOESN'T BLOW COLD ENOUGH AIR WHEN IT'S REALLY HOT OUT. CHECK AND ADVISE

CAUSE: LEAKING

4416040 AIR CONDITIONING CONDENSER REPLACEMENT

409467 W (N/C)

1 84211191 W-(S)CONDENSER (N/C)

2 12356150 REFRIG (N/C)

FC: PART#: 84211191 COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

,,,,45062 ac nop checked system found no r134 in system found ac

,,,,condenser leaking r134, replaced ac condenser, charged system 2.0lbs ok

****

D CUSTOMER STATES THAT THE REAR HEATED SEATS COME ON BY THEMSELVES. CHECK AND ADVISE

CAUSE: SHORTED

4420080 AUXILIARY HEATER AND AIR CONDITIONING CONTROL REPLACEMENT

409467 W (N/C)

1 84117015 F-(S)CONTROL (N/C)

1 NIF FREIGHT (N/C)

FC: PART#: 84117015 COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

,,,,45062 bullitine replaced rear hvac control head per bulletin doc

,,,,4576762, ok

****

E CUSTOMER WOULD LIKE TO RIDE WITH TECHNICIAN TO DEMONSTRATE

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	

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CUSTOMER COPY

STOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 3

Faulkner
Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45062/45084	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DL			18:30 01SEP17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI
29AUG17	31AUG17	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TRANSMISSION CONCERN, CUSTOMER REQUESTSTTO RETURN VEHICLE WHEN COMPLETEDD

INFO INFORMATION LINE ***
409467 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

F VEHICLE MULTI POINT INSPECTION REPORT ***
MPI VEHICLE MULTI POINT INSPECTION REPORT ***
409467 CE 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

G CUSTOMER STATES THAT THE BRAKES SOUNDED LIKE THEY WERE GRINDING AND WAS NOT STOPPING WELL. CHECK AND ADVISE

CAUSE: LEAKING VACUUM

2480118 REPLACE VACUUM PUMP, BOOSTER, MASTERCYLINDER
409467 W

1	12669488	(S)PUMP	(N/C)
1	23135228	(S)PIPE	(N/C)
1	23135220	(S)BOOSTER	(N/C)
1	20925765	(S)CYLINDER	(N/C)
2	19353126	FLUID	(N/C)
1	NIE	PRICE FROM DEALER	(N/C)

FC: PART#: 12669488 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

,,,,45062 inefective found brake pedal would have extra pedal effort
,,,,bulletin doc 4748532, found motor oil in brake booster, replaced brake
,,,,booster, master cylinder, hose , and vacuum pump as per buntline, test
,,,,drove ok

****

H** DURING TEST DRIVE WITH TECHNICIAN CUSTOMER ADDED THAT THE BRAKES

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	

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Faulkner
Cadillac

6728 Carlisle Pike
Mechanicsburg PA 17050
717 691 2000
www.faulknercadillac.com

[redacted]

[redacted]

[redacted]

SERVICE ADVISOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN OUT	TAG
[redacted]		CADILLAC ESCALADE ES	1GYS4SKJ4F[redacted]			

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT

R/O OPENED	READY

OPTIONS [redacted]
1 VALET LOANER 2 WE OWE FOR XZILON

LINE	OP CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PULSATE WHEN STOPPING CHECK AND ADVISE
CAUSE WARPED
2420670 FRONT BRAKE ROTOR REPLACEMENT
409467 W
2 23144340 (S)ROTOR
FC PART#: 23144340 COUNT: 2
CLAIM TYPE:
AUTH CODE:

PARTS 0.00 LABOR 0.00 OTHER 0.00 TOTAL LINE H
45062 pullsation highway speeds mesured front rotors visible hot spots 1.11in discard 1.10in unable to turn, replaced front rotors

****

J** CUSTOMER ADDED AT 8/29/17 AT 3:55 PM THAT THE PLASTIC PANEL UNDER THE FAR LEFT VENT HAS SOME PAINT PEELING. CHECK AND ADVISE
CAUSE BLEMISH
1030730 INSTRUMENT PANEL ACCESSORY BEZEL REPLACEMENT
409467 W
1 23315120 F-BEZEL
1 NIF FREIGHT
FC PART#: 23315120 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I
45062 peeled finish replaced dash trim left dash ok

****

J** PREMIUM CARE OIL CHANGE
CAUSE PREM CARE
0600503 CADILLAC PREMIUM CARE - OIL CHANGE
409467 WP
1 19330000 (S)FILTER
80 19352900 OIL

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	

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ESTOMER #: [redacted]

[redacted]

[redacted]

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DUPLICATE 2
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Faulkner
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www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45052 / 45094	[redacted]

DEL. DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
07JUL17 DE			18:30 01SEP17		0.00	CASH	31AUG17

R.O. OPENED	READY	OPTIONS
29AUG17	31AUG17	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00
,,,,45062 1of CHANGE ENGINE OIL, REPLACE OIL FILTER, TOP OFF FLUIDS,
,,,,SET TIRE PRESSURE AND PERFORM FREE MULTI-POINT INSPECTION
****

K** PREMIUM CARE ROTATE
CAUSE: PREM CARE
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION
409467 WP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00
,,,,45062 rotate ROTATE TIRES
****

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

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[redacted]

[redacted]

Faulkner
Cadillac

6220 Carlisle Pike
Mechanicsburg PA 17050
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[redacted]

[redacted]							

[redacted]

|

STOMER #: [redacted]

[redacted]

[redacted]

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SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45448/45470	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 06SEP17		0.00	CASH	22SEP17

R.O. OPENED	READY	OPTIONS:
06SEP17	22SEP17	SOLD-STK:FR[redacted]NG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

,,,,Filled fluid and programmed new TUN number to vehicle and performed
,,,,setup code FDG58. Checked fluid level again and test drove vehicle. Old
,,,,trans TUN B1143275UJLX9366 New trans TUN LF172145UJL70018

****

C CUSTOMER STATES THAT THERE IS A DRIVERS DOOR PANEL THAT IS LOOSE.
CHECK AND ADVISE
BODY REPLACED DOOR PANEL
409467 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
,,,,46000 REPLACED DRIVERS DOORPANEL

****

D CUSTOMER STATES THAT THERE ARE SCREWS LOOSE FOR THE REAR HVAC CONTROL HEAD. CHECK AND ADVISE
BODY INSTALLED MISSING SCREWS
409467 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E CUSTOMER STATES THAT THE MIRROR DOES NOT RETURN PROPERLY AFTER GOING BACK FROM REVERSE. CHECK AND ADVISE
ELDIAG NO PROBLEM FOUND
409467 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

F CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE
CEL CHECK ENGINE LIGHT NOT ON AND NO CODES STORED IN SYSTEM
409467 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

G** CUSTOMER ADDED THAT THE REAR OF THE VEHICVLE IS SITTING VERY HIGH. CHECK AND ADVISE
SDIAG NO PROBLEM FOUND
409467 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

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CUSTOMER #: [redacted]

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DUPLICATE 1
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Cadillac
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Mechanicsburg, PA 17050
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www.faulknercadillac.com

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45770/45797	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 03OCT17		0.00	CASH	10OCT17

R.O. OPENED	READY	OPTIONS: SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON
03OCT17	10OCT17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A VEHICLE PICK UP AT HOME ADDRESS...ESCALADE LOANER...818-856-0093
CAUSE: SERVICE REWARDS VALET SERVICE
SRV SERVICE REWARDS VALET PICKUP/DELIVER
6573 IR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
****

B CUSTOMER STATES THAT THE REAR OF TEH VEHICLE IS NOT COOLING DOWN. WHEN ON AUTO THE FRONT IS COOLING BUT THE REAR OF THE VEHICLE NOT. THE AIR COMING OUT I COOL BUT AT A VERY LOWVOLLUME. WHEN SWITCHED TO MANUAL YOU CAN TURN THE REAR FAN UP TO COOL IT DOWN USING THE REAR CONTROLS BUT CAN NOT BE DONE FROM THE FRONT. tHE PASSENGER REAR SEAT HEATED SEAT COMES ON BY ITSELF ALSO. CHECK AND ADVISE
CAUSE: SHORTED
4420080 AUXILIARY HEATER AND AIR CONDITIONING CONTROL REPLACEMENT
6573 W (N/C)
1 84117015 F-(S)CONTROL (N/C)
FC: PART#: 84117015 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
,,,,48000 FOUND REAR HEATED SEAT CONTROLS NOT LOCKING WHEN LOCKED
,,,,REPLACED CONTROL UNDER PARTS WARRANTY AFTER CONTACTING TAC 8-
****

C CUSTOMER STATES THAT THE DOORSILL IS BROKEN. CHECK AND ADVISE
CAUSE: LOOSE
2020140 FRONT SIDE DOOR WINDOW FRAME REAR APPLIQUE REPLACEMENT
6573 W (N/C)
1 84263144 APPLIQUE (N/C)
2020320 REAR SIDE DOOR WINDOW FRAME FRONT APPLIQUE REPLACEMENT

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	

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TOMER #: [redacted]

[redacted]

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Cadillac

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

[redacted]

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		45770/45797	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DI			18:30 03OCT17		0.00	CASH	10OCT17

R.O. OPENED	READY	OPTIONS:
03OCT17	10OCT17	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	6573		W				(N/C)
1	84263150 APPLIQUE						(N/C)

FC: PART#: 84263144 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
,,,,48000 found left front and rear door applique loose replaced both
,,,,applique

****

D CUSTOMER STATES THAT THERE IS A CHIP IN THE WOOD GRAIN OVER THE GLOVEBOX. CHECK AND ADVISE
BODY REPLACED TRIM
6573 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
,,,,48000 found trim piece chipped replaced trim

****

E CUSTOMER STATES THAT THERE IS AN EXHAUST LEAK. CHECK AND ADVISE
EDIAG REPLACED EXHAUST CLAMP
6573 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
,,,,48000 FOUND THE CLAMP WHERE THE Y PIPE CONNECTS TO THE TAIL PIPE
,,,,LEAKING REPLACED CLAMP

****

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X _____

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

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CUSTOMER #: [redacted]

[redacted]

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Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		49708/49743	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 05JAN18		0.00	CASH	16JAN18

R.O. OPENED	READY	OPTIONS:
05JAN18	16JAN18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES THAT THE REAR DEFROST WIRE IS BROEKN OFF OF THE
GLASS. CHECK AND ADVISE
CAUSE: DETACHED
2080668 RECONNECTION OF REAR WINDOW DEFROSTER TAB
6573 W (N/C)
FC: PART#: 23232086 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
,,,,49000 found right side rear window defrost tab off glass attached
,,,,tab back to glass

****

B CUSTOMER STATES THAT THE HEATED SEATS DO NOT TURN ON WITH REMOTE
START. CHECK AND ADVISE
CAUSE: SHORTED
7030640 FRONT SEAT CUSHION HEATER REPLACEMENT
6573 W (N/C)
1 23232086 MAT (N/C)
FC: PART#: 23232086 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
,,,,49000 found drivers seat bottom heater not working found heater to
,,,,be over resistance spec replaced drivers side seat bottom heater

****

C CUSTOMER STATES THAT THE RADIO DEFAULTS TO CHANNEL 89.7 EVERYTIME IT
IS RESTARTED. CHECK AND ADVISE
ELDIAG WORKING AS DESIGNED
6573 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
,,,,49000 programming duplicated customers concern and found after
,,,,vehicle sits when shut off in video mode and then started, when radio

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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	

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CUSTOMER #: [redacted]

[redacted]

[redacted]

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SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		49708/49743	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 05JAN18		0.00	CASH	16JAN18

R.O. OPENED	READY	OPTIONS:
05JAN18	16JAN18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

,,,,is selected the default station of 87.9 is on. Contacted Technical
,,,,Assistance case #[redacted] and determined the customers concern is
,,,,due to software anonym in the programming. Checked that all programming
,,,,is up to date, current, and verified with technical assistance. There
,,,,is no correction to customer concern at this time.

****

D CUSTOMER STATES THAT THE TRANSMISSION SLIDES BETWEEN GEARS AT LOW SPEEDS. CHECK AND ADVISE

CAUSE: SHUDDER

8480478 FLUSH AND DRAIN FLUIDS FOR TRANSMISSION SHAKE AND/OR SHUTTER REPAIR

6573 W

8 19353429 FLUID (N/C)
6 88862155 FLUID (N/C)

FC: PART#: 19353429 COUNT: 8
CLAIM TYPE:
AUTH CODE:

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

,,,,49000 found torque converter shuddering around 35 followed
,,,,#16-NA-175 and drain and filled transmission fluid and flushed cooler
,,,,eb1cfe6. filled fluid and checked level. checked for updates.
,,,,transmission is up to date and performed fast learn procedure

****

E VEHICLE MULTI POINT INSPECTION REPORT ***

MPI VEHICLE MULTI POINT INSPECTION REPORT ***

6573 CE 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

,,,,49000 PERFORM FREE MULTI-POINT INSPECTION

****

F CHECK FOR OUTSTANDING FACTORY RECALLS ***

NCR NO CURRENT RECALLS ON THE VEHICLE AT THIS TIME.

6573 ISP (N/C)

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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	

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CUSTOMER #: [redacted]

[redacted]

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SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		49708/49743	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DL			18:30 05JAN18		0.00	CASH	16JAN18

R.O. OPENED	READY	OPTIONS: SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI
05JAN18	16JAN18	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

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X _____

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

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MULTI-POINT VEHICLE INSPECTION REPORT

[redacted]
1/5/2018
Service Advisor: Keith Hartman
Service Technician: Bradley Nye

2015 CADILLAC ESCALADE ESV 4WD
Repair Order: [redacted]
Tag:
VIN: 1GYS4SKJ4FR[redacted]

Faulkner Cadillac
To Be Sure.

Faulkner Cadillac

✓ Checked and OK | ⚠ May Require Attention Soon | ☒ Requires Immediate Attention | -- Not Inspected

ONSTAR DIAGNOSTICS

- ☒ OnStar Active
- ☒ Enrolled in Advanced Diagnostics Report
- ☒ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ✓ Engine oil
- -- Oil life monitor
- -- Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid — Filled
- -- Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before -- psi set to **35**
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Passenger Front
psi before -- psi set to **35**
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Driver Rear
psi before -- psi set to **35**
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Passenger Rear
psi before -- psi set to **35**
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

- -- Rotation needed
- -- Alignment needed
- -- Balance needed
- -- Reset tire pressure monitor
- -- Tire sealant expiration date:

BRAKES

Front Brakes:	Good: 7mm or greater	OK: 6mm to 4mm	Bad: 3mm or less
Rear Brakes:	Good: 4mm or greater	OK: 3mm	Bad: 2mm or less

Front Brakes
- ✓ Driver front **7mm**
- ✓ Passenger front **7mm**

Rear Brakes
- ✓ Driver rear **4mm**
- ✓ Passenger rear **4mm**

- ✓ Brake system
- ✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A VALET, LOANER, 73 AUTUMNFEST CT. GREENCASTLE, PA 818-856-0093
CAUSE: SERVICE REWARDS VALET SERVICE
SRV SERVICE REWARDS VALET PICKUP/DELIVER
4791 WIR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID
CAUSE: SERVICE REWARDS
SRLOF SERVICE REWARD PROGRAM LUBE/OIL/FILTER INSPECT FLUIDS TOP OFF WASHER FLUID
4791 WIR (N/C)
1 19330000 (S)FILTER (N/C)
80 19352900 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
,,,,53000 PERFORMED CADILLAC PREMIUM CARE OIL AND FILTER SERVICE

****

C SERVICE REWARDS ROTATE TIRES
CAUSE: SERVICE REWARDS
SRROTATE SERVICE REWARDS ROTATE TIRES
4791 WIR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D CUSTOMER STATES THERE IS A NOISE COMING FROM THE FRONT WHEEL. CHECK AND ADVISE
SDIAG FOUND NO NOISE OR FLUID LEAK PRESENT AT TIME OF TEST
4791 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
,,,,53000 DIAG. CHECKED FOR NOISE AND UNABLE TO DUPLICATE NOISE AT THIS

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	

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STOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		54668/54681	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
07JUL17 DD			18:30 08MAY18		0.00	CASH	14MAY18

R.O. OPENED	READY	OPTIONS:
08MAY18	14MAY18	SOLD-STK:FR[redacted] ENG:6.2_Liter_SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL

,,,,TIME. TEST DROVE VEHICLE AND UNABLE TO DUPLICATE NOISE, REMOVED FRONT
,,,,WHEELS AND CHECKED BRAKES AND AXLES FOR ANY NOISE OR SIGNS OF WEAR AND
,,,,ALL CHECK OK. NO NOISE PRESENT AT TIME OF TEST

****

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

****

F PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***
MPI PREMIUM CARE MULTI POINT VEHICLE INSPECTION REPORT ***
4791 CE 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
,,,,53000 PERFORM FREE MULTI-POINT INSPECTION

****

G CHECK FOR OUTSTANDING FACTORY RECALLS ***
RECALL CHECK FOR OUTSTANDING FACTORY RECALLS ***
4791 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

****

H NITROGEN
CAUSE: SERVICE REWARDS
SRNITRO NITROGEN
4791 WIR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 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	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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PE18-012

GM

3-27-2019

Q3

[redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C H	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	JAN15	902	0	1	6	[redacted]	TIRE REPAIR PL	MISC	MISCELLANEOUS	[redacted]	AULKNER CADI	[redacted]	WASHER FLUID
	DEC14	48	1	8	5		PRE - DELIVERY	CNC	NEW VEHICLE C		EW VEHICLE E		
							MCI FEE	9997	INSPECTION ST		DI - DEALER		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 4238

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | REPLACE AND ADJUST ALL BELTS | SERVICE WINDSHIELD WIPER BLADES | SCOPE AND SET ENGINE | TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DRIVE [illegible] | DRAIN AND FLUSH COOLING SYSTEM

LOANER

Faulkner
Cadillac

6843 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
02APR2015	1GYS4SKJ4FR[redacted]	4238	22DEC14		15	CADILLAC ESCALADE	402808	[redacted]

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

TIME PROMISED ** WAITER **

HOME PHONE [redacted]

PRELIMINARY [redacted]

AUTHORIZED BY [redacted]

REVISED ESTIMATE(1) $

REVISED ESTIMATE(2) $

BILL TO: P.O. NO.

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				0.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE

1 [redacted] LON

METHOD OF PAYMENT: CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	WPAINT	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION INTERIOR (FLY DIRTY, CLEAR) UP 1971-215 Detailed - 215
# B	MISC	CUSTOMER RIGHT REAR TIRE CONTINUES TO LOOSE AIR 416 - REPLACED R/R TIRE
# C	MISC	CUSTOMER CAN'T SEEM TO GET BLUETOOTH TO WORK WITH THE PHONE (PIN NUMBER NOT WORKING)
# D	299	CUSTOMER STATES SLIGHT HESITATION WHEN PUTTING IN REVERSE (LAG IN ENGAGEMENT)
# E	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION

FOREMAN'S SIGNATURE X

GAS/OIL/GREASE	AMOUNT
TOWING	AMOUNT
MISC. CHARGES	AMOUNT
SUBLETS P.O. NO.	AMOUNT

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TECHNICIAN COPY

285/45/22

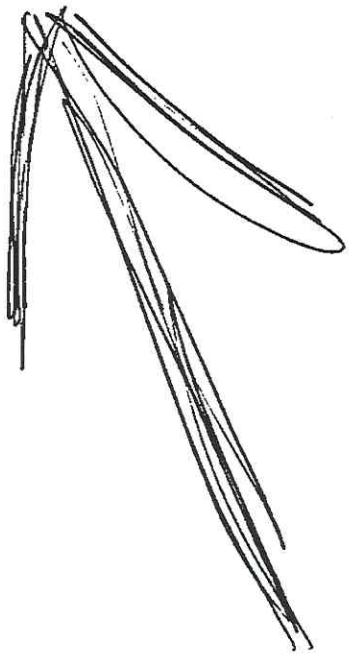
Bridge stone

dueler H/L

Alenza

10th

p285/45R22



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

Faulkner
Cadillac
6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

** PRE-INVOICE **

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		4238/4239	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			WAIT 06APR15	[redacted]	0.00	CASH	07APR15

R.O. OPENED	READY	OPTIONS:
02APR15	07APR15	SOLD-STK [redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		16:05	16:05	0.00	W	416	C			
		16:05	16:05	0.00	W	416	D			
		16:05	16:05	0.00	W	416	E			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	9000	1650		46700	1	1	
46000G	1500	885		49000	30038	20651	
24200	100	75		32403	100	100	
6104	100	75		32400	2438	0	
30002	9541	*******		22500	33736	*******	
6704	0	*******					

PAID
AMEX

COST, SALE, & COMP TOTALS 23437 40839 0

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	15.00
PARTS AMOUNT	300.38
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	318.38
LESS INSURANCE	0.00
SALES TAX	18.98
PLEASE PAY THIS AMOUNT	337.36

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		4238/4239	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			WAIT 06APR15		0.00	CASH	07APR15

R.O. OPENED	READY	OPTIONS:
02APR15	07APR15	SOLD-STK [redacted] FOR XZILON 1)VALET/LOANER 2)WE OWE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION										
	WPAINT	WE OWE: CLEAN ENTIRE VEHICLE + APPLY XZILON INTERIOR AND EXTERIOR PAINT PROTECTION									
		215	IW	0.00	1.50	1650	9000			90.00	90.00
	1	13212 ZILON				1	1	0	0.01	0.01	0.01
B	CUSTOMER RIGHT REAR TIRE CONTINUES TO LOOSE AIR										
	T1	MOUNT AND BALANCE (1) TIRE									
		416	CC	1.13	0.60	885	1500			15.00	15.00
	1	19143998 B2854522				20651	30038	0	300.38	300.38	300.38
	1	WW WHEEL WEIGHTS				75	100		1.00	1.00	1.00
	1	TT TIRE TAX				100	100		1.00	1.00	1.00
	1	TD TIRE DISPOSAL FEE				75	100		1.00	1.00	1.00
	,,,,4238 DAMAGE TO TIRE IS UNREPAIRABLE (TOO CLOSE TO SIDEWALL.)										
	,,,,MOUNTED AND BALANCED 1 TIRE. RESET TPMS, SET TIRES TO 35 PSI.										
C	CUSTOMER CAN'T SEEM TO GET BLUETOOTH TO WORK WITH THE PHONE (PIN NUMBER NOT WORKING)										
	MISC	WILL GO OVER BLUETOOTH SETTINGS WITH CUSTOMER AND HELP SET UP PHONE PAIRING									
		416	ISP	0.00	0.00	0	0			0.00	0.00
D	CUSTOMER STATES SLIGHT HESITATION WHEN PUTTING IN REVERSE (LAG IN ENGAGEMENT)										
	299	COULD NOT DUPLICATE CONCERN, TRANSMISSION IS OPERATING AS DESIGNED AT THIS TIME.									
		416	ISP	0.00	0.00	0	0			0.00	0.00
E	FAULKNER CADILLAC MULTI-POINT INSPECTION										
	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION									
		416	ISP	0.00	0.00	0	0			0.00	0.00
	,,,,4238 PERFORM FREE MULTI-POINT INSPECTION										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-06-15	14:57	16:05	1.13	W	416	B	
	16:05	16:05	0.00	W	416	A	

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	

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INTERNAL

PAGE 1

Faulkner
Cadillac

6643 Carlisle Pike
Mechanicsburg, PA 17050
(717) 691-2000
www.faulknercadillac.com

SERVICE ADVISOR: 402808 JIM FRANKHAUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4F[redacted]		4238/4239	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			WAIT 06APR15		0.00	CASH	07APR15

R.O. OPENED	READY	OPTIONS:
02APR15	07APR15	SOLD-STK:[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION						
	WPAINT	WE OWE: CLEAN ENTIRE VEHICLE + APPLY XZILON INTERIOR AND EXTERIOR PAINT PROTECTION					
		215	IW	1.50	90.00	90.00	
	1	13212	ZILON		0.01	0.01	0.01
		**********					
C	CUSTOMER CAN'T SEEM TO GET BLUETOOTH TO WORK WITH THE PHONE (PIN NUMBER NOT WORKING)						
	MISC	WILL GO OVER BLUETOOTH SETTINGS WITH CUSTOMER AND HELP SET UP PHONE PAIRING					
		416	ISP	0.00	0.00	0.00	
		**********					
D	CUSTOMER STATES SLIGHT HESITATION WHEN PUTTING IN REVERSE (LAG IN ENGAGEMENT)						
	299	COULD NOT DUPLICATE CONCERN, TRANSMISSION IS OPERATING AS DESIGNED AT THIS TIME.					
		416	ISP	0.00	0.00	0.00	
		**********					
E	FAULKNER CADILLAC MULTI-POINT INSPECTION						
	MULTI	FAULKNER CADILLAC MULTI-POINT INSPECTION					
		416	ISP	0.00	0.00	0.00	
	,,,,4238	PERFORM FREE MULTI-POINT INSPECTION					
		**********					

COST, SALE, & COMP TOTALS 1651 9001 0

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	90.00
PARTS AMOUNT	0.01
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	90.01
LESS INSURANCE	0.00
SALES TAX	5.40
PLEASE PAY THIS AMOUNT	95.41

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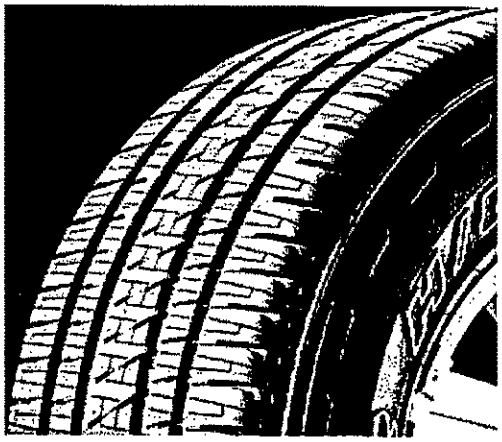
INTERNAL COPY

Faulkner Tire Center

BRIDGESTONE



285/45/22
BRIDGESTONE DUELER H/ ALENZA
19143998
53984
* All-Season Tire

* Combination of comfort, handling and year-round traction

*** Estimated Treadlife Rating: 40,000**

The Dueler H/L Alenza with UNI-T and/or UNI-T AQII technology is Bridgestone"s Crossover/SUV Touring All-Season light truck tire developed for the drivers of premium crossover and sport utility vehicles, as well as light duty pickup trucks. The Dueler H/L Alenza is designed to provide elegance with an edge, as well as year-round traction, even in light snow

While all Dueler H/L Alenza sizes feature Bridgestone"s UNI-T technology to take tire behavior to a higher level by increasing comfort and control, in order to further enhance wet traction over the life of the tire select sizes also have Bridgestone"s UNI-T AQII technology which features dual layer tread compounds to resist the normal tread rubber hardening that results from the heat encountered during thousands of miles of use. As the tire wears, the special underlying high-grip rubber is exposed, helping offset the effects of heat and wear on wet traction. The result is that UNI-T AQ II technology helps handle wet road conditions even as the tire wears over the years.

INSTALLED (1)	**$ 320.38**
BUY 3 GET 1 FREE INSTALLED (4)	**$ 961.15**
(+) ALL WHEEL ALIGNMENT $89.95	**$ 1,051.10**
(+) NITROGEN KIT $39.95	**$ 1,001.10**

BUY 3 GET ONE FREE, ALL WHEEL ALIGNMENT, NITROGEN KIT **$ 1,091.05**

+ Sales Tax

Vehicle Report

Printed on: 04/02/2015 11:11:45

WORKBENCH

VIN: 1GYS4SKJ4FR[redacted] Vehicle Model: 2015 ESCALADE ESV 4WD Delivery Date: 12/22/2014

Service Consultant : James Frankhauser Mileage : 4238

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	V7K93CL

Required Field Actions

Number	Type	Description	Release Date	Status
No information found for this vehicle.				

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

Service Information

Type	Number	Description	Date Posted
EI	PIE0331	Door Lock Cylinder Cover Missing, Broken, or Loose	03/24/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/18/2014	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014	[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
	01/19/2015	[redacted]	PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
	12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I,W	4 MI

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

Faulkner Cadillac Mechanicsburg

6643 Carlisle Pike
Mechanicsburg PA 17050
(717) 691-2000

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **419**

FACE PAGE Unit #: [redacted]

RO NO [redacted]

CUSTOMER [redacted]

HOME ADDRESS [redacted]

CITY [redacted] STATE [redacted] ZIP [redacted]

DRIVER'S LICENSE NO. [redacted] STATE [redacted] EXPIRES [redacted]

BIRTH DATE [redacted] HOME TELEPHONE [redacted]

LOANER CAR VIN 1G6AJ5S30F0[redacted]

LICENSE NO [redacted] STATE PA

MILEAGE IN

MILEAGE OUT 4172

MILES DRIVEN

MILES ALLOWED

CHARGEABLE MILES

YEAR / MAKE / MODEL / COLOR 2015 ATS Cadillac BLACK RAVEN

DATE AND TIME IN A.M. P.M.

DATE AND TIME 04/02/2015 OUT 11:13 A.M. P.M.

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE DATE DUE IN 04/03/2015 A.M. 06:00 P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY	POLICY NO	EXPIRES
USAA	[redacted]	10/10/2015

AGENT USAA TELEPHONE (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

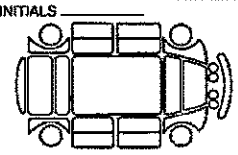
NAME OF INSURED

FUEL

OUT	IN
X	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E

DAMAGE DESCRIPTION

INITIALS



SHOP NAME

PHONE NUMBER

SHOP CONTACT FRANKHAUSER JIM

VEHICLE MAKE / MODEL

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charg[redacted] your billing/rental information to thir[redacted]

YOUR SIGNATURE [redacted]

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $4.00	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

THANK YOU, WE APPRECIATE YOUR BUSINESS!

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. **Definitions.** "**Agreement**" means all terms and conditions found on the Face Page and these Terms & Conditions. "**You**" or "**your**" means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**," or "**us**" means the independent Cadillac dealer identified on the Face Page. "**Authorized Driver**" means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed.** "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges incurred under this Agreement. "**Bailment Period**" means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. "**Daily Vehicle Rate**" means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. **Bailment; Indemnity and Warranties.** This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Condition and Return of Vehicle.** You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. **Responsibility for Damage or Loss; Reporting to Police.** You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. **Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the "**Policy**") that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. **Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer.** You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. **Personal Information.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

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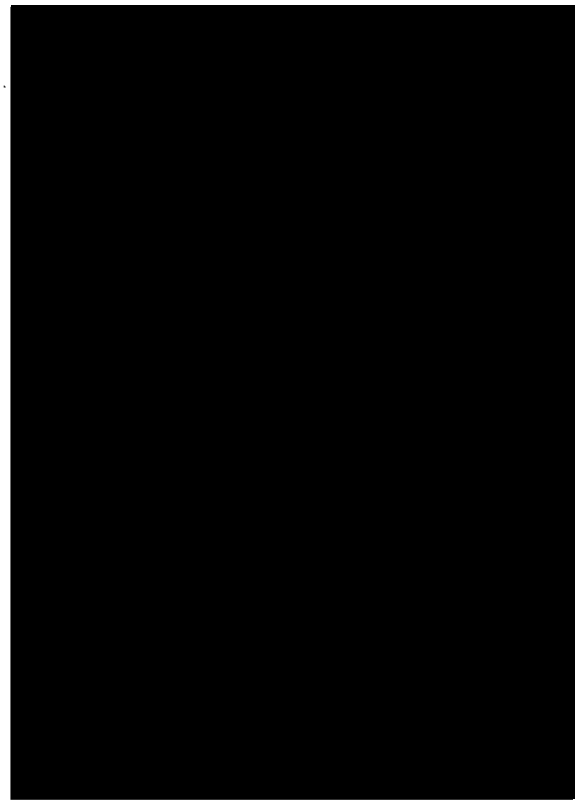


USAA Property and Casualty Company
9800 Fredericksburg Road
San Antonio, Texas 78288

To: Faulkner Cadillac

Fax 7176916338

From: USAA

Fax

Messages:

USAA Auto Insurance ID Card

Policy Service	**1-800-531-8111**
Member Acquisition Services	**1-800-531-8080**
Claims Service	**1-800-531-8222**
For Most European Locations	**00-800-531-81110**

Date and time of transmission:Thursday, April 02, 2015 10:09:32 AM
Number of pages including this cover sheet:02

CONFIDENTIALITY NOTICE: The information contained in this facsimile transmission is CONFIDENTIAL and may be protected by one or more legal privileges. It is intended solely for the use of the addressee identified above. If you are not the intended recipient, you are hereby notified that reading, copying, disclosing, or distributing this transmission is STRICTLY PROHIBITED. The sender does not waive and has not waived any applicable privilege by sending the accompanying transmission. If you have received this transmission in error, please notify the sender immediately by telephone, and we will arrange to have the transmission returned to the sender at no cost to you. Thank You.

For **Roadside Assistance**: 800-531-8555

Report a claim, get coverage and deductible information, request a tow from the accident scene, schedule an appraisal or reserve a rental car using:

- usaa.com,
- USAA's Mobile App, or
- By calling **210-531-USAA (8722)**, our mobile phone shortcut number #8722 or 800-531-USAA.

Important Notice

This identification card is evidence of liability insurance for your vehicle. The card is valid as long as liability insurance remains in force.

You may be required to produce your identification card at vehicle registration or inspection, when applying for a driver's license, following an accident, or upon a law enforcement officer's request.

FPA1 Rev. 6-13 50812-0513__02

USAA®
9800 Fredericksburg Road
San Antonio, Texas 78288
NAIC Code [redacted]

PENNSYLVANIA FINANCIAL RESPONSIBILITY
IDENTIFICATION CARD

This Card Must Be Carried For Production Upon Demand. It Is Suggested That You Carry This Card In The Insured Vehicle

[redacted]

NOT VALID MORE THAN SIX MONTHS FROM EFFECTIVE DATE

OFFICE ISSUING THIS CARD
9800 Fredericksburg Road
SAN ANTONIO, TEXAS 78288

Policy Number [redacted]
Effective Date 04/01/15

Applicable with respect to the following Motor Vehicle

2015	CADILLAC	1GYS4SKJ4FR[redacted]
Year	**Make**	**Vehicle Identification Number**

CONTACT US: 210-531-USAA(8722)
OR 800-531-USAA
USAA CASUALTY INSURANCE COMPANY
Additional copies available at usaa.com

Back

WARNING: Any owner or registrant of a motor vehicle who operates or permits a motor vehicle to be driven in this Commonwealth without the required financial responsibility may have his registration suspended or revoked.

NOTE: THIS CARD IS REQUIRED WHEN

f (a) You are involved in an auto accident.
o (b) You are convicted of a traffic offense other than a parking offense that requires a court appearance.
l (c) Upon request of a police officer when you are stopped for violating any provision of the Vehicle Code (75 PA. C.S. §§ 101-9910).
d

You must provide a copy of this card to the Department of Transportation when you request restoration of your operating privilege or registration privilege which has previously been suspended or revoked.

[redacted]

Loaner Vehicle Inspection

Unit: [redacted]

RO#: [redacted] 4112

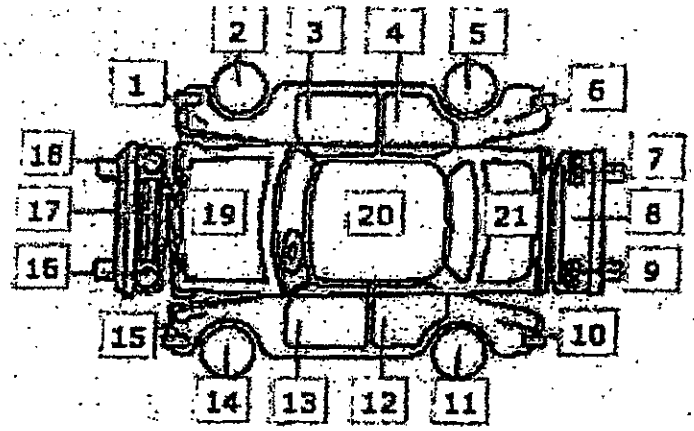
Inspected by: J FRANKHANSEN

Date: 3-2-15

Pickup Inspection

Miles 4338 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____



[redacted]

Return Inspection

Miles 4400 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

Inspected by: K Hartman

Date: 4-7-15

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____

river Signature _____

Faulkner Cadillac Mechanicsburg

6643 Carlisle Pike
Mechanicsburg PA 17050
(717) 691-2000

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **419**

FACE PAGE Unit #: [redacted]

RO NO [redacted]

CUSTOMER [redacted]	LOANER CAR VIN 1G6AJ5S30F[redacted]
HOME ADDRESS [redacted]	LICENSE NO. [redacted] STATE
STATE ZIP [redacted]	YEAR / MAKE / MODEL / COLOR 2015 ATS Cadillac BLACK RAVEN
DRIVER'S LICENSE NO. [redacted] STATE EXPIRES	DATE AND TIME 04/09/2015 IN 11:41 A.M. P.M.
BIRTH DATE [redacted] HOME TELEPHONE	DATE AND TIME 04/02/2015 OUT 11:13 A.M. P.M.
	YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE DATE DUE IN 04/03/2015 A.M. 06:00 P.M.

MILEAGE IN	4400
MILEAGE OUT	4172
MILES DRIVEN	228
MILES ALLOWED	
CHARGEABLE MILES	

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY	POLICY NO	EXPIRES
USAA	[redacted]	10/10/2015

AGENT: USAA — TELEPHONE: (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

NAME OF INSURED

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

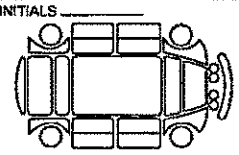
VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

FUEL	OUT	IN
	X	X
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

DAMAGE DESCRIPTION

INITIALS _____



SHOP NAME
PHONE NUMBER
SHOP CONTACT FRANKHAUSER JIM
VEHICLE MAKE / MODEL

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 8 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

ALL CHARGES SUBJECT TO FINAL AUDIT.

YOUR SIGNATURE:

THANK YOU, WE APPRECIATE YOUR BUSINESS!

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. Definitions. "**Agreement**" means all terms and conditions found on the Face Page and these Terms & Conditions. "**You**" or "**your**" means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**," or "**us**" means the independent Cadillac dealer identified on the Face Page. "**Authorized Driver**" means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed.** "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges incurred under this Agreement. "**Bailment Period**" means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. "**Daily Vehicle Rate**" means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. Bailment; Indemnity and Warranties. This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. Condition and Return of Vehicle. You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. Responsibility for Damage or Loss; Reporting to Police. You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: **(a)** all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; **(b)** Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; **(c)** a reasonable administrative fee; **(d)** towing, storage, and impound charges and other reasonable incidental and consequential damages; and **(e)** all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the "**Policy**") that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer. You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

© LaPlaca Pujo, PC 2014 Generic 102214

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T I R E	V I P	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	9APR16	217708	1	32	V	[redacted]	CADILLAC PREM	[redacted]	CADILLAC PREMIINFO		CUSTOMER INFO	[redacted]	REAR FOG LAMP
							CADILLAC PREM		FULL DETAIL C0910197		INSTALL NEW F		FAULKNER CADIL
	2JAN16	177858	5	73			EMISSIONS - C		FAULKNER CADIL				
	4DEC15	160548	1	91			TIRE AND WHEE		CUSTOMER INFORMULTI		FAULKNER CADI		CUSTOMER STATE
							4 WHEEL ALIGN						
	3NOV15	138828	1	91			FRONT BRAKE C		FRONT BRAKE ROMULTI		FAULKNER CADI		CADILLAC PREMI
							CADILLAC PREM		PA STATE INSPESI		STATE INSPECT		INSPECTION STI

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 22000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION
OIL AND FILTER CHANGE
SAFETY CHECK
CHECK FLUID LEVELS
SERVICE AIR CLEANER
SERVICE EMISSION SYSTEM
SERVICE BATTERY AND STARTING SYSTEM
SERVICE COOLING SYSTEM
SERVICE AUTOMATIC TRANSMISSION
REPLACE FUEL FILTER
ROTATE TIRES
WHEEL BALANCE
PACK FRONT WHEEL BEARINGS
FRONT END ALIGNMENT
INSPECT EXHAUST SYSTEM
INSPECT SHOCKS, SUSPENSION AND STEERING
INSPECT AND SERVICE BRAKES
INSPECT AND ADJUST ALL BELTS
REPLACE WINDSHIELD WIPER BLADES
SERVICE WINDSHIELD WASHER SYSTEM
SCOPE AND SET ENGINE
TUNE UP
CARBURETOR OVERHAUL
SERVICE AIR CONDITIONER
ADJUST PARKING BRAKE
INSPECT AND TEST ELECTRICAL SYSTEM
SERVICE DIFFERENTIAL
DRAIN AND FLUSH COOLING SYSTEM

Valvoline

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO [redacted] STOCK NO. TAG NO. [redacted] COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY
17MAY2016	1GYS4SKJ4FR[redacted]	22000	22DEC14		15	CADILLAC ESCALADE	7781 [redacted]

I hereby authorize the repair work above to be done along with the necessary material. You are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The shop and you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any" warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any [redacted] contained herein does not ex[redacted]

PRELIMIN[redacted]

AUTHORIZED [redacted]

	DATE	TIME	BY
REVISED ESTIMATE(1) $			
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

NAME [redacted]

TIME PROMISED 17:00 17MAY16

ADDRESS [redacted]

BILL TO: P.O. NO. BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 0.00

1)VALET/LOANER 2)WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	DETAIL	FULL DETAIL COMPLETE
# B	T4	MOUNT AND BALANCE (4) TIRES
# C	ALIGN	PERFORM WHEEL ALIGNMENT
# D	INFO	VEHICLE PICK UP AT THE HOME ADRESS...LOANER..319-0659

GAS/OIL/GREASE AMOUNT

TOWING AMOUNT

MISC. CHARGES AMOUNT

SUBLETS P.O. NO. AMOUNT

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

Faulkner Cadillac

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4F[redacted]		22354/22357	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 17MAY16		0.00	CASH	17MAY16

R.O. OPENED	READY
17MAY16	17MAY16

OPTIONS: SOLD-STK[redacted] 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	FULL DETAIL COMPLETE										
	DETAIL	FULL DETAIL COMPLETE									
	9999	ISP		0.00	0.00	0	0			0.00	0.00
B	MOUNT AND BALANCE (4) TIRES										
	T4	MOUNT AND BALANCE (4) TIRES									
	402932	CA		0.00	1.60	2320	7500			75.00	75.00
	3	19340404 M2854522				72672	95802	0	319.34	319.34	958.02
	3	WW	WHEEL WEIGHTS			225	300		1.00	1.00	3.00
	3	TT	TIRE TAX			300	300		1.00	1.00	3.00
	3	TD	TIRE DISPOSAL FEE			225	300		1.00	1.00	3.00
	1	19340404 M2854522				24224	0	0	275.27	0.00	0.00
	1	WW	WHEEL WEIGHTS			75	100		1.00	1.00	1.00
	1	TT	TIRE TAX			100	100		1.00	1.00	1.00
	1	TD	TIRE DISPOSAL FEE			75	100		1.00	1.00	1.00
C	PERFORM WHEEL ALIGNMENT										
	ALIGN	PERFORM WHEEL ALIGNMENT									
	402932	CC		0.00	1.50	2175	9995			99.95	99.95
D	VEHICLE PICK UP AT THE HOME ADRESS....LOANER...319-0659										
	INFO	CUSTOMER INFORMATION:									
	402932	ISP		0.00	0.00	0	0			0.00	0.00
	DOT # B90L001X1516JW(X2)										
	B90L001X1416JW(X2)										
	*** NO RO PUNCH TIMES ON FILE ***										

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0		46000	7500	2320	
49000	95802	96896		24200	400	300	
32403	400	400		6104	400	300	
46000G	9995	2175		32400	6822	0	
6704	0	*******		22500	121319	*******	

PAID AMEX

COST, SALE, & COMP TOTALS 102391 114497 0

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	174.95
PARTS AMOUNT	958.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	1144.97
LESS INSURANCE	0.00
SALES TAX	68.22
PLEASE PAY THIS AMOUNT	1213.19

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INTERNAL

DUPLICATE 1
PAGE 1

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

SERVICE ADVISOR: 7781 KEITH HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE	1GYS4SKJ4FR[redacted]		22354/22357	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC14 DD			17:00 17MAY16		0.00	CASH	17MAY16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] 1) VALET/LOANER 2) WE OWE FOR XZILON
17MAY16	17MAY16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	FULL DETAIL COMPLETE							
	DETAIL	FULL DETAIL COMPLETE						
	9999		ISP	0.00			0.00	0.00
	**********							
D	VEHICLE PICK UP AT THE HOME ADRESS....LOANER...319-0659							
	INFO	CUSTOMER INFORMATION:						
	402932		ISP	0.00			0.00	0.00
	**********							
	DOT # B90L001X1516JW(X2)							
	B90L001X1416JW(X2)							

COST, SALE, & COMP TOTALS	0	0	0

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

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INTERNAL COPY

*** IMPORTANT ***

OMB APPROVED OMB NO. 2127-0050

SHADED AREAS MUST BE FILLED IN BY SELLER

In case of a recall, we can reach you only if we have your name and address registered.

PLEASE PRINT CUSTOMER'S NAME (LAST NAME FIRST)

CUSTOMER'S ADDRESS APT / SUITE #

CITY

STATE ZIP CODE

SELLER COMPLETE (CAN BE RUBBER STAMPED)

DEALER I.D. # [redacted]

SELLER'S NAME Faulkner Cadillac

SELLER'S ADDRESS 6726 Carlisle Pike

CITY Mechanicsburg, PA 17050 ZIP

Please Print Tire Brand Sold Below

MICHELIN

CIMS CIMS All Brand Form - Rights Reserved CIMS

DATE 4-12-16

TIRE IDENTIFICATION NUMBERS

QTY	1	2	3	4	5	6	7	8	9	10	11	12
1	B	9	0	4	-	0	9	1	X	1	5	16
										1	5	16
1										1	4	16
1										1	4	16

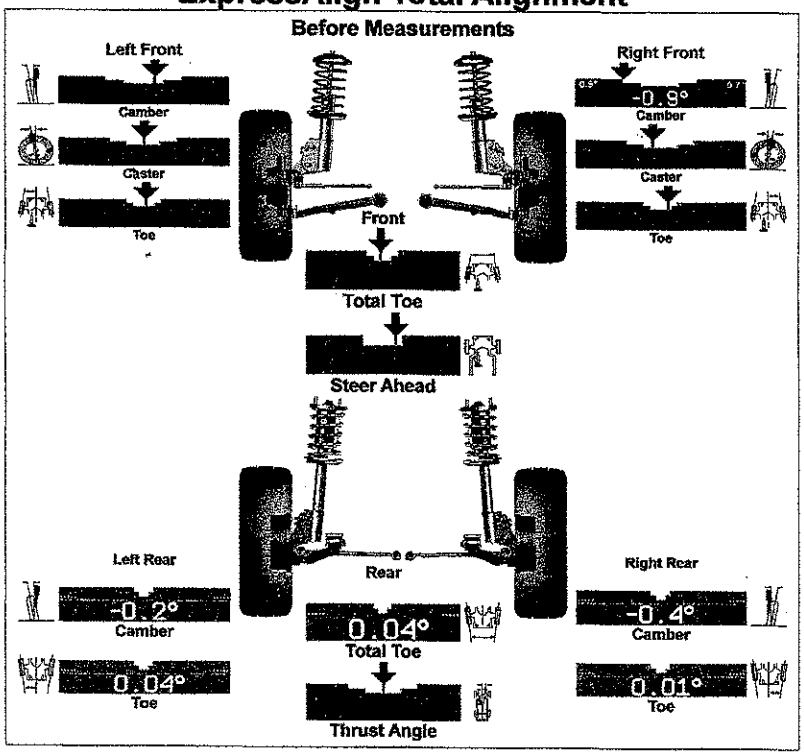
*FEDERAL LAW RESTRICTS ABOVE INFORMATION PROVIDED TO BE USED FOR TIRE RECALL PURPOSES ONLY!

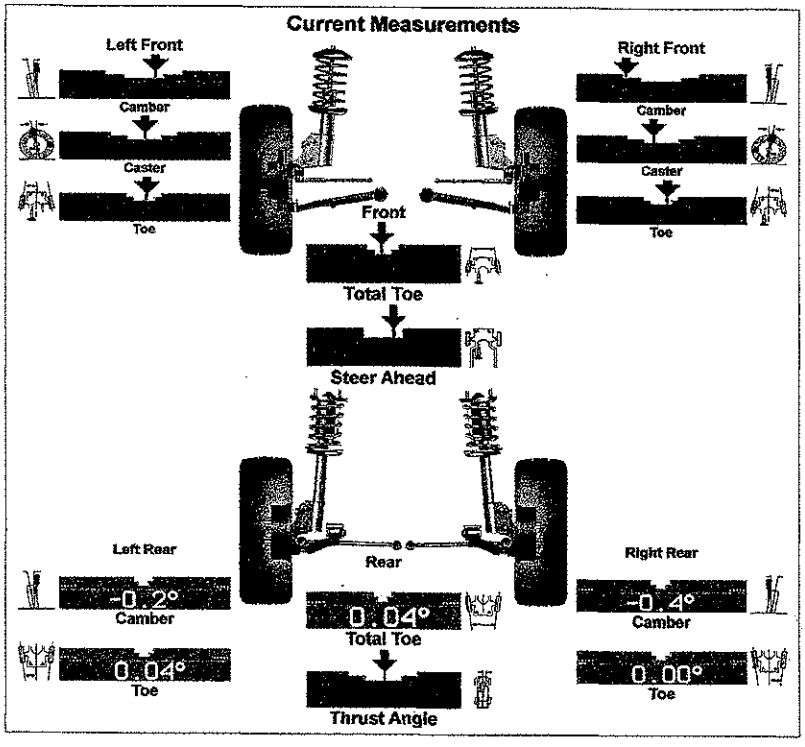
Faulkner Cadillac
6643 Carlisle Pike
Mechanicsburg, PA. 17050
691-2000

[redacted]

VIN: 1GYS4SKJ4FR[redacted]
Year: 15
Date 5/17/16 3:05 PM

Cadillac 2015 Escalade 4X4 22" Wheel QST
ExpressAlign Total Alignment





Vehicle Report

Printed on: 05/17/2016 10:14:48

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 22000

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	V7KH93CL

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Closed
	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	01/12/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
04/28/2016	[redacted]	ZREG	[redacted]	Cadillac Premium Care - Passenger Air Filter	21769 MI	Warranty
04/28/2016		ZREG		Rear Fog Lamp Replacement	21769 MI	Warranty

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

Vehicle Report

Printed on: 05/17/2016 10:14:48

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Keith Hartman **Mileage :** 22000

Vehicle Transaction History

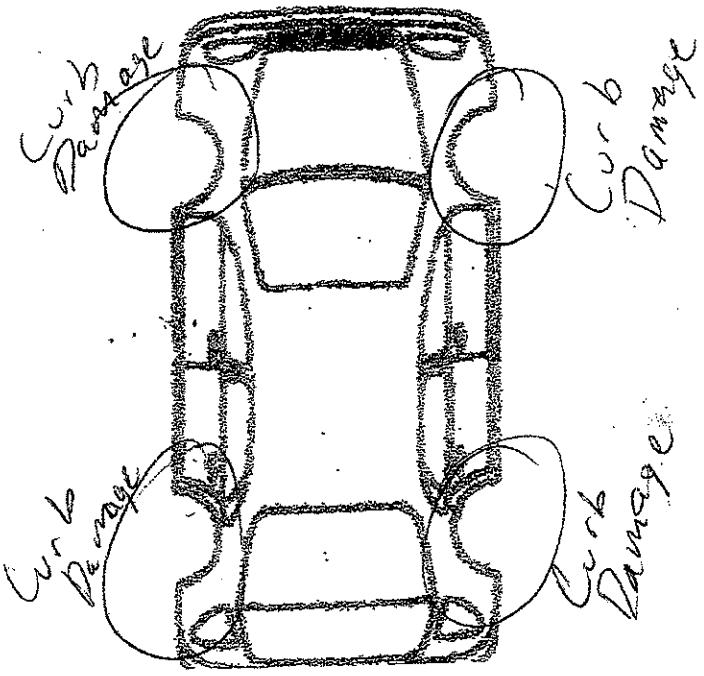
Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
04/28/2016	[redacted]	ZREG	[redacted]	Cadillac Premium Care - Tire Rotation	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Oil Change	21769 MI	Warranty
04/28/2016		ZFAT		15577 - Install New Fuse Block Label	21769 MI	Warranty
01/20/2016		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	17782 MI	Warranty
12/10/2015		ZREG		Tire and Wheel Balancing - Four	16053 MI	Warranty
10/26/2015		ZREG		Front Brake Caliper Replacement - Both Sides	13881 MI	Warranty
10/26/2015	[redacted]	ZREG	[redacted]	Cadillac Premium Care - Oil Change	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Tire Rotation	13881 MI	Warranty
10/26/2015		ZFAT		N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13881 MI	Warranty
08/31/2015		ZFAT		N150472 - Reprogram HMI&VPC (inc battery&steering shaft inspect)	11364 MI	Warranty
08/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 MI	Warranty
06/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty
06/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG		Cadillac Premium Care - Oil Change	7600 MI	Warranty
12/18/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/29/2016	[redacted]	PA	CADILLAC PREMIUM CARE - OIL CHANGE	8	C,I,W	21769 MI
01/22/2016		PA	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	2	I,W	17785 MI
12/14/2015		PA	TIRE AND WHEEL BALANCING - FOUR	5	C,I,W	16054 MI
11/03/2015		PA	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES	11	C,I,W	13881 MI
08/31/2015		PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C,I,W	11364 MI
04/09/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
12/22/2014		PA	PRE - DELIVERY INSPECTION TRUCK (SRX, ESC)	4	I,W	4 MI

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

Name	[redacted]
Mileage	22354
Last 8 of VIN	PK[redacted]
Oil Life %	93%
Insp. Exp.	12/26
LF Wiper	
RF Wiper	
Rear Wiper	



Our Copy

Faulkner Cadillac Mechanicsburg

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

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **1078**

FACE PAGE

Unit #: G9[redacted]

RO NO [redacted]

CUSTOMER [redacted]

HOME ADDRESS [redacted]

CITY [redacted] STATE [redacted] ZIP [redacted]

DRIVER'S LICENSE NO. [redacted] STATE [redacted] EXPIRES [redacted]

BIRTH DATE [redacted] HOME TELEPHONE [redacted]

LOANER CAR VIN 2G61M5S31G9[redacted]

LICENSE NO. [redacted] STATE [redacted]

YEAR / MAKE / MODEL / COLOR: 2016 Cadillac XTS DARK EMERALD

MILEAGE IN		DATE AND TIME IN: A.M. / P.M.
MILEAGE OUT	281	DATE AND TIME OUT: 05/17/2016 08:37 A.M. / P.M.
MILES DRIVEN		
MILES ALLOWED		
CHARGEABLE MILES		
FUEL		

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE
DATE DUE IN: 05/18/2016 A.M. / 06:00 P.M.

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY: USAA | POLICY NO: [redacted] | EXPIRES: 10/01/2016

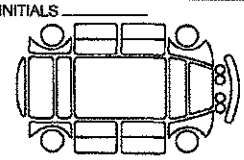
AGENT: USAA | TELEPHONE: (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

NAME OF INSURED

OUT	IN
X	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E

INITIALS



DAMAGE DESCRIPTION

SHOP NAME
PHONE NUMBER
SHOP CONTACT: Keith Hartman
VEHICLE MAKE / MODEL

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to prepare a separate credit/debit card voucher in your name for all Ch[redacted]horize us to release your billing/rental information to t[redacted]AL AUDIT.

YOUR SIGNATURE: [redacted]

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $4.00	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

THANK YOU, WE APPRECIATE YOUR BUSINESS!

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. Definitions. "**Agreement**" means all terms and conditions found on the Face Page and these Terms & Conditions. "**You**" or "**your**" means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**," or "**us**" means the independent Cadillac dealer identified on the Face Page. "**Authorized Driver**" means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed.** "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges incurred under this Agreement. "**Bailment Period**" means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. "**Daily Vehicle Rate**" means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. Bailment; Indemnity and Warranties. This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. Condition and Return of Vehicle. You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. Responsibility for Damage or Loss; Reporting to Police. You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the "**Policy**") that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer. You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

© LaPlaca Pujo, PC 2014 Generic 102214

9800 Fredericksburg Road
San Antonio, TX 78288

[redacted]

April 28, 2016

Reference: Auto Insurance Confirmation

Please use this as confirmation of auto insurance; however, this does not take the place of an insurance identification card.

Registered owner:	[redacted]
Address:	
Policy #:	
Policy effective:	April 1, 2016
Policy expiration:	October 1, 2016
Vehicle:	2015 CADILLAC ESCALADE
VIN:	1GYS4SKJ4FR[redacted]
Comprehensive deductible:	$1,000
Collision deductible:	$1,000
Lienholder:	ALLY FINANCIAL PO BOX 8102 COCKEYSVILLE MD 21030

Meets Pennsylvania minimum statutory liability requirements

This confirmation of coverage neither affirmatively nor negatively amends, extends or alters the coverage given by the policy issued by USAA Casualty Insurance Company.

Thank you for choosing us for your auto insurance needs. If you have questions, please call us at 210-531-USAA (8722), our mobile shortcut #8722 or 800-531-8722.

Thank you,
USAA Casualty Insurance Company

Customer Name: [redacted]

RO #: [redacted]

Loaner Vehicle Inspection

Unit: G9[redacted]

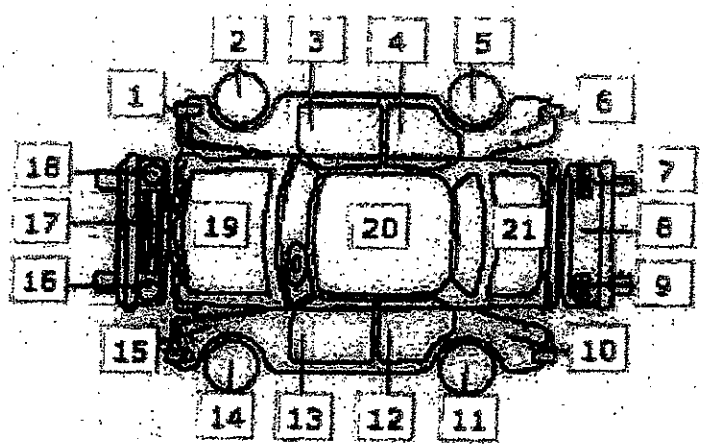
Inspected by: Dominic

Date: 5-17-16

Pickup Inspection

Miles 281 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____



[redacted]

Return Inspection

Miles 390 Fuel (Circle) E 1/8 1/4 3/8 H 5/8 3/4 7/8 (F)

Inspected by:

Date: Bob G

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____

Driver Signature _____

Faulkner Cadillac Mechanicsburg

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

COURTESY TRANSPORTATION AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

COURTESY AGREEMENT NUMBER **1078**

FACE PAGE Unit #: G9[redacted]

RO NO [redacted]

CUSTOMER [redacted]

HOME ADDRESS [redacted]

CITY [redacted] STATE ZIP

DRIVER'S LICENSE NO. [redacted] STATE EXPIRES

BIRTH DATE HOME TELEPHONE

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY: USAA POLICY NO [redacted] EXPIRES: 10/01/2016

AGENT: USAA TELEPHONE: (210) 531-8722

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

NAME OF INSURED

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME: NONE LICENSE NO. STATE BIRTHDATE

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY POLICY NO EXPIRES

AGENT TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

ADDITIONAL DRIVER NAME: NONE LICENSE NO. STATE BIRTHDATE

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY POLICY NO EXPIRES

AGENT TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

LOANER CAR VIN: 2G61M5S31G9[redacted]

MILEAGE IN	390
MILEAGE OUT	281
MILES DRIVEN	109
MILES ALLOWED	
CHARGEABLE MILES	

LICENSE NO. [redacted] STATE

YEAR / MAKE / MODEL / COLOR: 2016 Cadillac XTS DARK EMERALD

DATE AND TIME IN: 05/18/2016 03:54 A.M. P.M.

DATE AND TIME OUT: 05/17/2016 08:37 A.M. P.M.

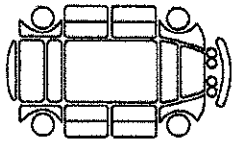
YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE
DATE DUE IN: 05/18/2016 06:00 A.M. P.M.

FUEL

OUT	IN
X	X
3/4	3/4
1/2	1/2
1/4	1/4
E	E

DAMAGE DESCRIPTION

INITIALS _____



SHOP NAME
PHONE NUMBER
SHOP CONTACT Keith Hartman
VEHICLE MAKE / MODEL

RATES	CHARGES
TAXABLE ITEMS	
EXCESS MILEAGE @ $ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 0.06 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ $	0.00
NON-TAXABLE SUBTOTAL	0.00
TOTAL CHARGES ▶	0.00

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a 150 mile radius from Our location.

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

Customer Signature

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

ALL CHARGES SUBJECT TO FINAL AUDIT.

YOUR SIGNATURE:

THANK YOU, WE APPRECIATE YOUR BUSINESS!

COURTESY TRANSPORTATION AGREEMENT TERMS AND CONDITIONS ("Terms & Conditions")

1. Definitions. "**Agreement**" means all terms and conditions found on the Face Page and these Terms & Conditions. "**You**" or "**your**" means the person identified as the Customer on the Face Page, each person signing this Agreement, each Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement. "**We**," "**our**," or "**us**" means the independent Cadillac dealer identified on the Face Page. "**Authorized Driver**" means the Customer, the Customer's spouse, each additional driver listed by us in this Agreement, and if the Customer is a business entity, all authorized employees of the Customer, provided that each such person has a valid driver's license and is at least age 21. Only Authorized Drivers are permitted to drive the Vehicle. "**Vehicle**" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and vehicle documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar, or another telematics system and/or an event data recorder, and privacy is not guaranteed.** "**Loss of Use**" means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during the Bailment Period, including use or display for loan, rent, or sale; opportunity to upgrade or sell; or transportation of employees. "**Diminished Value**" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "**Charges**" means the fees and charges incurred under this Agreement. "**Bailment Period**" means the period between the time you take possession of the Vehicle until it is returned to or recovered and checked in by us. "**Daily Vehicle Rate**" means the daily time and mileage fee typically charged by car rental companies for vehicles of the same type as the Vehicle at non-airport rental locations in this city or market area.

2. Bailment; Indemnity and Warranties. This Agreement is a contract for the bailment of the Vehicle: by accepting possession of the Vehicle, you accept the obligations of a bailee of the Vehicle towards us as the bailor, and that any fee or other form of consideration derived by us from you or the manufacturer of the Vehicle is adequate consideration for use of the Vehicle. We may repossess the Vehicle at your expense without notice if the Vehicle is abandoned or used in violation of law or this Agreement. **Where permitted by law, we have the right to monitor the Vehicle through remote tracking devices and OnStar and disable it when we deem necessary.** You agree to indemnify us, defend us and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle or our repossession of it. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. Condition and Return of Vehicle. You are responsible for inspection of the Vehicle before taking possession of it. By taking possession of the Vehicle, you agree that the Vehicle is in good and safe physical and mechanical condition, and you agree to return the Vehicle in the same condition as received, ordinary wear and tear excepted. **THE VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF NOTIFICATION BY US OF THE COMPLETION OF REPAIRS ON YOUR VEHICLE, ON DEMAND, OR ON THE DATE AND TIME SPECIFIED ON THE FACE PAGE, WHICHEVER OCCURS FIRST.** To extend the Bailment Period, you must return the Vehicle to our office for inspection and written amendment by us before the due-in date. If the Vehicle is returned after closing hours, you remain responsible for all loss of and damage to the Vehicle until we inspect it upon our next opening for business, and Charges may accrue. Service to the Vehicle or replacement of parts or accessories during the Bailment Period must have our prior written approval. You must check and maintain all fluid levels, and return the Vehicle with at least the same amount of fuel as when received.

4. Responsibility for Damage or Loss; Reporting to Police. You are responsible for all damage to or loss or theft of the Vehicle, including damage caused by weather, acts of God, or terrain conditions. Subject to the law in the jurisdiction where the Vehicle was delivered to you, your responsibility will include: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle, less salvage; (ii) if we determine that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value; (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by either the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You must report all accidents or incidents of theft or vandalism to us and the police as soon as you discover them.

5. Prohibited Uses. The following uses of the Vehicle are prohibited and are material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, or by anyone whose driver's license is suspended in any jurisdiction; (b) by anyone under the influence of a prescription or non-prescription drug or alcohol; (c) by anyone who obtained the Vehicle or extended the Bailment Period by giving us false, fraudulent or misleading information, or who withheld information that would have caused us not to permit use of the Vehicle; (d) in furtherance of an illegal purpose or under circumstances that would constitute a felony or other violation of law (other than a minor traffic violation); (e) to carry persons or property for hire; (f) to push or tow anything, to teach anyone to drive, or to carry objects on the roof of the Vehicle; (g) in any race, speed test or contest; (h) to carry dangerous or hazardous items or illegal materiel; (i) outside the United States, Canada or a geographic area described elsewhere in this Agreement; (j) when loaded beyond its capacity, as determined by the manufacturer of the Vehicle; (k) on unpaved surfaces; (l) to transport more persons than the Vehicle has seat belts, or to carry persons outside the passenger compartment; (m) to transport children without approved child safety seats as required by law; (n) when the odometer has been tampered with or disconnected; (o) when the Vehicle's fluid levels are low, or it is otherwise reasonable to expect you to know that further operation would damage the Vehicle; (p) with inadequately secured cargo; (q) after an accident with the Vehicle unless you summon the police to the accident scene; (r) to transport an animal (other than a service animal); (s) in or through an underpass, gas station, drive-through, or other structure where there is insufficient clearance (width or height); or (t) by anyone who is sending an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking in the Vehicle also is prohibited. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).

6. Insurance. You are responsible for all damage or loss you cause to others. You agree to provide primary automobile liability, collision and comprehensive insurance covering you, us, and the Vehicle. Where state law requires us to provide auto liability insurance, or if you have no auto liability insurance, we provide auto liability insurance (the "**Policy**") that is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum levels prescribed by the financial responsibility laws of the State whose laws apply to the loss. The Policy does not cover injury to you. **You and we reject PIP, medical payments, no-fault and uninsured and under-insured motorist coverage where permitted by law.** To the extent such protection is imposed by operation of law, that protection will be for the minimum limits required by applicable law. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. Coverage under the Policy is void if you give the Vehicle to an unauthorized driver or otherwise materially breach this Agreement; or if you fail to cooperate in a loss investigation or to file a timely and accurate incident report.

7. Charges and Costs. You permit us to reserve against your credit/debit card ("Reserve") or take a cash deposit ("Deposit") in a reasonable amount in addition to the estimated charges. We may use the Reserve or Deposit to pay all Charges. We will authorize the release of any excess Reserve or refund any excess Deposit after the Vehicle is returned. Your debit/credit card issuer's rules will apply to your account being credited for the excess, which may not be immediately released by the card issuer. You will pay us at the conclusion of the Bailment Period or on demand all Charges, including: (a) all Charges listed on the Face Page, including any applicable taxes and surcharges; (b) fuel and a refueling fee, if you return the Vehicle with less fuel than when received; (c) all expenses we incur in locating and recovering the Vehicle if you fail to return it or if we repossess it; (d) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a 2% per month late payment fee or the maximum amount allowed by law, whichever is greater, on all past due amounts; (f) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid; (g) a reasonable fee not to exceed $350 to clean the Vehicle if returned substantially less clean than when received; (h) a reasonable fee of up to $500 if you lose the keys or toll transponder to the Vehicle; and (i) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit. If errors are discovered after the close of this transaction, you authorize us to correct the Charges with your payment card issuer.

8. Responsibility for Tolls, Traffic Violations, and Other Charges. You are responsible for paying the charging authorities directly all tolls ("**Tolls**") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "**Violation**") assessed against you, us or the Vehicle during the Bailment Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("**Processor**") of our choosing an administrative fee of up to $50 for each such notification. You authorize us to release your payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all such payments, service fees and administrative fees to the payment card you used in connection with this transaction.

9. Personal Information. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies and to other third parties in connection with our enforcement of our rights under this Agreement and other legitimate business functions. Questions regarding privacy should be directed to the location where you took possession of the Vehicle.

10. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding this transaction are void. A waiver by us of any breach of this Agreement is not a waiver of any additional breach or waiver of the performance of your obligations under this Agreement. You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on your personal vehicle, the Vehicle, any service vehicle, or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. You waive all recourse against us for any criminal reports or prosecutions that we take against you that arise out of your breach of this Agreement. UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH YOUR USE OF THE VEHICLE. If any provision of this Agreement is deemed void or unenforceable, the remaining provisions are valid and enforceable. This Agreement will be governed by the law of the jurisdiction where the Agreement is executed, without giving effect to the choice of law rules thereof, and you irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in that jurisdiction. YOU AND WE EACH IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN A LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT.

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RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C	V I P	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	JUN17	399988	56	7	U	[redacted]	SED CAR CLEAN	9997	DETAIL SUPPLI	[redacted]			
	JUN17	399988	59	3	U		ERTIFIED USED	9997	INSPECTION SI		WASHER FLUID	EI	PENNSYLVANIA S
							CI FEE	WIPER	WIPER BLADE R		LUBE / OIL /	FAF	REPLACED ENGIN
							NSTALLED ARMR	899	INSTALLED 3RD		RADIO CONTROL	RTB	CHECK + ADJUST
	JUN17	398078	11	6	U		EMOVED CROSS						
	MAR17	362192	79	1	U		ADILLAC PREMI	060051	CADILLAC PREM		FAULKNER CADIL	644072	REAR SEAT RETR
							EPLACE RADIAT	299	NO PROBLEM FO				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 39999

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	OIL AND FILTER CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE EMISSION SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	SERVICE AUTOMATIC TRANSMISSION	REPLACE FUEL FILTER	ROTATE TIRES	WHEEL BALANCE	PACK FRONT WHEEL BEARINGS	FRONT END ALIGNMENT	INSPECT EXHAUST SYSTEM	INSPECT SHOCKS, SUSPENSION AND STEERING	INSPECT AND SERVICE BRAKES	INSPECT AND ADJUST ALL BELTS	REPLACE WINDSHIELD WIPER BLADES	SERVICE WINDSHIELD WASHER SYSTEM	SCOPE AND SET ENGINE	TUNE UP	CARBURETOR OVERHAUL	SERVICE AIR CONDITIONER	ADJUST PARKING BRAKE	INSPECT AND TEST ELECTRICAL SYSTEM	SERVICE DIFFERENTIAL	DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO. STOCK NO. [redacted] TAG NO. [redacted] COLOR Black PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
06JUL2017	1GYS4SKJ4FR[redacted]	39999	22DEC14		15	CADILLAC ESCALADE ESV	406327	[redacted]

I hereby authorize the repair work above to be done along with the necessary material. [illegible] not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME

ADDRESS

CITY/STATE/ZIP

BILL TO: P.O. NO.

TIME PROMISED 18:30 06JUL17

HOME PHONE

BUSINESS PHONE

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1)VALET/LOANER 2)WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	BATTERY	CUSTOMER REQUESTS BATTERY BE REMOVED FROM TRADE IN AND INSTALLED IN FR550055 BEFORE PURCHASE.		
# B	799	CUSTOMER REQUESTS BRAKE CONTROLLER BE REMOVED FROM TRADE IN AND INSTALLED IN FR[redacted] BEFORE PURCHASE	TOWING	AMOUNT
# C	REDOLL	CLEAN FOR DELIVERY 7.7.2017 FRIDAY	MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

✓MO

CUSTOMER #: [redacted]

ACCOUNTING

Faulkner Cadillac

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

PAGE 1

HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		39999/39999	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:30 06JUL17		0.00	CASH	07JUL17

R.O OPENED	READY	OPTIONS:
06JUL17	07JUL17	STK:FR[redacted] ENG:6.2 Liter SFI 1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER REQUESTS BATTERY BE REMOVED FROM TRADE IN AND INSTALLED IN FR[redacted] BEFORE PURCHASE.											
BATTERY TEST BATTERY AND SYSTEM, REPLACE BATTERY											
	4791	IUT		0.00	0.50	925	6400			64.00	64.00
,,,,39999 ATTEMPT TO REPLACE BATTERY WITH AFTERMARKET OPTIMA BATTERY											
,,,,AND BATTERY WILL NOT FIT DUE TO MOUNTING LOCATIONS AND FUSIBLE LINKS ON											
,,,,POWER CABLE. SWAPPED BATTERIES BACK TO ORIGINAL VEHICLE											
B CUSTOMER REQUESTS BRAKE CONTROLLER BE REMOVED FROM TRADE IN AND INSTALLED IN FR550055 BEFORE PURCHASE											
799 REMOVED BRAKE CONTROLLER FROM TRADE IN AND INSTALLED IN FR550055											
	4791	IUT		0.02	2.00	3700	25600			256.00	256.00
1	19168447	(S)SPLICE				542	1084	0	10.84	10.84	10.84
,,,,39999 REMOVED BRAKE CONTROL ASSEMBLY FROM TRADE IN AND INSTALL IN											
,,,,NEW VEHICLE REMOVED BRAKE CONTROLLER FROM TRADE IN VEHICLE AND											
,,,,INSTALLED IN NEW VEHICLE											
C CLEAN FOR DELIVERY 7.7.2017 FRIDAY											
REDOLL CLEAN FOR DELIVERY 7.7.2017											
	407267	IUT		0.00	0.30	405	3500			35.00	35.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-06-17	17:18	17:18	0.00	W	4791	A	
	17:18	17:19	0.02	W	4791	B	
	17:19	17:19	0.00	W	4791	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46302	35500	5030		48100	1084	542	
24100	36584	*******					

COST, SALE, & COMP TOTALS	5572	36584	0

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

INTERNAL

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

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		39999/39999	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:30 06JUL17	[redacted]	0.00	CASH	07JUL17

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:6.2 Liter SFI
06JUL17	07JUL17	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER REQUESTS BATTERY BE REMOVED FROM TRADE IN AND INSTALLED IN FR[redacted]EFORE PURCHASE.							
	BATTERY TEST BATTERY AND SYSTEM, REPLACE BATTERY							
	4791		IUT	0.50			64.00	64.00
	,,,,39999 ATTEMPT TO REPLACE BATTERY WITH AFTERMARKET OPTIMA BATTERY							
	,,,,AND BATTERY WILL NOT FIT DUE TO MOUNTING LOCATIONS AND FUSIBLE LINKS ON							
	,,,,POWER CABLE. SWAPPED BATTERIES BACK TO ORIGINAL VEHICLE							
	**********							
B	CUSTOMER REQUESTS BRAKE CONTROLLER BE REMOVED FROM TRADE IN AND INSTALLED IN FR[redacted] BEFORE PURCHASE							
	799			REMOVED BRAKE CONTROLLER FROM TRADE IN AND INSTALLED IN FR[redacted]				
	4791		IUT	2.00			256.00	256.00
	1 19168447		(S)SPLICE			10.84	10.84	10.84
	,,,,39999 REMOVED BRAKE CONTROL ASSEMBLY FROM TRADE IN AND INSTALL IN							
	,,,,NEW VEHICLE REMOVED BRAKE CONTROLLER FROM TRADE IN VEHICLE AND							
	,,,,INSTALLED IN NEW VEHICLE							
	**********							
C	CLEAN FOR DELIVERY 7.7.2017 FRIDAY							
	REDOLL CLEAN FOR DELIVERY 7.7.2017							
	407267		IUT	0.30			35.00	35.00
	**********							

COST, SALE, & COMP TOTALS 5572 36584 0

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	355.00
PARTS AMOUNT	10.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	365.84
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	365.84

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Vehicle Report

Printed on: 07/06/2017 09:40:04

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 39999

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - InActive	No	No	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Closed
	Customer Satisfaction Program	PROPSHAFT U-JOINT RETAINER BOLTS LOSS OF INDEX	06/01/2015	Closed
	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Limited Warranty	12/22/2014	3 MI	12/22/2017	50003 MI	Applicable
Emission Select Component Ltd Wty	12/22/2014	3 MI	12/22/2022	80003 MI	Applicable
Emission Select State Component Ltd Wty	12/22/2014	3 MI	12/22/2021	70003 MI	Applicable
Bumper to Bumper Limited Warranty	12/22/2014	3 MI	12/22/2018	50003 MI	Applicable
Premium Care Maintenance	**12/22/2014**	**3 MI**	**12/22/2018**	**50003 MI**	**Applicable**
Powertrain Limited Warranty	12/22/2014	3 MI	12/22/2020	70003 MI	Applicable
Special Coverage 17016	12/22/2014	3 MI	12/22/2024	120003 MI	Applicable
Corrosion Limited Warranty	12/22/2014	3 MI	12/22/2020	999999 MI	Applicable

Service Contracts

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

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/07/2017	[redacted]	ZREG	3420700	Radio Control Assembly Replacement	39994 MI	Warranty

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

Vehicle Report

Printed on: 07/06/2017 09:40:04

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 39999

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/07/2017	[redacted]	ZREG	[redacted]	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	39994 MI	Warranty
03/08/2017		ZREG		Replace Radiator and Thermostat	36200 MI	Warranty
03/08/2017		ZREG		Rear Seat Retractor Side Belt Replacement	36200 MI	Warranty
03/08/2017		ZREG		Rear Seat Retractor Side Belt Replacement	36200 MI	Warranty
03/08/2017		ZREG		Cadillac Premium Care - Tire Rotation	36200 MI	Warranty
03/08/2017		ZREG		Cadillac Premium Care - Oil Change	36200 MI	Warranty
09/14/2016		ZREG		Intermediate Floor Panel Carpet Replacement	28958 MI	Warranty
09/14/2016		ZFAT		16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	28958 MI	Warranty
09/14/2016		ZREG		Rear Brake Caliper Replacement	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Tire Rotation	28958 MI	Warranty
09/14/2016		ZREG		Cadillac Premium Care - Oil Change	28958 MI	Warranty
08/04/2016		ZREG		RADIO WITH INTEGRATED RECEIVER - RETURN TO ESC	26717 MI	Warranty
08/04/2016		ZREG		High Frequency Antenna Replacement	26717 MI	Warranty
08/04/2016		ZREG	[redacted]	Cadillac Premium Care - Oil Change	26717 MI	Warranty
08/04/2016		ZREG		Cadillac Premium Care - Tire Rotation	26717 MI	Warranty
08/04/2016	[redacted]	ZREG		Reprogram HMI Module	26717 MI	Warranty
08/04/2016		ZREG		Radio Control Assembly Replacement	26717 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Passenger Air Filter	21769 MI	Warranty
04/28/2016		ZREG		Rear Fog Lamp Replacement	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Tire Rotation	21769 MI	Warranty
04/28/2016		ZREG		Cadillac Premium Care - Oil Change	21769 MI	Warranty
04/28/2016		ZFAT		15577 - Install New Fuse Block Label	21769 MI	Warranty
01/20/2016		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	17782 MI	Warranty
12/10/2015		ZREG		Tire and Wheel Balancing - Four	16053 MI	Warranty
10/26/2015		ZREG		Front Brake Caliper Replacement - Both Sides	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Oil Change	13881 MI	Warranty
10/26/2015		ZREG		Cadillac Premium Care - Tire Rotation	13881 MI	Warranty
10/26/2015		ZFAT		N150304 - Transfer Case Shift Control Module Reprogramming with SPS	13881 MI	Warranty
08/31/2015		ZFAT		N150472 - Reprogram HMI&VPC (inc battery&steering shaft inspect)	11364 MI	Warranty
08/31/2015		ZREG		Brakes - Customer Concern Not Duplicated (CCND)	11364 MI	Warranty
06/16/2015		ZFAT		N150216 - Propeller Shaft Retainer and Bolt Replacement	7600 MI	Warranty
06/16/2015		ZFAT		N150389 - Transmission Control Module Reprogramming with SPS	7600 MI	Warranty

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

Vehicle Report

Printed on: 07/06/2017 09:40:04

WORKBENCH Service

VIN: 1GYS4SKJ4FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 12/22/2014

Service Consultant : Brandon Shearer **Mileage :** 39999

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/16/2015	[redacted]	ZREG	0600513	Cadillac Premium Care - Tire Rotation	7600 MI	Warranty
06/16/2015		ZREG	0600503	Cadillac Premium Care - Oil Change	7600 MI	Warranty
12/18/2014		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	4 MI	Warranty
12/04/2014		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	03/11/2017	[redacted]	PA	CADILLAC PREMIUM CARE - OIL CHANGE	6	C,I,W	36200 MI
	12/07/2016		PA	PENNSYLVANIA STATE INSPECTION	9	C,W	32360 MI
	09/15/2016		PA	CUSTOMER INFORMATION:	8	C,I,W	28958 MI
	08/10/2016		PA	REPLACE FRONT BRAKE PADS AND LUBE SLIDE PINS	7	C,W	26717 MI
	05/18/2016		PA	FULL DETAIL COMPLETE	10	C,I	22354 MI
	04/29/2016		PA	CADILLAC PREMIUM CARE - OIL CHANGE	8	C,I,W	21769 MI
	01/22/2016		PA	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	2	I,W	17785 MI
	12/14/2015		PA	TIRE AND WHEEL BALANCING - FOUR	5	C,I,W	16054 MI
	11/03/2015		PA	FRONT BRAKE CALIPER REPLACEMENT - BOTH SIDES	11	C,I,W	13881 MI
	08/31/2015		PA	BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)	4	C,I,W	11364 MI
	04/09/2015		PA	WE OWE: CLEAN VEHICLE EXTERIOR + APPLY XZILON EXTERIOR PAINT PROTECTION	5	C,I	4238 MI
	01/19/2015		PA	TIRE REPAIR PLUG / PATCH	3	C	901 MI
	12/22/2014		PA		0		4 MI

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

RO NUMBER	DATE CLOSED	MILEAGE	S/W	T/C	T/T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	7JUL17	39999	2	79	1	UTBATTER	TEST BATTERY A	799	REMOVED BRAKE	REDOLL	CLEAN FOR DELI		
	2JUN17	39998	8	56	7	UTUCDTL	USED CAR CLEAN	9997	DETAIL SUPPLIE				
	1JUN17	39998	8	59	1	UTCERT	CERTIFIED USED	9997	INSPECTION ST	[redacted]	WASHER FLUID	EI	PENNSYLVANIA S
						[redacted]	MCI FEE	WIPER	WIPER BLADE R	[redacted]	LUBE / OIL / FAF		REPLACED ENGIN
							INSTALLED ARMR	899	INSTALLED 3RD	[redacted]	RADIO CONTROL	RTB	CHECK + ADJUST
	5JUN17	39807	8	11	6	UT	REMOVED CROSS						
	1MAR17	36219	2	79	1	WF	CADILLAC PREM	1060051	CADILLAC PREM	MULTI	FAULKNER CADIL	[redacted]	REAR SEAT RETR

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 40000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION | OIL AND FILTER CHANGE | SAFETY CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE EMISSION SYSTEM | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE FUEL FILTER | ROTATE TIRES | WHEEL BALANCE | PACK FRONT WHEEL BEARINGS | FRONT END ALIGNMENT | INSPECT EXHAUST SYSTEM | INSPECT SHOCKS, SUSPENSION AND STEERING | INSPECT AND SERVICE BRAKES | INSPECT AND ADJUST ALL BELTS | REPLACE WINDSHIELD WIPER BLADES | SERVICE WINDSHIELD WASHER SYSTEM | EQUIPE AND SET ENGINE TUNE UP | CARBURETOR OVERHAUL | SERVICE AIR CONDITIONER | ADJUST PARKING BRAKE | INSPECT AND TEST ELECTRICAL SYSTEM | SERVICE DIFFERENTIAL | DRAIN AND FLUSH COOLING SYSTEM

Faulkner
Cadillac

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO. STOCK NO. FR[redacted] TAG NO. [redacted] COLOR Black PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY
07JUL2017	1GYS4SKJ4FR[redacted]	40000	22DEC14		15	CADILLAC ESCALADE ESV	406327

I hereby authorize the repair work above to be done along with the necessary materials and agree to pay for same. I am responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME

ADDRESS

CITY/STATE/ZIP

BILL TO:

P.O. NO.

TIME PRO 18:30 07JUL17

HOME PHONE

BUSINESS PHONE

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
6.2 Liter SFI				0.00

1)VALET/LOANER 2)WE OWE FOR XZILON

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	NITRO	NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES		
		***		

TOWING	AMOUNT

MISC. CHARGES	AMOUNT

SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

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TECHNICIAN COPY

JMC

CUSTOMER #: [redacted]

ACCOUNTING

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

HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4F[redacted]		40000/40000	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
DD			18:30 07JUL17		0.00	CASH	07JUL17

R.O. OPENED	READY	OPTIONS: STK:FR[redacted] ENG:6.2_Liter_SFI
07JUL17	07JUL17	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES ***										
	NITRO	NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES ***									
		4791	IUT	0.00	0.30	555	3995			39.95	39.95
1	5161	CAP				1695	3000	0	30.00	30.00	30.00
,,,,40000 PERFORMED NITROGEN PURGE AND FILL ON ALL TIRES, SET PRESSURES											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-07-17	14:36	14:36	0.00	W	4791	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46302	3995	555		48100	3000	1695	
24100	6995	*******					

COST, SALE, & COMP TOTALS 2250 6995 0

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

INTERNAL

Faulkner Cadillac

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

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 406327 BRANDON SHEARER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	15	CADILLAC ESCALADE ES	1GYS4SKJ4FR[redacted]		40000/40000	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:30 07JUL17		0.00	CASH	07JUL17

R.O. OPENED	READY	OPTIONS: STK:FR[redacted] ENG:6.2 Liter SFI
07JUL17	07JUL17	1)VALET/LOANER 2)WE OWE FOR XZILON

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES ***							
	NITRO NITROGEN TIRE SERVICE, PURGE TIRES OF THE EXISTING AIR. PERFORM 3X PURGE/FILL CYCLE NITROGEN PROCESS WITH ALL (4) TIRES. ADJUST PRESSURES ***							
	4791	IUT	0.30				39.95	39.95
1	5161	CAP				30.00	30.00	30.00
,,,,40000	PERFORMED NITROGEN PURGE AND FILL ON ALL TIRES, SET PRESSURES							
	**********							

COST, SALE, & COMP TOTALS 2250 6995 0

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	39.95
PARTS AMOUNT	30.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	69.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	69.95

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INTERNAL COPY

PE18-012

GM

3-27-2019

Q3

[redacted]

PENNSYLVANIA VEHICLE REGISTRATION

PennDOT is proud to provide you with your new registration credential.

PLEASE SIGN YOUR CREDENTIAL - To validate your credential, you need to sign your name in ink as indicated below. The registration must be available when the vehicle is in use.

DID YOU CHANGE YOUR ADDRESS? - It is important that we have your current address, and the law requires that any changes be reported to PennDOT within 15 days. Please notify PennDOT of any address change by writing to: PennDOT, Bureau of Motor Vehicles, Harrisburg, PA 17104-2516. Please include the following information with your change of address request: your full street address (including P.O. box number, rural delivery, route number or apartment number, if applicable), city, state and zip code. Please remember P.O.box numbers may be used in addition to the actual address, but cannot be used as the only address. You may also change your address online at Online Services Center at WWW.DMV.PA.GOV.

PENNSYLVANIA'S LITTERING LAWS - As a reminder, Pennsylvania has laws against littering on our roadways and on public and private property. Under law, PennDOT is required to include this statement on vehicle credentials to remind motorists of littering laws. By signing your registration credential, you acknowledge that you have received notice of this provision.

Section 3709 of the Pennsylvania Vehicle Code provides for a fine of up to $300 for dropping, throwing or depositing, upon any highway, or upon any other public or private property without the consent of the owner thereof or into or on the waters of this Commonwealth from a vehicle, any waste paper, sweepings, ashes, household waste, glass, metal, refuse or rubbish or any dangerous or detrimental substance, or permitting any of the preceding without immediately removing such items or causing their removal.

For any violation of Section 3709, you may be subject to a fine of up to $300 upon conviction, including any violation resulting from the conduct of any other persons operating, in possession of or present within the vehicle with your permission, if you do not with reasonable certainty identify the driver of the vehicle at the time the violation occurred.

PLEASE DRIVE SAFELY AND REMEMBER TO BUCKLE UP

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2019 **VALID: 06/18/2018**

PLATE: [redacted]
TITLE: [redacted]
VIN: 1GYS4SKJ4FR[redacted]
YR/MAKE: 2015 CADILLAC
TYPE: SW
WID: [redacted]

[redacted]

[redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

24515 FR[redacted]AM14 Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		FAULKNER CADILLAC 6725 CARLISLE PIKE MECHANICSBURG PA 17050

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

New/Used	Year	Make and Model	Mfg Gross Vehicular Weight	Vehicle Identification Number	Primary Use For Which Purchased
USED	2015	CADILLAC ESCALADE ESV		1GYS4SKJ4FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
3.69 %	$ 5527.66	$ 47530.58	$ 53058.24	$ 14500.00 is $ 67558.24

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	736.92	Monthly beginning 08/06/2017

Or As Follows: N/A

Late Charge. If payment is not paid in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

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

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Description of Coverage N/A

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

1	Cash Price	
	Vehicle	$ 59078.00
	Accessories and Installation	$ N/A
	Government Taxes	$ 2674.68
	Vehicle Delivery	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
		$ 61752.68 (1)

2 Total Downpayment =

Trade-In 2008 (Year) CADI (Make) ESCALV (Model)

Trade-In 1GYEK668?8R[redacted]

Gross Trade-In Allowance	$ 14500.00	
Less Pay Off Made By Seller	$ N/A	
Equals Net Trade In	$ 14500.00	
+ Cash	$ N/A	
+ Other N/A	$ N/A	
(If total downpayment is negative, enter "0" and see 4H below)	$ 14500.00	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 47252.68	(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life Term $ N/A		
Disability Term $ N/A	$ N/A	
B Other Optional Insurance Paid to Insurance Company or Companies		
(Describe) N/A Term N/A	$ N/A	
(Describe) N/A Term N/A	$ N/A	
C Official Fees Paid to Government Agencies		
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to ST OF PA for OLRF	$ 15.90	
D Optional Gap Contract	$ N/A	
E Government Taxes Not Included in Cash Price	$ N/A	
F Government License and/or Registration Fees REG	$ 46.00	
G Government Certificate of Title Fees		
(includes $ 25.00 security interest recording fee)	$ 78.00	
H Other Charges (Seller must identify who is paid and describe purpose)		
to N/A for Prior Credit or Lease Balance	$ N/A	
to FAULKNER CADILLAC for DOC FEE	$ 138.00	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
Total Other Charges and Amounts Paid to Others on Your Behalf	$ 277.90	(4)
5 Amount Financed (3 + 4)	$ 47530.58	(5)
6 Finance Charge	$ 5527.66	(6)
7 Total of Payments-Time Balance (5 + 6)	$ 53058.24	(7)

Insurance Company Name [illegible]

Home Office Address N/A

☐ N/A Type of Insurance N/A Term

Premium $ N/A

Description of Coverage N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A
Buyer Signature Date

X N/A
Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay the costs we actually pay to others if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

If you do not meet your contract obligations, you may lose the vehicle.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains th[redacted]ween you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____

If any part of this contract is not valid, all other parts stay valid. We ma[redacted] enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

... annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO BUYER. DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE BUYER COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE BUYER SHALL NOT EXCEED AMOUNTS PAID BY THE BUYER HEREUNDER.

Buyer Signs X _____ Date _____ Co-Buyer Signs X _____ Date _____

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signe

Buyer Signs [redacted] uyer Signs X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other X [redacted] Address [redacted]

Seller [redacted] By X

Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assignee

☐ Assigned with recourse ☐ Ass [redacted] urse

Seller By

LAW FORM NO. 553-PA (REV 12-14) U.S. PATENT NO D460,782
©2014 The Reynolds and Reynolds Company TO ORDER: www.reysource.com, 1-800-344-0996; fax 1-800 531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

PENNSYLVANIA VEHICLE REGISTRATION

PennDOT is proud to provide you with your new registration credential.

PLEASE SIGN YOUR CREDENTIAL - To validate your credential, you need to sign your name in ink as indicated below. The registration must be available when the vehicle is in use.

DID YOU CHANGE YOUR ADDRESS? - It is important that we have your current address, and the law requires that any changes be reported to PennDOT within 15 days. Please notify PennDOT of any address change by writing to: PennDOT, Bureau of Motor Vehicles, Harrisburg, PA 17104-2516. Please include the following information with your change of address request: your full street address (including P.O. box number, rural delivery, route number or apartment number, if applicable), city, state and zip code. Please remember P.O.box numbers may be used in addition to the actual address, but cannot be used as the only address. You may also change your address online at Online Services Center at WWW.DMV.PA.GOV.

PENNSYLVANIA'S LITTERING LAWS - As a reminder, Pennsylvania has laws against littering on our roadways and on public and private property. Under law, PennDOT is required to include this statement on vehicle credentials to remind motorists of littering laws. By signing your registration credential, you acknowledge that you have received notice of this provision.

Section 3709 of the Pennsylvania Vehicle Code provides for a fine of up to $300 for dropping, throwing or depositing, upon any highway, or upon any other public or private property without the consent of the owner thereof or into or on the waters of this Commonwealth from a vehicle, any waste paper, sweepings, ashes, household waste, glass, metal, refuse or rubbish or any dangerous or detrimental substance, or permitting any of the preceding without immediately removing such items or causing their removal.

For any violation of Section 3709, you may be subject to a fine of up to $300 upon conviction, including any violation resulting from the conduct of any other persons operating, in possession of or present within the vehicle with your permission, if you do not with reasonable certainty identify the driver of the vehicle at the time the violation occurred.

PLEASE DRIVE SAFELY AND REMEMBER TO BUCKLE UP

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2019 **VALID: 06/18/2018**

PLATE: [redacted]
TITLE: [redacted]
VIN: 1GYS4SKJ4F[redacted]
YR/MAKE: 2015 CADILLAC
TYPE: SW
WID: [redacted]

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

[redacted]

[redacted]

This CARFAX Vehicle History Report provided free of charge by

Faulkner Cadillac Mechanicsburg
6726 Carlisle Pike
Mechanicsburg, PA 17050
1-877-564-4197

SHOW ME THE CARFAX

CARFAX Vehicle History Report™

An independent company established in 1986

Vehicle Information:
2015 CADILLAC ESCALADE ESV LUXURY
VIN: 1GYS4SKJ4FR[redacted]
4 DOOR WAGON/SPORT UTILITY
6.2L V8 DIR OHV 16V
GASOLINE
4 WHEEL DRIVE
Standard Equipment | **Safety Options**

CARFAX Report Provided By:
Faulkner Cadillac Mechanicsburg
6726 Carlisle Pike
Mechanicsburg, PA 17050
1-877-564-4197
http://www.faulknercadillacmechanicsburg.com/

- No accidents reported to CARFAX
- No other damage reported to CARFAX
- **2** Previous owners
- Regular oil changes
- Personal vehicle
- **45,084** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/12/17 at 1:15:38 PM (EDT) Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2014	2017
Type of owner	Personal	Personal
Estimated length of ownership	2 yrs. 5 mo.	2 months
Owned in the following states/provinces	Pennsylvania	Pennsylvania
Estimated miles driven per year	16,041/yr	—
Last reported odometer reading	40,000	45,084

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | **Junk** | **Rebuilt** | **Fire** | **Flood** | **Hail** | **Lemon**	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | **Exceeds Mechanical Limits**	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register** | **View Terms** | **View Certificate**

[redacted]

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have 16 months or 4,916 miles remaining.	Warranty Active	Warranty Active

CARFAX Detailed History

Glossary

Owner 1

Purchased	2014
Type	Persona
Where	Pennsylvania
Est. miles/year	16,041/yr
Est. length owned	12/22/14 - 6/1/17 (2 yrs, 5 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
12/05/2014		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle offered for sale
12/19/2014	2	Inspection Station	Exempt from emissions inspection
12/22/2014	4	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Pre-delivery inspection completed Vehicle washed/detailed Windshield washer checked Emissions inspection performed Emissions or safety inspection performed
12/22/2014		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle sold
12/22/2014		Pennsylvania Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
12/26/2014		Pennsylvania Motor Vehicle Dept. Hummelstown, PA Title # [redacted] DA	Title issued or updated First owner reported Loan or lien reported
01/19/2015	902	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000	Maintenance inspection completed Tire repaired

[redacted]

		faulknercadillacmechanicsburg.com/	
04/09/2015	4,239	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Tire(s) replaced
06/18/2015	7,601	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Vehicle washed/detailed
08/31/2015	11,366	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Roof rack rails installed
10/26/2015	13,881	Inspection Station	Passed emissions inspection
11/03/2015	13,882	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Front brake caliper(s) replaced Front brake rotor(s) resurfaced Oil and filter changed Tires rotated Emissions inspection performed Emissions or safety inspection performed
12/14/2015	16,054	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Alignment checked Four tires balanced
01/22/2016	17,785	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed
04/29/2016	21,770	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Cabin air filter checked Oil and filter changed Tires rotated Vehicle washed/detailed
05/18/2016	22,357	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Alignment performed Four tires mounted Tire(s) balanced Tire(s) mounted Tire(s) replaced Vehicle washed/detailed
08/10/2016	26,718	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Brake rotor(s) resurfaced Oil and filter changed Radio/sound system repaired Tires rotated
09/15/2016	28,962	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Oil and filter changed Rear brake caliper(s) replaced Tires rotated
12/06/2016	32,362	Inspection Station	Passed emissions inspection
12/07/2016			

		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Rear wiper blade replaced Safety inspection performed Throttle body cleaned/serviced Emissions inspection performed Emissions or safety inspection performed
12/16/2016		Faulkner Maserati Of Mechanicsburg Mechanicsburg, PA 717-795-4800 faulknermaseratimech anicsburg.com/	Vehicle serviced
03/11/2017	36,219	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Oil and filter changed Radiator replaced Rear seatbelt retractor replaced Thermostat replaced Tires rotated
06/01/2017	39,203	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Vehicle offered for sale
06/05/2017	39,807	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Vehicle serviced
06/06/2017		Cadillac Certified Dealer Mechanicsburg, PA	Offered for sale as a Certified Pre-owned Cadillac Black exterior Black interior
06/21/2017	39,998	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Air filter replaced Fluids checked Radio/sound system repaired Tire condition and pressure checked Vehicle washed/detailed Windshield washer checked Emissions inspection performed Emissions or safety inspection performed
07/07/2017	39,999	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Battery replaced Nitrogen fill tires Vehicle washed/detailed
07/07/2017	40,000	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Vehicle sold
07/07/2017		Pennsylvania Motor Vehicle Dept	Vehicle purchase reported
07/10/2017		Cadillac Certified Dealer Mechanicsburg, PA	Sold as a Certified Pre-owned Cadillac

Owner 2

Purchased	2017
Type	Personal
Where	Pennsylvania
Est. length owned	7.11.17 - present

Date:	Mileage:	Source:	Comments:
07/11/2017		Pennsylvania Motor Vehicle Dept Greencastle, PA Title #7416510102 CR	Title issued or updated New owner reported Loan or lien reported

[redacted]

2 record(s)

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller

08/31/2017	45,084	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed A/C and heating control assembly replaced A/C condenser replaced Front brake rotor(s) replaced Instrument cluster bezel replaced Oil and filter changed Outside mirror replaced/repaired Tires rotated Torque converter replaced

This vehicle uses an indicator light to alert users when it's time to change the oil. Oil changes have been reported to CARFAX at least every 7,500 miles, which is in line with manufacturer guidelines. Track your service history for free at myCARFAX.com

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

CARFAX Well Maintained - Regular Oil Changes
CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.
9/12/17 1:15:38 PM (EDT)

[redacted]

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2015 CADILLAC ESCALADE vehicle (VIN: 1GYS4SKJ4FR[redacted]) which is based on information supplied to CARFAX and available as of 9/12/17 at 1:15 PM (EDT)

Customer Signature Date

Dealer Signature Date

[redacted]

The CARFAX Vehicle History Report provided free of charge by

Faulkner Cadillac Mechanicsburg
6726 Carlisle Pike
Mechanicsburg, PA 17050
(877) 564-4187

SHOW CARFAX

CARFAX® Vehicle History Report®

Vehicle Information

2015 CADILLAC ESCALADE ESV LUXURY
VIN: 1GYS4GKJ4F[redacted]
4 DOOR WAGON/SPORT UTILITY
6.2L V8 OHV 16V
GASOLINE
REAR WHEEL DRIVE W/ 4X4
Standard Equipment | Safety Options

CARFAX Report Provided By
Faulkner Cadillac Mechanicsburg
6726 Carlisle Pike
Mechanicsburg, PA 17050
(877) 564-4187
http://www.faulknercadillacmechanicsburg.com/

No accidents reported to CARFAX

Other damage reported

2 Previous owners

23 Service history records

Personal vehicle

54,681 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 5/18/18 at 9:13:16 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX

Year purchased	2014	2017
Type of owner	Personal	Personal
Estimated length of ownership	2 yrs, 5 mo	10 months
Owned in the following states/provinces	Pennsylvania	Pennsylvania
Estimated miles driven per year	16,341/yr	
Last reported odometer reading	40,300	54,681

CARFAX

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register | View Terms | View Certificate**

CARFAX

Total Loss No total loss reported to CARFAX.	☑ No Issues Reported	☑ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	☑ No Issues Reported	☑ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	☑ No Issues Reported	☑ No Issues Reported
Odometer Check No indication of an odometer rollback.	☑ No Issues Indicated	☑ No Issues Indicated
Accident / Damage Damage reported on 07/22/2015.	Damage Reported	No New Issues Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	☑ No Recalls Reported	☑ No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**	**Warranty Expired**

CARFAX Detailed History

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
12/05/2014		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle offered for sale
12/19/2014	2	Inspection Station	Exempt from emissions inspection
12/22/2014	4	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Pre-delivery inspection completed Vehicle washed/detailed Windshield washer checked Emissions inspection performed Emissions or safety inspection performed
12/22/2014		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle sold
12/22/2014		Pennsylvania Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
12/26/2014		Pennsylvania Motor Vehicle Dept. Hummelstown, PA Title #7416510101 DA	Title issued or updated First owner reported Loan or lien reported
01/19/2015	902	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 [redacted]adillacmech	Maintenance inspection completed Tire repaired

[redacted]

		anicsburg.com/	
04/09/2015	4,239	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Tire(s) replaced
06/18/2015	7,601	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Vehicle washed/detailed
07/22/2015		Damage Report	Damage reported Damage to rear CARFAX began reporting this information on 04/03/2014

Not all damage is caused by an accident. Get the car inspected before you buy. Learn more

08/31/2015	11,366	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Roof rack rails installed
10/26/2015	13,881	Inspection Station	Passed emissions inspection
11/03/2015	13,882	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Front brake caliper(s) replaced Front brake rotor(s) resurfaced Emissions inspection performed Emissions or safety inspection performed
12/14/2015	16,054	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Alignment checked Four tires balanced
01/22/2016	17,785	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed
04/29/2016	21,770	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Oil and filter changed Cabin air filter checked Tires rotated Vehicle washed/detailed
05/18/2016	22,357	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Vehicle washed/detailed Tire(s) balanced Four tires mounted Tire(s) mounted Alignment performed Tire(s) replaced
08/10/2016	26,718	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmech anicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Brake rotor(s) resurfaced Radio/sound system repaired

[redacted]

09/15/2016	28,962	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Rear brake caliper(s) replaced
12/06/2016	32,362	Inspection Station	Passed emissions inspection
12/07/2016		Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Safety inspection performed Rear wiper blade replaced Throttle body cleaned/serviced Emissions inspection performed Emissions or safety inspection performed
12/16/2016		Faulkner Maserati Of Mechanicsburg Mechanicsburg, PA 717-795-4800 faulknermaseratimechanicsburg.com/	Vehicle serviced
03/11/2017	36,219	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Oil and filter changed Tires rotated Rear seatbelt retractor replaced Radiator replaced Thermostat replaced
06/01/2017	39,203	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle offered for sale
06/05/2017	39,807	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle serviced
06/06/2017		Cadillac Certified Dealer Mechanicsburg, PA	Offered for sale as a Certified Pre-owned Cadillac Black exterior Black interior
06/16/2017	39,994	Inspection Station	Passed emissions inspection
06/21/2017	39,998	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Tire condition and pressure checked Fluids checked Radio/sound system repaired Air filter replaced Windshield washer checked Vehicle washed/detailed Emissions inspection performed Emissions or safety inspection performed
07/07/2017	39,999	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle washed/detailed Battery replaced Nitrogen fill tires
07/07/2017	40,000	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Vehicle sold
07/07/2017		Pennsylvania Motor Vehicle Dept.	Vehicle purchase reported
07/10/2017		Cadillac Certified Dealer	Sold as a Certified Pre-owned Cadillac

[redacted]

Mechanicsburg, PA

Date:	Mileage:	Source:	Comments:
07/11/2017		Pennsylvania Motor Vehicle Dept. Greencastle, PA Title #[redacted]CR	Title issued or updated New owner reported Loan or lien reported
			Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
08/31/2017	45,084	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed A/C condenser replaced A/C and heating control assembly replaced Oil and filter changed Tires rotated Front brake rotor(s) replaced Instrument cluster bezel replaced Outside mirror replaced/repaired Vacuum pump replaced Torque converter replaced
09/22/2017	45,470	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Door trim panel replaced/repaired Transmission replaced
10/10/2017	45,797	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	A/C and heating control assembly replaced Decals/letters/name plates replaced Exhaust repaired Trim repaired
01/16/2018	49,743	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Heated seat repaired
05/14/2018	54,681	Faulkner Cadillac Mechanicsburg Mechanicsburg, PA 717-691-2000 faulknercadillacmechanicsburg.com/	Maintenance inspection completed Fluids checked Oil and filter changed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 5/18/18 at 9:13:16 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

VIN: 1GYS4SKJ4 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	12 22526	847764		01/13/15	XMC	1,413.24	
INCTV PAYMENT	12 22526	847764		01/13/15	XMC	1,413.24	
INCTV APPLICATN	12 22526	847764		01/13/15	XMC	1,413.24	
INCENTIVE MEMO	12 22526	00043377723		01/06/15	FFC	90.37	
INCTV PAYMENT	12 22526	00043377723		01/06/15	FFC	90.37	
INCTV APPLICATN	12 22526	00043377723		12/23/14	FFC	90.37	
DELIVERY D.O.E.	12 22526			12/22/14		0.00	
DELIVERY TO CUS	12 22526			12/22/14		0.00	
EXPIRATION TRAN	12 22526	6AD31097367		12/18/14		0.00	
SETTLEMENT DATE	12 22526	6AD31097367		12/18/14		81,829.35	CR
ORIGINAL INVOIC	12 22526	6AD31097367		12/02/14		81,829.35	
COV/NVIS DATE	12 22526	6AD31097367		12/02/14		0.00	
SHIPMENT DATE	12 22526			12/02/14		0.00	
PRODUCTION (BUI	12 22526			12/02/14		0.00	
PREFERENCE TO P	12 22526			10/15/14		0.00	
GM ORDER ACCEPT	12 22526			10/11/14		0.00	
GM ORDER ACCEPT				10/11/14		0.00	

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Q3

[redacted]

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/13/16
PROCESSING SOURCE: CADILLAC 08:36:25
PAGE: 1

VIN: 1GYS4SKJ4 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: [redacted]

ODATE: 10/11/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 12 22526
DDATE: 12/22/14 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/22/14 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	12 22526	[redacted]	01/06/15	90.37	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00043377723 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XMC	01	12 22526	[redacted]	01/13/15	1,413.24	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 847764 AUTH PUR CD:
MISC DATE: 12/22/14 MISC: 0000033856 A1
POLICY PYMT CMNT: ACTV TYPE: 6

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GM

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Q3

[redacted]

2015 ESCALADE ESV 4WD LUXURY
GBA BLACK RAVEN /V8G
H2X JET BLACK
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GY S4SK J4 FR[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********3110******12*22526S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
6K15906 ESCALADE ESV 4WD LUXURY	82570.00	77202.95
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00
L86 ENGINE, 6.2L V8	N/C	N/C
M5U TRANSMISSION, 8 SPD AUTOMATIC	N/C	N/C
NE1 50-STATE EMISSIONS	N/C	N/C
U42 REAR SEAT ENTERTAINMENT SYSTEM	1695.00	1491.60
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	225.00	198.00
VLI CARGO AREA ALL-WEATHER MAT (DEALER INSTALLED)	85.00	74.80
VRS CARGO SECURITY SHADE (DEALER INSTALLED)	195.00	171.60

RETAIL - STOCK
INVOICE 12/02/14
SHIPPED 12/02/14
EXP I/T 12/18/14
INT COM 12/18/14
PRC EFF 12/02/14
KEYS V4651 V4651
WFP-S QTR OPT-1
BANK: ALLY - 020
CHG-TO 22-526

SHIP WT: 5975
HP: 52.8
GVWR: 7500
GAWR.FT: 3600
GAWR.RR: 4200
EMPLOY: 77168.39
SUPPLR: 80333.95
NTR: 1/2
EMPINC: 4999.63
SUPINC: 1834.07

TOTAL MODEL & OPTIONS	84770.00	79138.95	ACT 237 77590.85
DESTINATION CHARGE	995.00	995.00	H/B 261 2543.10
DEALER IMR CONTRIBUTION		847.70	ADV 261 847.70
LMA GROUP CONTRIBUTION		847.70	EXP 65A 847.70
TOTAL	85765.00	81829.35	PAY 310 81829.35
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		78047.70	

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

FAULKNER CADILLAC

REMIT TO ALLY NO. 020
VIN 1GYS4SKJ4FR[redacted]
$ 81829.35 INV [redacted]
DUE 12/18/14 DEALER 22-526

PE18-012

GM

3-27-2019

Q3

[redacted]

October 02, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2015 Cadillac Escalade ESV and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $10,000 plus fees of $2,000.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

65,000

[redacted]

Client's Signature

17 OCT 2018

Date

Date

PE18-012

GM

3-27-2019

Q3

[redacted]

RELEASE OF CLAIM

[redacted] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $12,000.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's 2015 Cadillac Escalade ESV bearing Vehicle Identification Number 1GYS4SKJ4FR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasees, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 65,000 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasees, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

[redacted] Claimant's Signature

[redacted] Address

[redacted] City, State, Zip Code

STATE OF [redacted]

COUNTY [redacted]

Sworn to (or affirmed) and subscribed before me this 17TH day of October, 2018.
by Brett Allen Crown.

[redacted]

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
Madison J. Durniak, Notary Public
Antrim Twp., Franklin County
My Commission Expires Dec. 7, 2019
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

Madison J. Durniak
Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification ✓

Type of identification [redacted]

My commission expires: Dec. 7, 2019

PE18-012

GM

3-27-2019

Q3

[redacted]

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

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

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

2 Business name/disregarded entity name, if different from above
Kimmel & Silverman, P.C.

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

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

5 Address (number, street, and apt. or suite no.)
30 East Butler Pike

Requester's name and address (optional)

6 City, state, and ZIP code
Ambler, PA 19002

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶ [redacted]	Date ▶ 06/13/2018

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

PE18-012

GM

3-27-2019

Q3

[redacted]

August 7, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated July 31, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

[redacted]

Bulletin No.: 15216
Date: May 2015

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: **Propshaft U-joint Retainer Bolts Loss of Index**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2015 Chevrolet Silverado LD Crew and Double Cab
2015 GMC Sierra LD Crew and Double Cab, Yukon, Yukon XL
Equipped with 6.2L Engine (RPO L86) and 8-speed Automatic Transmission (RPO M5U)

THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2017.

CONDITION

Certain 2015 model year Cadillac Escalade and Escalade ESV; Chevrolet Silverado LD Crew and Double Cab; and GMC Sierra LD Crew, Sierra LD Crew Double Cab, Yukon, and Yukon XL model vehicles that are equipped with a 6.2L engine (RPO L86) and 8-speed automatic transmission (RPO M5U) may have a condition in which the u-joint retainer bolts lose index. If this condition occurs, the customer may hear or feel a "clunking" noise when changing speed. If this condition is not corrected, reduced clamp load may cause the propshaft to move relative to the axle yoke and the customer may feel a vibration. If one or more bolts back out completely, the propshaft may separate from the axle resulting in a loss of drive and potential damage to the underside of the vehicle.

CORRECTION

Dealers are to replace two u-joint retainers and four u-joint retainer bolts with new bolts that include an adhesive patch.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries.

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Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

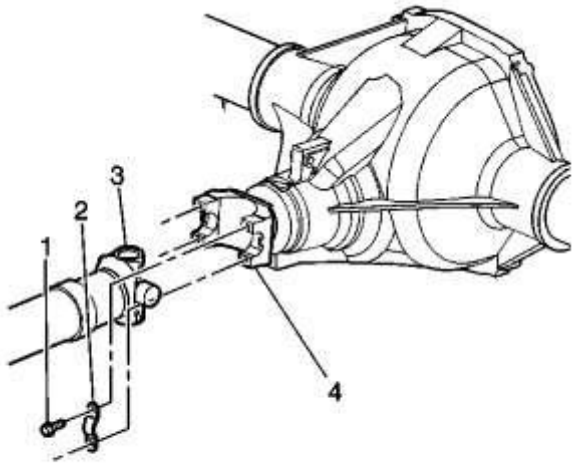
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. This part will be on Order Writing control initially and all DRO's (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
23107857	Retainer	2
11548472	Bolt	4

SERVICE PROCEDURE

Note: Dealers are to replace two u-joint retainers and four u-joint retainer bolts with new bolts. The new bolts include an adhesive patch for improved retention.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



361391

2. Remove the two u-joint retainers (2) and four u-joint retainer bolts (1). Refer to *Propeller Shaft Replacement* in SI.
3. Discard the two u-joint retainers (2) and four u-joint retainer bolts (1).
4. Install two new u-joint retainers (2) and four u-joint retainer bolts (1). Refer to *Propeller Shaft Replacement* in SI. Tighten bolts to **25 Nm (18 lb ft)**.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service

or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101504	Propeller Shaft Retainer and Bolt Replacement	0.4

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through May 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

June 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade or Cadillac Escalade ESV; Chevrolet Silverado LD Crew or Double Cab; GMC Sierra LD Crew or Double Cab, Yukon or Yukon XL model vehicle equipped with a 6.2L engine and 8-speed automatic transmission may have a condition in which the u-joint retainer bolts lose index. If this condition occurs, you may hear or feel a "clunking" noise when changing speed. If this condition is not corrected, reduced clamp load may cause the propshaft to move relative to the axle yoke and you may feel a vibration. If one or more bolts back out completely, the propshaft may separate from the axle resulting in a loss of drive and potential damage to the underside of the vehicle.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace two u-joint retainers and four u-joint retainer bolts with new bolts that include an adhesive patch. This service will be performed for you at **no charge until May 31, 2017**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

15216

PE18-012

GM

3-27-2019

Q3

[redacted]

Bulletin No.: 15577
Date: January 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: **Interior Electrical Center Left End Cap Fuse Label Error**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.

Labels required to perform this program are being mailed to customers of record, along with installation instructions. Customers may install the label, or if they desire, they may take the label to their dealer for installation at **no charge**. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

CONDITION

Certain 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL model vehicles have an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

CORRECTION

Dealers are to install a corrected label. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label, or if they desire, they may bring the label to their dealer for installation at **no charge**.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

USA: Parts required to complete this recall are to be ordered online, through the DWD 1Store application in Global Connect. Please log in and order the appropriate item number label(s) using the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Canada: Please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required overlay label(s). The item number for the Canadian version of the label is listed in the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Note: Labels are being mailed to customers of record. Please order labels for inventory vehicles only.

Item Number	Description	Quantity/Vehicle
CS15577	Fuse Block Label/Label-I/P Fuse BLK ACC Hole	1

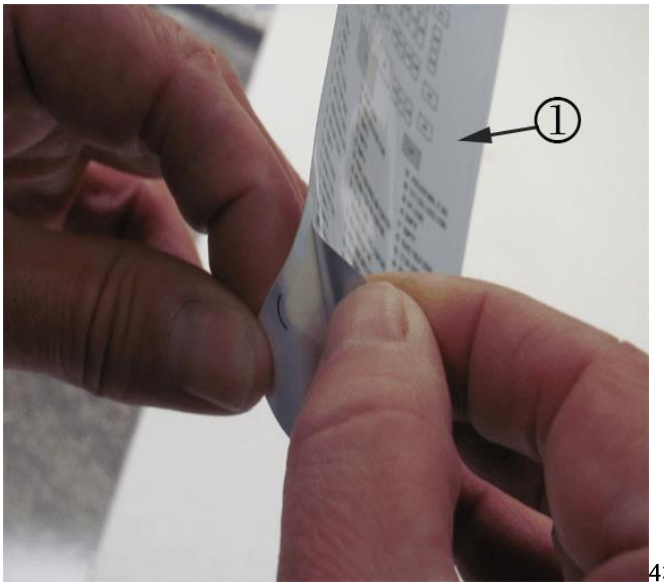
SERVICE PROCEDURE

4355464

1. Remove the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

4355468

2. Remove existing label (1) and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.



4355472

3. Firmly hold the new label (1) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.

4355474

4. Using the alignment tabs (1), carefully align new label (2) to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

4355478

5. Install the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: Labels are being provided to dealers at no-charge.

Labor Code	Description	Labor Time
[redacted]	Install New Fuse Block Label	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2018.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through February 28, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

February 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon or Yukon XL may have been built with an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: The new fuse block label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

What You Should Do: If you would like your dealer to install the label, you should contact your <DIV_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15577

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GYS4SKJ4FR[redacted]
Y,M,M: 2015 Cadillac Escalade
Lawsuit: N/A
****
Law Firm Info: Kimmel & Silverman P.C.
PC: Robert M. Silverman
P#: (215) 540-8888
F#: (215) 540-8817
E: rsilverman@lemonlaw.com; jhammer@lemonlaw.com
A: 30 E. Butler Pike
Ambler, PA 19002

Date on Demand/Complaint Letter: July 31, 2018
In-Service Date: 12/22/14
****
CAM: Brian Van Cleve
P: (414) 331-3856
****
VIN Scan

Comments: Previous SR's Found: Yes/No

[redacted] / SPAC
Opened- 10/29/2015-11/2/2015
Concern- SPAC Case #[redacted]
Part # 23135915
Resolution- The part was delivered on 11/02/2015 at 9:03 AM

[redacted] / DLR-VOC
Opened-9/7/2017-9/20/2017
Concern- Unknown
Resolution- Unknown

[redacted] / TAC US
Opened- 9/7/2017-9/30/2017
Concern- Shudder in Transmission.
Resolution- Advised dealer based on the information you have provided and pictures reviewed, I agree with your diagnosis and recommendation to replace the assembly.

[redacted] / TAC US
Opened- 10/4/2017-10/14/2017
Concern- rear heated seats come on by itself
Resolution- per the pi
Replace the aux controls

[redacted] / TAC US
Opened- 1/9/2018-1/20/2018
Concern- radio default to 89.7 every time the vehicle is started
Resolution- Test the battery, voltage drop the battery cables, and power and ground to the radio. Verify the battery voltage during cranking. Test terminal tension at the radio and inspect the fuse block.
Call TAC back if further assistance is needed.

Open Recalls- No
Branded Title/ Warranty Block– No
Previous Goodwill- No
****
Selling Dealer Name: Faulkner Cadillac
BAC: 286[redacted]
A: 6726 Carlisle Pike
Mechanicsburg, PA 17050
P: (717) 691-2000

Service Manager: Scott Conley
E: sconley@faulknercadillac.com

DMA: Troy Grant
P: (302) 943-5927
E: troy.m.grant@gm.com
****
Servicing Dealer Name: Denny Menholt Chevrolet Buick GMC
BAC: 281[redacted]
A: 1172 16th St
Cody,WY 82414
P: (307) 587-4218

Service Manager: Don Volk
E: dvolk@dennymenholtcody.com

DMA: Quin O'Brien
P: (313) 418-2659
E: quin.o'brien@gm.com
****

Brittney/BRCLegal/ATX

PE18-012

GM

3-27-2019

Q3

[redacted]

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Reference Number: [redacted]

Release Date: February 2018
Revision: 04

Revision Description: This bulletin is being revised to remove the screenshot attachment requirement in the Service Procedure and Warranty Information sections. Please discard all previous copies of bulletin 16007-03.

Attention:	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
Correction	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

Parts

Note: If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
* [redacted]	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
*	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
	Customer Reimbursement Approved	0.2	ZFAT	***
	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

** Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

*** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

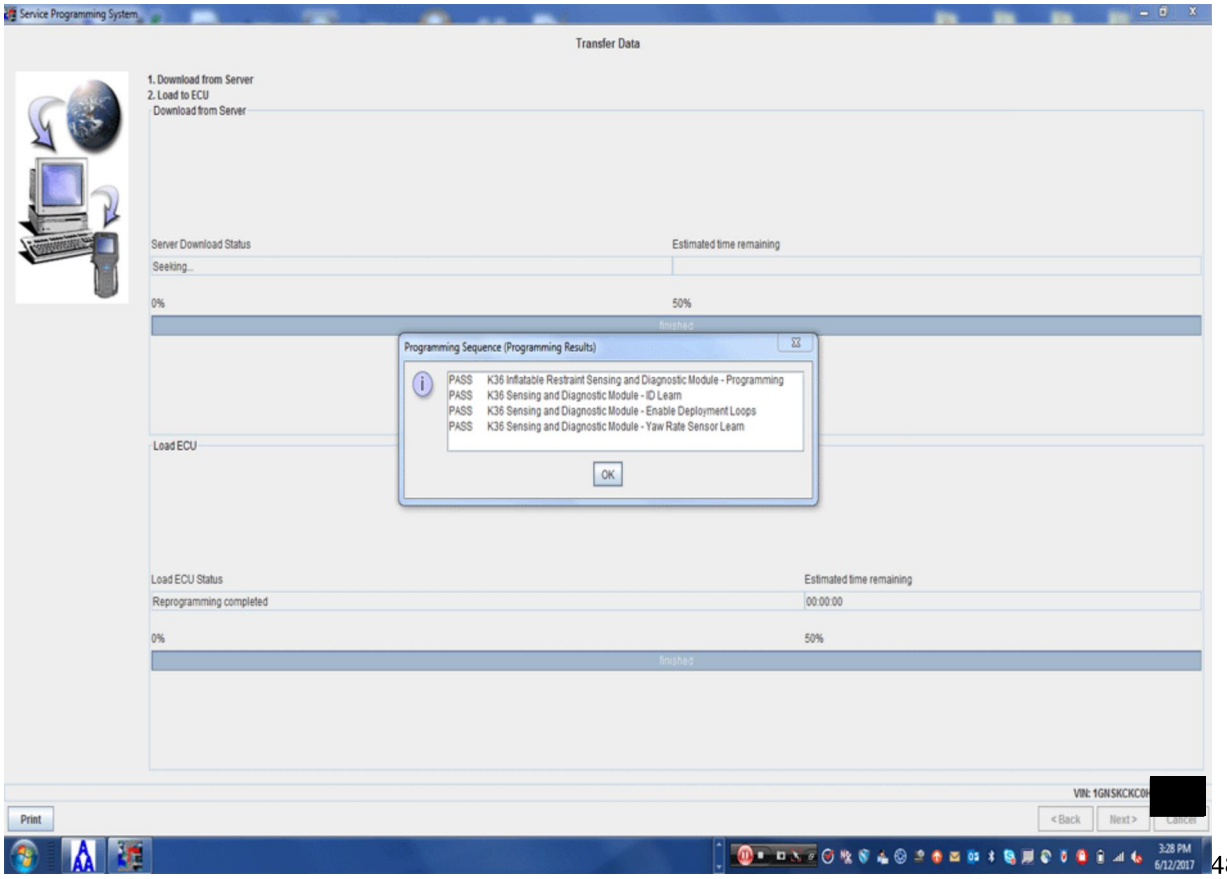
Programming SDM

Note: If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
- Record and clear all DTC's in the vehicle before reprogramming the SDM.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.



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2.1 To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

Important: The screen above should show all "PASS" or "SKIPPED" and/or PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

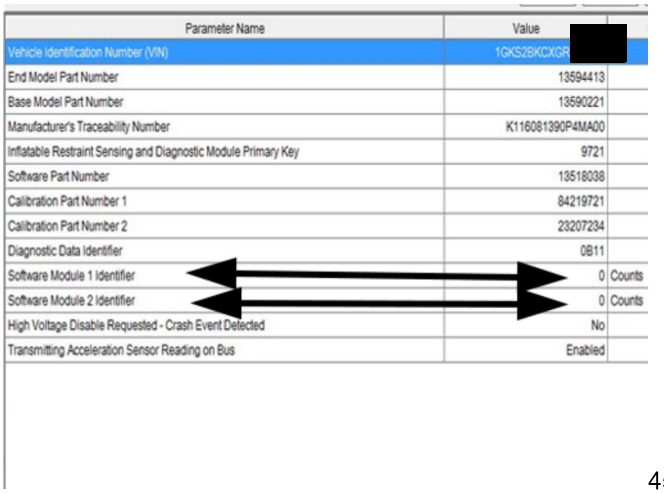
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

Unable to Program SDM

SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
- If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.

1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.



Parameter Name	Value	
Vehicle Identification Number (VIN)	1GKS2BKCXGR[redacted]	
End Model Part Number	13594413	
Base Model Part Number	13590221	
Manufacturer's Traceability Number	K116081390P4MA00	
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9721	
Software Part Number	13518038	
Calibration Part Number 1	84219721	
Calibration Part Number 2	23207234	
Diagnostic Data Identifier	0B11	
Software Module 1 Identifier	0	Counts
Software Module 2 Identifier	0	Counts
High Voltage Disable Requested - Crash Event Detected	No	
Transmitting Acceleration Sensor Reading on Bus	Enabled	

4582839

Note: "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".
   - If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
   - If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

October 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

What will we do?

Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 16007

PE18-012

GM

3-27-2019

Q3

[redacted]

September 12, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2015 Cadillac Escalade ESV and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $5,000 plus fees of $2,000.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date