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

PE18-012

GM

3-27-2019

Q3

[redacted]

Thursday, September 13, 2018

[redacted]

Used Vehicle Trade Settlement Letter

Subject: Repurchase of 2016 GMC Yukon XL
VIN: 1GKS2GKC8GR[redacted]
Ref SR [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2016 GMC Yukon XL, VIN **1GKS2GKC8GR**[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a 2019 GMC Yukon XL, VIN **1GKS2GKC0KR**[redacted].

Replacement Vehicle Price	**$66,187.10**
Purchase Price of Original Vehicle	$46,250.00
Less Usage	$914.21
Trade in Value	**$45,335.79**
Trade in difference	$20,851.31
Plus Lien Payoff	$46,113.39
Total Customer responsibility	**$66,964.70**

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 **X2839 if you have any questions or concerns.**

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

*[redacted]

The requirements of the trade repurchase are as follows:

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

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

*Please return this signed document to fax number **866-802-6668** by* Tuesday September 18, 2018

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*[redacted]

PE18-012

GM

3-27-2019

Q3

September 13, 2018

MATAGA OF STOCKTON
Pam Cole
3261 Auto Center Circle
Stockton, CA 95212

Dealer Confirmation Letter – Trade

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

Vehicle: 2016 GMC Yukon XL
VIN: 1GKS2GKC8GR[redacted]
Ref SR [redacted]

Dear Pam Cole:

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

MATAGA OF STOCKTON will issue a check in the amount of **$1,693.33** to General Motors**.** Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disposition Center (RVDC)**,** General Motors will issue a check in the amount of $46,113.39 to GM Financial to payoff the customer's loan.

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

Replacement VIN:	1GKS2GKC0KR[redacted]
New Vehicle Sales Price:	**$66,187.10**
Used Vehicle Trade Value:	**$45,335.79**
Trade Difference:	**$20,851.31**
Taxes:	**$1,622.18**
Reg/Lic/Title Fees:	**$768.75**
Cash Paid on Delivery	**$2,470.93**
Document Fees:	**$80.00**
Dealer Processing Fee:	($200 Paid by check, after receipt of documents.)

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

***If shown above, Cash Paid on Delivery has been deducted from the negative Net Allowance to reflect the amount the Dealership owes to GM**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Tuesday September 18, 2018. If you have any questions you may reach me at 866-802-6625 X2839.

MATAGA OF STOCKTON 165873 Management Agent's Signature and Title.

MATAGA OF STOCKTON 165873 Management Agent's Printed Name and Title.

*[redacted]

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

Replacement Vehicle Price	**$66,187.10**
Purchase Price of Original Vehicle	$46,250.00
Less Usage	$914.21
Trade in Value	**$45,335.79**
Trade in difference	$20,851.31
Plus Lien Payoff	$46,113.39
Total Customer responsibility	**$66,964.70**

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

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

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

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

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*[redacted]

PE18-012

GM

3-27-2019

Q3

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 06/29/2018

Vehicle Info

***VIN:**	1GKS2GKC8GR[redacted]	**MSRP:**	63045.0	***TAC #:**	[redacted]
Year:	2016	**Make:**	GMC	**Model:**	Yukon XL

Vehicle Comments & TAC Explanation:
Callers Full Name: [redacted]
_1__ Number of times in for the same concern? Engine was using excessive oil & brakes going all the way to the floor

***Date Reviewed with Customer:**	06/14/2018	***Repurchase Mileage:**	59000
Original Purchase Date:	05/08/2017	***Original Purchase Condition:**	Used

Vehicle Owner(s)

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

***Reason Repurchase** Engine using excessive oil & brakes inoperable

UCC Codes (J1809) Engine - Crankshaft / Rods / Pistons - Wear

Vehicle Lien Holder

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

Original Selling Dealer

***Dealer #:**	[redacted]	**Dealer Name:**	TRACY CHEVROLET		
Region:	10	**District:**	1113		
***Phone:**	(209) 835-4500	**Fax:**			
***Contact Name:**	Ryan Ford	***Contact Title:**	Service Manager	**E-Mail:**	ryan.ford@tracych..

Repurchasing Dealer: -

***Dealer #:**	[redacted]	**Dealer Name:**	MATAGA OF STOCKTON		
Region:	10	**District:**	1211		
***Phone:**	(209) 951-2600	**Fax:**	(209) 951-1392		
***Contact Name:**	Lara Nelson	***Contact Title**	Service Director	**E-Mail:**	nelson@mataga.c..

Repair

***Contact Name:**	Ryan Ford	***Contact Title:**	Service Manager

Vehicle Location: -

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 06/29/2018

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	[redacted]	*** Type:**	Trade - New Finance
Source:	CA-CEC Voluntary		
Replacement VIN:	1GKS2GKC6JR[redacted]		Year: 2018 Make: GMC Model: Yukon XL
Compliance Date:		**Compliance Type:**	
MSRP:	68695.0	**Order #:**	

Repurchase:

*** Processing Instructions:** CA CEC recommends trade repurchase, customer?s choice, with usage based on service event at 43,241 miles, less mileage on vehicle when purchased. Vehicle purchased CPO at 40,869 miles

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

Gmail **Ed Mcnanna <edmcnanna@gmail.com>**

RE: [EXTERNAL] Re: Documentation Required for CA CEC

1 message

GMCACECUpdate@gm.com <GMCACECUpdate@gm.com> Wed, Apr 18, 2018 at 8:28 AM
Reply-To: GMCACECUpdate@gm.com
To: [redacted]

[THREAD ID:8-1VK8ILY]

Yes please, that would be very helpful.

Thank you
Ariana

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

From: [redacted]
Sent: 4/13/2018 02:49:19 PM
To: GMCACECUpdate@gm.com
Subject: [EXTERNAL] Re: Documentation Required for CA CEC

THE VEHICLE HAS ONLY BEEN HERE ONCE BUT NOT BY MS [redacted] IT WAS BROUGHT IN UNDER A DIFFERENT NAME. DO YOU STILL NEED THE JOB CARD FAXED TO YOU

On Fri, Apr 13, 2018 at 10:38 AM, <GMCACECUpdate@gm.com> wrote:
This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a CA CEC case that pertains to one of our mutual customers, Ms. [redacted]

VIN: 1GKS2GKC8GR[redacted]
2016 GMC Yukon XL
Case #[redacted]

Please provide the following documentation:

All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0675.

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

Thank you
Ariana
BRC CA CEC
1-866-790-5600 EXT 5913743

[redacted] 4/18/2018

[redacted]

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(916) 355-1414
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I/M RC 252876
BAR AC 252876
EPA CAL 000326621

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ-MAJOR 05BUZ-D01	MAJOR SERVICE AUTO TRANS DIAGNOSIS	MI MI		01BUZZTIREINFL	TIRE INFLATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# AC252876

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. 1GKS2GKC8GR[redacted]
YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD
PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]
CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 12/26/16
COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	32,306	395	ERIC SCHULTZ

TIME RECEIVED 10:25am | DATE/TIME PROMISED 12/26/16 06:00pm | PRIORITY
APPOINTMENT ☐

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Buick GMC is 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 shipment by the supplier or transporter. I hereby grant Folsom Buick GMC and/or your employee 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. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JCB

[redacted] TOTAL MILES OUT 32309

ORIGINAL ESTIMATE $ | HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended

1st REV. EST.	ADD.COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST.	ADD. COST	PERSON CONTACTED
DATE	TIME	CONTACTED AT / HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

1 X [redacted] MECHANICAL
CUST STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

2 W 18BUZ BODY INTERIOR
CUST STATES HOOD WILL NOT LATCH

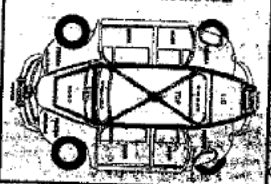
3 W 01BUZ-1SINSP MULTI-POINT INSPCTN
PERRORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED SHEET FOR LIST OF INSPECTIONS

4 W 01BUZZTIREINFL TIRE INFLATION
TIRE INFLATION INSPECTION

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

[redacted]

[redacted]

PAGE 1 OF 1

SERVICE FILE COPY

COMPLAINT:

CAUSE: P06DD System Engine Oil Pressure Control Solenoid Valve Stuck off - Current

A Hefty P0304 Knock Sensor Performance

CORRECTION: Hefty P2099 Post Cat Fuel Trim Sys Hi Bk

No Engine oil Reading on Dip Stick - oil life at 47%

COMPLAINT: Possible Not Enough Oil Added During LOF ? Taken Sply

CAUSE: Added 4 Qts of Oil -

B Cleaned out Cooler

CORRECTION: RT Tranny - Removed for Cooler - Inspected -

COMPLAINT: Hood will Latch

CAUSE: Adjustment + Lube

C

CORRECTION: Adjusted Hood Latch + Lube

Cleaned Operation ok

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

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

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET

STRAIGHT TIME (HOURS) 1.7 FLAT RATE R/O NO. [redacted] 4 TIME OFF _____ ON _____

OPE

EMP. NO. 357

FLAG SHEET OFF ON

FLAG SHEET OFF 7 ON

FLAG SHEET OFF 6 ON

STRAIGHT TIME (HOURS) 1.2 FLAT RATE R/O NO. [redacted] 2 TIME OFF _____ ON _____ 5

OPE

EMP. NO. 357 4

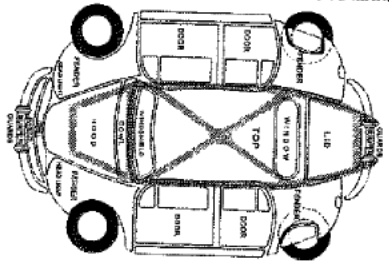
FLAG SHEET ON

FLAG SHEET OFF 3 ON

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

From:Folsom Buick GMC 916 355 1230 04/18/2018 11:18 #078 P.004/006

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Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERIC SCHULTZ 395	[redacted]	12/26/16	[redacted]
	LICENSE NO.	MILEAGE 32,306	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC8GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/26/16	
	COMMENTS			

MO: 32306

JOB# 1 CHARGES

LABOR

J# 1 10BUZ ENGINE MECHANICAL TECH(S):351 132.95
CUST STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE
VERIFIEDTECH FOUND CODE P0600 SYSTEM ENGINE OIL TECH FOUND
NO ENGINE OIL ON DIP STICK
ADD 4 1/2 QTS OF OIL CLEAR LIGHT ROAD TEST
WORKING AS DESIGNED

G.O.G. & SUPPLIES

4:5 88865638 5/30W DEXOS OIL @ 3.890 /UNIT 17.51
TOTAL - GOG 17.51

JOB# 1 TOTALS

LABOR 132.95
G.O.G. 17.51

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 150.46

JOB# 2 CHARGES

LABOR

J# 2 18BUZ BODY INTERIOR TECH(S):351 WARRANTY
CUST STATES HOOD WILL NOT LATCH
VERIFIED
ADJUST HOOD LATCH

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01BUZ-1SINSP MULTI-POINT INSPCTN TECH(S):351 WARRANTY
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION-SEE ATTACHED
SHEET FOR LIST OF INSPECTIONS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 01BUZZTIREINFL TIRE INFLATION TECH(S):351 WARRANTY
TIRE INFLATION INSPECTION
VEHICLE TIRES INFLATED TO MANUFACTURER SPECIFICATIONS

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCQS JOB# 4 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

[CONTINUED ON NEXT PAGE]
03:31pm

The Reynolds and Reynolds Company ERAINTINVE
SF616975.Q (07/14)

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(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

[redacted]

I/M # RC 252876
BAR # AC 252876
EPA # CAL 000326621

CUST [redacted]

[redacted]

ADVISOR: ERIC SCHULTZ 395	TAG NO: [redacted]	INVOICE DATE: 12/26/16	INVOICE NO: [redacted]
LICENSE NO.	MILEAGE: 32,306	COLOR: /	STOCK NO.
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1 G K S 2 G K C 8 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE: 12/26/16	
COMMENTS			

MO: 32306

ESTIMATE----------
APPROVED REVISED ESTIMATE (# 1) OF $151.00 (+TAX) ON 12/26/16 AT 03:30pm
BY ENTERPRISE FOLSOM COMMENTS ADD OIL
TOTALS----------

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000326621
A.R.D. AC252876
I/M RC252876

WE APPRECIATE YOUR BUSINESS! [redacted]

TOTAL LABOR....	132.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	17.51
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.40
TOTAL INVOICE $	**151.86**

SERVICE FILE COPY

[END OF INVOICE] 03:31pm

The Reynolds and Reynolds Company ERAINTINVE
SF616975.0 (07/14)

PE18-012

GM

3-27-2019

Q3

Dealer Number 41594 Contract Number _____ R.O.S. Number N/A Stock Number [redacted]

DEAL# [redacted]

Buyer Name and Address (including County and Zip Code)	Co-Buyer Name and Address (including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	TRACY CHEVROLET 3400 AUTO PLAZA WAY TRACY, CA 95304

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2016	GMC YUKON	40869	1GKS2GKC8GR[redacted]	Personal, family or household unless otherwise indicated below. ☒ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 7000.00 is
7.00 %	$ 13165.02 (e)	$ 54598.23 (e)	$ 67763.25 (e)	$ 69763.25 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
74	903.51	Monthly beginning 06/22/2017
N/A	N/A	N/A
One final payment	903.51	06/22/2023

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

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 46250.00 (A)
     - 1. Cash Price Vehicle $ 46250.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device(s)
     - 1. (paid to) N/A $ N/A (D1)
     - 2. (paid to) N/A $ N/A (D2)
     - 3. (paid to) N/A $ N/A (D3)
   - E. (Optional) Surface Protection Product(s)
     - 1. (paid to) N/A $ N/A (E1)
     - 2. (paid to) N/A $ N/A (E2)
   - F. EV Charging Station (paid to) N/A $ N/A (F)
   - G. Sales Tax (on taxable items in A through F) $ 3822.23 (G)
   - H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) AVDC $ 29.00 (H)

1. (Optional) Service Contract(s)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see b[redacted] are not

Buyer[redacted]
Co-B[redacted]
Seller[redacted]

OPTI[redacted] cancellation agreement 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 debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term 75 Mos. FIDELITY GAP
Debt Cancellation Agreement

I want to buy [redacted]

Buyer Signs [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 11.

I1 Company FIDELITY GOLD
Term 72 Mos. or 100000 Miles
I2 Company CAR CARE
Term 60 Mos. or 0 Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term N/A Mos. or N/A Miles
I5 Company N/A
Term N/A Mos. or N/A Miles

Buyer [redacted]

1. Vehicle 1

4. (paid to) N/A $ N/A (I4)

5. (paid to) N/A $ N/A (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to
Vehicle 1 N/A Vehicle 2 N/A $ N/A (J)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement FIDELITY GAP $ 895.00 (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (L)

M. Other (paid to) N/A $ N/A (M)
For N/A

N. Other (paid to) N/A $ N/A (N)
For N/A

Total Cash Price (A through N) $ 56181.23 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATE $ 271.00 (A)

B. Registration/Transfer/Titling Fees $ 118.00 (B)

C. California Tire Fees $ N/A (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 409.00 (2)

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

4. ☐ **State Emissions Certification Fee or** XX **State Emissions Exemption Fee** $ 0.00 (4)

5. Subtotal (1 through 4) $ 56590.23 (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): $ N/A (A)
Vehicle 1 $ N/A Vehicle 2 $ N/A

B. Total Less Prior Credit or Lease Balance (e) $ N/A (B)
Vehicle 1 $ N/A Vehicle 2 $ N/A

C. Total Net Trade-In (A–B) (indicate if negative number) $ N/A (C)
Vehicle 1 $ N/A Vehicle 2 $ N/A

D. Deferred Downpayment Payable to Seller $ N/A (D)

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

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

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ 2000.00 (G)

Total Downpayment (C through G) $ 2000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)

7. Amount Financed (5 less 6) $ 54590.23 (7)

a. Agreed Value of Property $ N/A
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property $ N/A
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) $ N/A*
Total Prior Credit or Lease Balance (1d+2d) $ N/A*
Total Net Trade-In (1e+2e) $ N/A*
(*See item 6A–6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____.
SELLER'S INITIALS N/A

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

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

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

AUTO BROKER FEE DISCLOSURE

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

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and [redacted] binding.

Buyer Sig [redacted] **Co-Buyer Signs X** N/A

SELLER'S [redacted] provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contra[redacted]

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
TH[redacted] ESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

N/A

Buyer Signs [redacted] —Co-Buyer Signs X N/A

SELLER'S R[redacted]gn here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contrac[redacted]

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

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

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FOR[redacted]DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE[redacted]IC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a uni[redacted]

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

The Annual[redacted]otiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature X [redacted] Date 05/08/17 **Co-Buyer Signature X** N/A Date N/A

Co-Buyers, and Other O[redacted]n 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. Th[redacted]curity interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 05/08/17 Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs TRACY CHEVROLET Date 05/08/17 By X [redacted] Title MGR

LAW FORM NO. 553-CA-ARB (REV. 7/16)

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FILE COPY

PE18-012

GM

3-27-2019

Q3

2016 YUKON XL - 4WD SLT GENERAL MOTORS LLC
GBA ONYX BLACK /V8G
H2X JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/FDR STOCK NO. DETROIT MI 48243-1114
VIN 1GK S2GK C8 GR[redacted] VEHICLE INVOICE [redacted]
**********9968******48*32645S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
TK15906 YUKON XL - 4WD SLT	62550.00	56295.00	INVOICE 09/04/15
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED 09/04/15
C6H GVW RATING-7,500 LBS	N/C	N/C	EXP I/T 09/18/15
IO6 AUDIO SYSTEM, 8" DIAGONAL	495.00	435.60	INT COM 09/18/15
COLOR TOUCH W/ NAVIGATION &			PRC EFF 01/01/15
INTELLILINK			KEYS V1584 V1584
APPLE CARPLAY CAPABILITY			WFP-S MTH OPT-2
PROVIDED BY APPLE. AVAILABLE			FAN: 000805331
WITH COMPATIBLE SMARTPHONES			BANK: CHASE AUTO
L83 5.3L V8 ECOTEC3 ENGINE	N/C	N/C	CHG-TO 32-645
W/ ACTIVE FUEL MANANGEMENT,			SHIP-TO 31-528
SIDI, VVT			NATIONAL CAR RENT
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	JAMAICA NY
NE1 50-STATE EMISSIONS	N/C	N/C	
VQ2 FLEET ORDERING & ASSISTANCE	0.00	0.00	SHIP WT: 5728
VV4 4G LTE WI-FI(R) HOTSPOT WITH	0.00	0.00	HP: 45.7
LIMITED DATA TRIAL AND MORE.			GVWR: 7500
(SUBJECT TO TERMS SEE			GAWR.FT: 3600
ONSTAR.COM)			GAWR.RR: 4200
VX7 FLT-PURCHASE RISK PROGRAM	0.00	0.00	NTR: 1/2
			CUST PO NUMBER:
			24132371
			DAN: 00002

TOTAL MODEL & OPTIONS	63045.00	56730.60	ACT 237 57925.60
DESTINATION CHARGE	1195.00	1195.00	
TOTAL	64240.00	57925.60	PAY 310 57925.60

****

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.

****

BOMMARITO/EAN HOLDINGS

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [4:20:20 PM]:

Welcome to chat.

Nisa [4:20:26 PM]:

Thank you for contacting General Motors Customer Assistance. My name is Nisa, how may I assist you today?

[redacted] [4:20:42 PM]:

I'm on hold with the gm buyback number and can't get to anyone that can help

[redacted] [4:21:20 PM]:

My rep won't call me back. She still hasn't requested info from the dealership and now I'm told I can't soeak with her supervisor, only her.

Nisa [4:22:38 PM]:

Hi, [redacted]! We apologize your assigned advisor has not yet reached out to you.

Caller[redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

315 Clendenny Ave.
Jersey City, NJ 07304
201-793-4270

Chevrolet of Jersey City

Fax

To: ARIANA From: LYNN Sund

Fax: 586-920-0675 Pages: 4 including cover

Phone: Date: 4-18-18

Re: cc:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: [redacted]

CASE # [redacted]

Lynn Simo

From: GMCACECUpdate@gm.com
Sent: Wednesday, April 18, 2018 11:33 AM
To: Don Schlosser
Cc: Lynn Simo; Tom Wilkos
Subject: Documentation Required for CA CEC

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

We have received a CA CEC case that pertains to one of our mutual customers, [redacted]

VIN: 1GKS2GKC8GR[redacted]
2016 GMC Yukon XL
Case [redacted]

Please provide the following documentation:

All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0675.

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

Thank you
Ariana
BRC CA CEC
1-866-790-5600 EXT 5913743

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET of JERSEY CITY
905 COMMUNIPAW AVE, JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

SERVICE ADVISOR: 7911 FLEET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC TRUCK YUKON XL	1GKS2GKC8GR[redacted]		14795/14799	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.		PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DD					0.00	CASH	14JUN16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
24MAY16	14JUN16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	TOWED TO SHOP: FROM NCR - LOUD ENGINE TAP/KNOCK							
CAUSE: F								
	4064690		CAMSHAFT REPLACEMENT					
			6749WPT94					(N/C)
	1	12619823	(S)	CAMSHAFT				(N/C)
	8	12645725	(S)	LIFTER				(N/C)
	8	12576400	(S)	LIFTER				(N/C)
	19	11546959	(S)	BOLT				(N/C)
	1	11611976	(S)	BOLT				(N/C)
	2	12622325	(S)	GASKET				(N/C)
	8	12626354	(S)	GASKET				(N/C)
	2	12657093	(S)	GASKET				(N/C)
	1	12660737	F-(S)	MANIFOLD				(N/C)
	2	12619787	(S)	GASKET				(N/C)
	2	88864346		SEALANT				(N/C)
	1	12346290		COOLANT				(N/C)
	8	19259487		OIL				(N/C)
	1	19330000	(S)	FILTER				(N/C)
	2	12571596	(S)	GUIDE				(N/C)
	2	12571608	(S)	GUIDE				(N/C)
	1	12623368	(S)	ACTUATOR				(N/C)
	1	12633123	(S)	VALVE				(N/C)
SUBL	AL'S TOWING #44015							
			WPT94					(N/C)
SUBL	BALANCE OF TOW							
			ITOW					(N/C)

14795 Loud tap/knock from engine. Removed left valve cover and found cylinder #2 intake rocker arm not moving. Removed head and found damaged roller on lifter and camshaft damaged. Removed camshaft and replaced it and all lifters. Replaced VLOM, timing sproket, actuator and bolt. Reassembled motor started and check engine light illuminated. P0016 Camshaft / Crankshaft correlation. Removed timing cover and reset timing cover. P0016 reset. Removed timing cover again as well as oil pan and reset timing again. Reassembled and road tested. Changed oil.

IMPORTANT WARRANTY INFORMATION

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERRABLE TO, NOR ENFORCEABLE BY ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE FACILITY AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES IMPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO PARTS OR PERFORMANCE [illegible]

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.

CUSTOMER SIGNATURE

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

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET of JERSEY CITY
965 COMMUNIPAW AVE. JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

SERVICE ADVISOR: 7911 FLEET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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DEL. DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DD				0.00	CASH	14JUN16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
24MAY16	14JUN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
Recharged AC.			
**********			
B GOODWRENCH MULTI-POINT VEHICLE INSPECTION REPORT, INCLUDES CHECK ALL LIGHTS			
WS GOODWRENCH MULTI-POINT VEHICLE INSPECTION REPORT, INCLUDES CHECK ALL LIGHTS			
6749 CP1	0.00	0.00	
14795 perform multi point insp.			
**********			

***THANK YOU FOR SERVICING YOUR VEHICLE ***
*********AT CHEVROLET OF JERSEY CITY*********
WE ARE TOTALLY COMMITTED TO OUR CUSTOMERS
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT TOM WILKOS SERVICE MANAGER

CHEVROLET

IMPORTANT WARRANTY INFORMATION

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS; AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERRABLE TO, NOR ENFORCEABLE BY ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE FACILITY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

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.

CUSTOMER SIGNATURE

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

PE18-012

GM

3-27-2019

Q3

[redacted]

REGISTRATION CARD VALID FROM: 11/10/2017 TO: 11/1

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC
GMC	2016	0000	MQ	2017	170	11

BODY TYPE MODEL	MP	MO
UT	F	ZT

[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	06/15/18	39	06/15/18	8

PR EXP

[redacted]

AMOUNT DUE	AMOUNT RECVD
$ 21.00	CASH :
	CHCK :
	CRDT :

LIENHOLDER
GM FINANCIAL
PO BX 1510

COCKEYSVILLE
MD 21030

[redacted]

[redacted]

start.swe (3024×4032)

6/25/2018

[redacted]
D/2018
[redacted]
EHICLE ID NUMB
KS2GKC8GF
[redacted]
DATE: 11/10/2018
AMOUNT PAID
$ 21.00
[redacted]

PE18-012

GM

3-27-2019

Q3

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Monday, June 25, 2018 1:01 PM
To:	Valentino R Farias (C)
Subject:	[redacted] / 1GKS2GKC8GR[redacted] / 2016 GMC Yukon XL

Rocky:

The customer is throwing a fit because the oil consumption testing started at 43,241 miles instead of the 45,224 miles that it was lowered to previously. She is getting ahold of the State if we do not lower it to the 43,241 miles. Let me know if this is possible.

Thank You

Cindy W. / BRC CA CEC
866-790-5700 Ext. 5921255

PE18-012

GM

3-27-2019

Q3

Cindy Wagner (C)

From: Valentino R Farias (C)
Sent: Monday, June 25, 2018 2:12 PM
To: Cindy Wagner (C)
Subject: RE[redacted] / [redacted] / 1GKS2GKC8GR[redacted] / 2016 GMC Yukon XL

Please lower usage to 4,3,4241.

Thank you,
Rocky Farias
GM Legal Coordinator – Western Region
(512) 389-7057 Direct
(512) 682-9122 Fax

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

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

From: Cindy Wagner (C)
Sent: Monday, June 25, 2018 12:01 PM
To: Valentino R Farias (C) <rocky.farias@gm.com>
Subject: [redacted] / [redacted] / 1GKS2GKC8GR[redacted] / 2016 GMC Yukon XL

Rocky:

The customer is throwing a fit because the oil consumption testing started at 43,241 miles instead of the 45,224 miles that it was lowered to previously. She is getting ahold of the State if we do not lower it to the 43,241 miles. Let me know if this is possible.

Thank You

Cindy W. / BRC CA CEC
866-790-5700 Ext. 5921255

PE18-012

GM

3-27-2019

Q3

FAX

GM Financial
GENERAL MOTORS FINANCIAL COMPANY, INC.

To: Cindy
Company:
Fax: 8662661789
Phone:

From:
Fax:
Phone: 800-284-2271

NOTES:

[redacted]

COPY OF CONTRACT

CONFIDENTIALITY NOTICE: This document is intended solely for the addressee(s) named herein and may contain privileged or confidential information. If you have received this document in error, please immediately notify the sender. You are hereby notified that any dissemination, distribution or copying of this document and/or any attachments thereto, is strictly prohibited.

Date and time of transmission: Wednesday, June 27, 2018 7:49:12 PM
Number of pages including this cover sheet: 03

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

Deal Number [redacted] Contract Number _____ R.O.'s Number N/A Stock Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (including County and Zip Code)	Seller (Creditor) Name and Address
[redacted]	N/A	TRACY CHEVROLET 3600 AUTO PLAZA WAY TRACY, CA 95304

You, the Buyer and Co-Buyer, may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit upon the agreements on the front and back of the contract. You agree to pay the Seller - Creditor the amount you owe as "you" or "us" in this contract. The Arbitration Provision Choice in ITEM 7 tells you whether you or we may choose arbitration. You do not have to sign this contract as a condition to buying the vehicle unless we also sign. You do not have to buy any other goods or services unless you agree to do so in writing. You may pay off early without penalty. We will not increase the Annual Percentage Rate after this contract is signed. Unless otherwise prohibited by law, we may require you to pay extra charges if you pay late, default, return the vehicle, or prepay. See this contract for more information, including information about our security interest in the vehicle and any late charges, prepayment refunds and penalties, and our rights to require you to pay additional amounts later.

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2016	GMC YUKON	49869	1GKS2GKC0GR[redacted]	☐ Personal, family or household unless otherwise indicated below. ☐ Business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of $ 2000.00.
7.110 %	$ 13165.02	$ 34598.23	$ 47763.25	$ 69598.25

☐ I do not want credit insurance.

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	903.51	Monthly Beginning 06/22/2017
N/A	N/A	N/A
One last payment	903.51	05/22/2023

Late Charge. If a payment is more than 10 days late, you will be charged 5% of the unpaid amount or $5.00, whichever is less. Prepayment. If you pay early, you will not get a refund from us or credit for future finance charges. See your contract for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of obtaining the purchase of vehicle insurance or maintaining insurance through a person or company specified by Buyer. You are not required to buy any other insurance to guarantee Your interest in the vehicle. Your decision to buy or not to buy insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
$ N/A Fire and Comp. Deductible	N/A	$ N/A
$ N/A Collision Deductible	N/A	$ N/A
Liability $ N/A Limits	N/A	$ N/A
Property Damage $ N/A Limits	N/A	$ N/A
Medical N/A	N/A	$ N/A
N/A	N/A	$ N/A
Total Vehicle Insurance Premium		$ N/A

INITIAL 1 BOX IF BOUGHT IN THIS CONTRACT. PUBLIC LIABILITY COMPULSORY INSURANCE PROVIDED ON THE BACK HEREOF. [redacted]

(ITEMIZATION OF THE AMOUNT FINANCED (Delete any item part of the amount paid to others.)

1. Total Cash Price		
A. Cash Price of Vehicle, Vehicle and Accessories		$ 56290.00 (A)
1. Cash Price of Vehicle	$ 49252.00	
2. Cash Price Accessories	$ N/A	
3. Other (Itemize): N/A		
Describe: N/A	$ N/A	
Describe: N/A	$ N/A	
B. Document Processing Charge (paid to Seller or third party)		$ 30.00 (B)
C. Emissions Testing Charge (paid to Seller or third party)		$ N/A (C)
D. Optional Theft Deterrent Device(s)		
1. (paid to) N/A	$	N/A (D1)
2. (paid to) N/A	$	N/A (D2)
3. (paid to) N/A	$	N/A (D3)
E. Optional Service Protection Product(s)		
1. (paid to) N/A	$	N/A (E1)
2. (paid to) N/A	$	N/A (E2)
F. GAP Charge (paid to) N/A	$	N/A (F)
G. Sales Tax (add lines A-1 through F)		$ 3892.23 (G)
H. Electronic Vehicle Registration Transfer Charge (paid to governmental agency) AVRS		$ 25.00 (H)
I. Amount to be Paid to Others:		
1. (paid to) FIDELITY GAP	$	3999.00 (I1)
2. (paid to) CAR CARE	$	1166.00 (I2)
3. (paid to) N/A	$	N/A (I3)
4. (paid to) N/A	$	N/A (I4)
5. (paid to) N/A	$	N/A (I5)
J. Prior Credit or Lease Balance to be Paid by Seller (Vehicle: N/A Vehicle: N/A)	$	N/A (J)
K. Optional Debt Cancellation Agreement FIDELITY GAP	$	895.00 (K)
L. Optional Used Vehicle Contract Cancellation Option Agreement	$	N/A (L)
M. Other (paid to) N/A	$	N/A (M)
For N/A		
N. Other (paid to) N/A	$	N/A (N)
For N/A		
Total Cash Price (A through N)		$ 56193.23 (O)
2. Amounts Paid to Public Officials		
A. Vehicle License Fees	$ 271.00	(A)
B. Registration/Certificate Fees	$ 118.00	(B)
C. California Tire Fees	$ N/A	(C)
D. Other CHP: REGISTRATION	$ 36.00	(D)
Total Official Fees (A through D)	$ 425.00	(E)
3. Amounts Paid to Insurance Companies		
(Total premium from Statement of Insurance)	$ N/A	(F)
4. State Emissions Certification Fee or Smog Impact Fee	$ 8.00	(G)
5. Total (1 through 4)	$ 56626.23	(H)
6. Total Downpayment		
A. Gross Agreed Value of Property Being Traded In (Vehicle 1) N/A (Vehicle 2) N/A	$ 0.00	(I)
B. Total Net Prior Credit or Lease Balance (Vehicle 1) N/A (Vehicle 2) N/A	$ N/A	(J)
C. Amount Agreed to Be Applied to Reduce Balance (Vehicle 1) N/A (Vehicle 2) N/A	$ N/A	(K)
D. Deferred Downpayment Payable to Seller	$ N/A	(L)
E. Manufacturer's Rebate	$ N/A	(M)
F. Other N/A	$ N/A	(N)
G. Cash, Cash Equivalent, Check, Credit Card or Debit Card	$ 2000.00	(O)
Total Downpayment (O through N)	$ 2000.00	(P)
If negative, enter zero (0) and see Item 7 below.		
7. Amount Financed (H minus P)	$ 54598.23	(Q)

Trade-In Deficit Agreement: Seller will not sell the vehicle you are trading in (Trade-In Vehicle) to a third party unless all liens and encumbrances on the Trade-In Vehicle are paid off. You understand that the amount needed to pay off the Trade-In Vehicle may be more than the Agreed Value of the Trade-In Vehicle. You understand that the amount you owe Seller for the Trade-In Vehicle is the Prior Credit or Lease Balance in Trade-In Vehicle(s). If there is more than one Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the sum of those Prior Credit or Lease Balances in Trade-In Vehicle(s). Seller will use funds you give us to pay off the Prior Credit or Lease Balance in Trade-In Vehicle(s). Except as stated in the "NOTICE" on the back of this contract, any security interest you had in the Trade-In Vehicle(s) will be released.

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

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee assessed by an automobile broker to you unless the following box is checked.

☐ Name of automobile broker receiving fee, if applicable: _____

[redacted]

NOTICE: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE. BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR DURING THE SELLER'S DELIVERY PROCESS. UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE SELLER PROTECTS ONLY THE DEALER, LESSEE OR UP TO THE AMOUNT OF THE LIEN OR LEASE. FOR MORE INFORMATION ABOUT THIS COVERAGE FOR YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

[redacted]

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

[redacted] Buyer Signature X N/A

The Amount Financed includes an amount payable to the Seller. The Seller may assign this contract and retains no right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not provide a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot cancel this contract simply because you change your mind, decide you paid too much, or wish you had picked a different vehicle. If you obtain below, you may cancel this contract by paying a fee and returning the vehicle in the same condition as when you took delivery of it, plus any earned finance charges, within a specified number of days. To cancel, you must mail or deliver a signed and dated written notice stating that you are canceling this contract to [redacted] at [redacted] before midnight of the [redacted] day after you take delivery of the vehicle. You may also return the vehicle to that address. If you cancel, you are entitled to a refund of all your downpayment, minus an amount equal to the finance charge earned during the time you had the vehicle, and you must pay an amount equal to the finance charge that would have been earned during the time you had the vehicle. You may keep any money we paid to a public official for taxes, title, registration, and license fees. You may then keep the vehicle, but you will then owe us the amount you would have owed us under this contract without the cancellation option agreement. [redacted]

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 DISCUSS IT. YOU AGREE TO THE TERMS OF BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE. BEFORE SIGNING BELOW, YOU CONFIRM THAT YOU WERE GIVEN A COMPLETELY FILLED IN COPY OF THIS CONTRACT.

Buyer Signature [redacted] 05/08/17 Co-Buyer Signature X N/A Date N/A

Other Owner Signature X _____ Address _____

SECURITY: You grant us a security interest in the vehicle and in all parts, accessories, and repairs added to it. This will secure payment of all amounts you owe us and all your other promises in this contract. You will keep the vehicle free of all liens, security interests, and claims except those we agree to in writing. You will not remove the vehicle from the U.S. mainland (Alaska, Hawaii, and Canada are part of the U.S. mainland) without our written permission. You will keep property insurance on the vehicle for its full value, naming us as loss payee. You will let us inspect the vehicle. If you default, we may require you to make the vehicle available to us at a reasonable place. We may repossess the vehicle only by legal process or if you voluntarily give it to us. If we repossess the vehicle, we may sell it at a public or private sale. We will send you a notice before the sale if required by law. We may apply the money we get from the sale (after reasonable expenses for repossession, storage, and sale) to what you owe us. You will pay us any remaining amount due, including late charges, unless the law forbids it. If we keep the vehicle instead of selling it, we will tell you how much you owe us or how much you have overpaid us. You will pay us any amount you owe us promptly after we demand payment. If you default, you will pay our reasonable attorney's fees and court costs except where the law forbids payment. You will pay us a reasonable fee to cover our costs to service your account if your payment is late more than 10 days. You will pay us a fee not more than $15.00 for returning a check or similar item for insufficient funds. You will pay us a fee not more than $5.00 for each late notice after the first late notice. If you default, you may have to pay immediately the entire unpaid amount due under this contract. If we do not enforce our rights each time, we may enforce them later. You agree to the terms of this security interest.

Guarantor X _____ Date 05/08/17 Buyer [redacted]

Address _____ Date _____

Seller Signs TRACY CHEVROLET By X [redacted] Date 05/08/17 Title MGR

LAW FORM PC 853-CA-0418 (Rev. 12/16) [redacted] FINANCIAL CHEVROLET

OTHER IMPORTANT AGREEMENTS

1. **FINANCE CHARGE AND PAYMENTS**
   a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.
   b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
   c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
   d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

2. **YOUR OTHER PROMISES TO US**
   a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

GAP LIABILITY NOTICE
In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductibles. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional debt cancellation agreement for coverage of the gap amount may be offered for an additional charge.

   b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
   c. **Security Interest.**
   You give us a security interest in:
   - The vehicle and all parts or goods put on it;
   - All money or goods received (proceeds) for the vehicle;
   - All insurance, maintenance, service, or other contracts we finance for you; and
   - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

   This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
   d. **Insurance you must have on the vehicle.**
   You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front of this contract or, at our option, the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
   e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**
   a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
   b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.
   Default means:
   - You do not pay any payment on time;
   - You give false, incomplete, or misleading information on a credit application;
   - You start a proceeding in bankruptcy or one is started against you or your property;
   - The vehicle is lost, damaged or destroyed; or
   - You break any agreements in this contract.

   The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
   c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.
   d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
   e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.
   f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
   We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on the front of this contract, not to exceed the highest rate permitted by law, until you pay.
   g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **WARRANTIES SELLER DISCLAIMS**
If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. **Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.**
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. **SERVICING AND COLLECTION CONTACTS**
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. **You agree that you will within a reasonable time notify us of any change in your name, address, or employment.**

7. **APPLICABLE LAW**
Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from 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.*

8. **WARRANTIES OF BUYER**
You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Civil Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE
CLAIM PROCEDURE
If you become disabled, you must tell us right away. You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified. We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.
If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.
If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.
If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel
a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take some time for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS
1. **EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
2. **IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
3. **DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Se[redacted] Financial
Assigned under the terms of Seller's agreement(s) with Assignee: [redacted]

For[redacted]

PE18-012

GM

3-27-2019

Q3

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

Dealer Number: 41594 Contract Number: _____ BOS Number: N/A Loan Number: [redacted]

SALE PRICE

Buyer Name and Address	Co-Buyer Name and Address (including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	TRACY CHEVROLET 5050 AUTO PLAZA WAY TRACY, CA 95391

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 "us" or "we" 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 finance charge begins to accrue on the date of this contract.

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2016	GMC YUKON	40809	1GKS2BKC8GR[redacted]	Personal, family or household unless otherwise indicated below ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 7000.00.
7.00 %	$ 11145.07 (e)	$ 54598.39 (f)	$ 67763.25 (g)	$ 69927.75 (h)

You have the right to receive at this time an itemization of the Amount Financed. ☐ I want an itemization. ☐ I do not want an itemization.

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	908.51	Monthly beginning 06/22/2017
N/A	N/A	N/A
One final payment	908.51	05/22/2023

Late Charge. If a payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay early, you may be entitled to a refund of some finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information. See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, required insurance charges, and late charges.

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of obtaining the purchase of a motor vehicle's maintenance agreements and insurance through a particular insurance company, agent or broker. You may find insurance you may prefer elsewhere to obtain credit. Your decision to buy or not buy other insurance will not affect or factor in the credit approval process.

Vehicle Insurance

	Term	Premium
1. N/A Ded. Comp. Hard Risk	N/A	$ N/A
2. N/A Ded. Collision	N/A	$ N/A
Bodily Injury $ N/A Limits	N/A	$ N/A
Property Damage $ N/A Limits	N/A	$ N/A
Medical N/A	N/A	$ N/A
N/A	N/A	$ N/A
Total Vehicle Insurance Premiums		$ N/A

UNLESS A CHOICE IS INDICATED IN THE AGREEMENT YOU SELECT, LIMITS OF INSURANCE MEETING MINIMUM REQUIREMENTS IMPOSED BY SUCH COVERAGE IS RECOMMENDED TO THE AGREEMENT.

You may buy the physical damage insurance this contract requires from anyone you want that is acceptable to us. If you buy insurance through us, we may receive a commission. We may also receive a portion of the premium for any insurance we sell or buy for you. We may receive a profit if we buy insurance for you.

Insurance we sell or buy for you will be effective as of the date this contract requires physical damage insurance. We will cancel it as of the date it terminates or is cancelled. We will refund any unearned premium or charge you for any premium we pay for you. The refund or charge will be figured by a method that is at least as favorable to you as the actuarial method. We will not refund or charge you less than $1.00.

[redacted]

ITEMIZATION OF THE AMOUNT FINANCED (Enter zero (or "N/A") for any amount not applicable or unknown)

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories		$ 64290.00 (A)
1. Cash Price Vehicle	$ 56720.00	
2. Cash Price Accessories	$ N/A	
3. Other (Nonbinding) N/A Describe: N/A	$ N/A	
B. Dealer Processing Charge (not a government fee)		$ 80.00 (B)
C. Electronic Filing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device(s)		
1. (part no.) N/A		$ N/A (D1)
2. (part no.) N/A		$ N/A (D2)
3. (part no.) N/A		$ N/A (D3)
E. (Optional) Surface Protection Product(s)		
1. (part no.) N/A		$ N/A (E1)
2. (part no.) N/A		$ N/A (E2)
F. EV Charging Station (part no.) N/A		$ N/A (F)
G. Sales Tax (see taxable items in Amount 1)		$ 5893.93 (G)
H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (part no.) AMOS		$ 39.00 (H)
I. (Optional) Service Contract(s)		
1. (part no.) FIDELITY GOLD		$ 3395.00 (I1)
2. (part no.) GAP CARE		$ 1106.00 (I2)
3. (part no.) N/A		$ N/A (I3)
4. (part no.) N/A		$ N/A (I4)
5. (part no.) N/A		$ N/A (I5)
J. Prior Credit or Lease Balance (a) paid by Seller to Vehicle 1 N/A Vehicle 1 N/A (see item payment and trade-in calculation)		$ N/A (J)
K. (Optional) Debt Cancellation Agreement FIDELITY GAP		$ 895.00 (K)
L. (Optional) Used Vehicle Contract Cancellation Option Agreement		$ N/A (L)
M. Other (paid to) N/A For N/A		$ N/A (M)
N. Other (paid to) N/A For N/A		$ N/A (N)
Total Cash Price (if through N)		$ 76191.93 (O)
2. Amounts Paid to Public Officials		
A. Vehicle License Fees REGISTRATION		$ 211.00 (A)
B. Registration/Transfer/Titling Fees		$ 338.00 (B)
C. California Tire Fees		$ N/A (C)
D. Other SMOG ABATEMENT		$ 98.00 (D)
Total Official Fees (A through D)		$ 429.00 (E)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance)		$ N/A (F)
4. ☐ State Emissions/Certification Fee or ☐ Miscellaneous Qualified Fee		$ 8.00 (G)
5. Subtotal (J through G)		$ 56308.93 (H)
6. Total Downpayment		
A. Total Agreed Value of Property Being Traded In (see Trade-In Worksheet) Vehicle 1 $ N/A Vehicle 2 $ N/A		$ N/A (I)
B. Total Less Prior Credit or Lease Balance (e) Vehicle 1 $ N/A Vehicle 2 $ N/A		$ N/A (J)
C. Total Net Trade-In (A-B) (enter zero if negative number) Vehicle 1 $ N/A Vehicle 2 $ N/A		$ N/A (K)
D. Deferred Downpayment Payable to Seller		$ N/A (L)
E. Manufacturer's Rebate		$ N/A (M)
F. Other N/A		$ N/A (N)
G. Cash, Cash Equivalent (Check, Credit Card, or Debit Card)		$ 7000.00 (O)
Total Downpayment (E through G)		$ 7000.00 (P)
If negative, enter zero or (we'll add) enter the amount less than zero as a positive number on line (L) above)		
7. Amount Financed (H less P)		$ 54598.39 (Q)

Trade-In Payoff Agreement. Seller relies on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

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

AUTO BROKER FEE DISCLOSURE

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

☐ Dealer or employee(s) representing them, or agent(s) under

[redacted]

N/A

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

[redacted]

The Amount Financed and Finance Charge may increase with the Seller. The Seller may assign this contract and retain a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. Cancellation fee does not provide for a "cooling off" or other cancellation period for which state law requires that a seller shall refund any charge your trade, shall be for which state law requires, or said you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause (such as fraud). However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. The contract cancellation option requirement does not apply to the sale of recreational vehicles, a motorcycle, or a vehicle that is being sold "as is" or with a disclosure that it is not certified. See the seller contract cancellation option agreement for details.

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

Buyer Signature [redacted] Date 05/08/17 Co-Buyer Signature X N/A Date N/A

Co-Buyers and Co-Owners (each of whom is responsible for paying the entire debt, but other owner is a person whose name is on the title to the vehicle but does not have to pay the debt) agree to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY. In order to sell the vehicle to Buyer and induce Seller to enter into this contract, the undersigned guarantees the payment of this contract and all amounts owing on it when due. Each Guarantor will be liable for the total amount owing even if Seller grants any extension or modification to Customer(s) or releases any of them. Each Guarantor agrees to be bound even if one or more of the others do not sign this contract. If there is more than one Guarantor, they will be jointly and severally liable. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notice of the amount owing at any time, and all requirements as to diligence by Seller.

Guarantor X _____ Date 05/08/17 Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs: TRACY CHEVROLET Date 05/08/17 By [redacted] Title [redacted]

LAW FORM NO. 553.314-A/R (REV. 1-16)

[redacted] HOLDER

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

> **GAP LIABILITY NOTICE**
> In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional debt cancellation agreement for coverage of the gap amount may be offered for an additional charge.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security Interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front of this contract or, at our option, the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.
Default means:
- You do not pay any payment on time;
- You give false, incomplete, or misleading information on a credit application;
- You start a proceeding in bankruptcy or one is started against you or your property;
- The vehicle is lost, damaged or destroyed; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS
If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. **You agree that you will within a reasonable time notify us of any change in your name, address, or employment.**

7. APPLICABLE LAW
Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from 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.

8. WARRANTIES OF BUYER
You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Cal. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE
CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.
If your disability insurance covers all of your missed payments, WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.
If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.
If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

> **Seller's Right to Cancel**
> a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take some time for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
> b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
> c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
> d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. **EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
2. **IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
3. **DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

[redacted] [redacted]

PE18-012

GM

3-27-2019

Q3

2018 YUKON XL - 4WD SLT GENERAL MOTORS LLC
G1W WHITE FROST TRICOAT /V8G
H2Y COCOA/DUNE RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK S2GK C6 JR[redacted] VEHICLE INVOICE [redacted]
**********2508******48*47532S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15906 YUKON XL - 4WD SLT	62900.00	59126.00	INVOICE 04/24/18
ATN SEATS, 2ND ROW BUCKET, POWER	795.00	723.45	SHIPPED 04/24/18
C6H GVWR RATING-7,500 LBS	N/C	N/C	EXP I/T 05/10/18
G1W WHITE FROST TRICOAT	995.00	905.45	INT COM 05/10/18
L83 5.3L V8 ECOTEC3 ENGINE	N/C	N/C	PRC EFF 04/24/18
W/ ACTIVE FUEL MANANGEMENT,			KEYS V1329 V1329
SIDI, VVT			WFP-S QTR OPT-1
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	BANK: COMERICA BA
NHT MAX TRAILERING PACKAGE:	780.00	709.80	CHG-TO 47-532
* REAR AXLE, 3.42 RATIO			
* TRAILER BRAKE CONTROLLER			SHIP WT: 5739
* TRANSFER CASE 2-SPEED			HP: 45.4
* SUSPENSION PACKAGE			GVWR: 7500
PCJ SUN & ENTERTAINMENT PACKAGE:	3530.00	3212.30	GAWR.FT: 3600
* POWER SUNROOF			GAWR.RR: 4400
* 9 ADDITIONAL MONTHS OF XM			EMPLOY: 63418.47
RADIO			SUPPLR: 65994.45
* AUDIO SYSTEM, 8" DIAGONAL			NTR: 1/2
COLOR TOUCH W/ NAVIGATION &			DAN: 4SA7
INTELLILINK			EMPINC: 3941.29
* REAR SEAT ENTERTAINMENT			SUPINC: 1365.31
SYSTEM			
VRS CARGO SHADE	195.00	177.45	
(DEALER INSTALLED)			
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	

TOTAL MODEL & OPTIONS	68695.00	64399.45	ACT 237 63633.60
DESTINATION CHARGE	1295.00	1295.00	H/B 261 2060.85
DEALER IMR CONTRIBUTION		686.95	ADV 261 686.95
LMA GROUP CONTRIBUTION		343.48	EXP 65A 343.48
TOTAL	69990.00	66724.88	PAY 310 66724.88
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		63720.53	

****
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.
****

GOLD STAR BUICK GMC

PE18-012

GM

3-27-2019

Q3

USED TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Tara
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GKS2GKC8GR[redacted]	1GKS2GKC0KR[redacted]	September 13, 2018

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$66,187.10	G	66267.10 minus doc fee	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$1,622.18	N	7.75 percent trade diff%	
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$768.75	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$80.00	L	taxable	
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
	$0.00	O		
H/B, ADV, EXP	$0.00	R		
Transportation Fees	$0.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$68,658.03**			
State Sales Tax	$0.00			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C	TRADE ALLOWANCE	
New Aftermarket Items	$0.00	U	ACV OF TRADE	
Fees (Explain)	$0.00	S	DIFFERENCE	$ -
State Fees	$0.00	T	If positive= over allowance	
Items below itemize the cust financial contrib to trade		O		
Usage/Depreciation	$914.21	M	TRADE ALLOWANCE	
Damage	$0.00	E	PAYOFF OF TRADE	
Negtive Eq or Over Allowance	$0.00	R	DIFFERENCE	$ -
Refund of customer down payment	$0.00		if negative=negative equity	
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00		usage 2,372/120,000*46,250	
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$914.21**			
Trade Repurchase Amount	**$45,335.79**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$47,806.72**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff good thru 9/30/18	$46,113.39			
Used car sales price	$46,250.00			
Dealer Due to GM	**0**			
GM Due to Dealer	**$1,693.33**		Authorized Signature	Date
NADA (Legal Only)	$0.00		**This is a "work in process" until approved	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative**	
Projected (Loss)	**-$47,806.72**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$66,187.10
State Sales Tax	$1,622.18
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$768.75
New Aftermarket Items	$0.00
Arbitration Fee	$0.00
Document Fees	$80.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$68,658.03
Trade-In Allowance	$45,335.79
Loan Payoff	$46,113.39
Net Allowance	-$777.60
Cash on Delivery (Paid by GM)	$2,470.93
Total Balance Due	$66,964.70
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1GKS2GKC0KR[redacted]	
Form Rev 11/11/2005	

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GM

3-27-2019

Q3

Dealer Number 41594 Contract Number _____ R.O.S. Number N/A Stock Number [redacted]

DEAL# 29363

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	TRACY CHEVROLET 3400 AUTO PLAZA WAY TRACY, CA 95304

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2016	GMC YUKON	40869	1GKS2GKC8GR[redacted]	Personal, family or household unless otherwise indicated below ☒ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.00 is
7.00 %	$ 13165.02 (e)	$ 54598.23 (e)	$ 67763.25 (e)	$ 69763.25 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
74	903.51	Monthly beginning 06/22/2017
N/A	N/A	N/A
One final payment	903.51	08/22/2023

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

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

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 46250.00 (A)
     - 1. Cash Price Vehicle $ 46250.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device(s)
     - 1. (paid to) N/A $ N/A (D1)
     - 2. (paid to) N/A $ N/A (D2)
     - 3. (paid to) N/A $ N/A (D3)
   - E. (Optional) Surface Protection Product(s)
     - 1. (paid to) N/A $ N/A (E1)
     - 2. (paid to) N/A $ N/A (E2)
   - F. EV Charging Station (paid to) N/A $ N/A (F)
   - G. Sales Tax (on taxable items in A through F) $ 3822.23 (G)
   - H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) AVRS $ 29.00 (H)

I. (Optional) Service Contract(s)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You [redacted]

OPT [redacted] not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. FIDELITY GAP
Debt Cancellation Agreement

I want to buy [redacted]

Buyer Sign [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies), for the term(s), shown below for the charge(s) shown in item 11.

I1 Company FIDELITY GOLD
Term 72 Mos. or 100000 Miles
I2 Company CAR CARE
Term 60 Mos. or 0 Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term N/A Mos. or N/A Miles
I5 Company N/A
Term [redacted]

Buyer X [redacted]

Vehicle

4. (paid to) N/A $ N/A (I4)

5. (paid to) N/A $ N/A (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to
Vehicle 1 N/A Vehicle 2 N/A $ [redacted] (J)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement FIDELITY GAP $ [redacted] (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement $ [redacted] (L)

M. Other (paid to) N/A $ N/A (M)
For N/A

N. Other (paid to) N/A $ N/A (N)
For N/A

Total Cash Price (A through N) $ [redacted] (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATE $ 771.00 (A)

B. Registration/Transfer/Titling Fees $ 118.00 (B)

C. California Tire Fees $ N/A (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 909.00 (2)

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

4. ☐ **State Emissions Certification Fee or** XX **State Emissions Exemption Fee** $ 8.00 (4)

5. Subtotal (1 through 4) $ 56598.23 (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): $ N/A (A)
Vehicle 1 $ N/A Vehicle 2 $ N/A

B. Total Less Prior Credit or Lease Balance (e) $ N/A (B)
Vehicle 1 $ N/A Vehicle 2 $ N/A

C. Total Net Trade-In (A–B) (indicate if negative number) $ N/A (C)
Vehicle 1 $ N/A Vehicle 2 $ N/A

D. Deferred Downpayment Payable to Seller $ N/A (D)

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

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

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ 2000.00 (G)

Total Downpayment (C through G) $ 2000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)

7. Amount Financed (5 less 6) $ 54598.23 (7)

a. Agreed Value of Property $ N/A
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property $ N/A
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) $ N/A*
Total Prior Credit or Lease Balance (1d+2d) $ N/A*
Total Net Trade-In (1e+2e) $ N/A*
(*See item 6A–6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before _____, Year _____.
SELLER'S INITIALS N/A

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

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

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

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:** [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and [redacted]

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

SELLER'S RI [redacted] provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to [redacted]

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE [redacted] ESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

N/A

Buyer Signs X [redacted] Co-Buyer Signs X N/A

SELLER'S RIGH[redacted]e provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a[redacted]

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE B[redacted]S THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is [redacted] agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a [redacted]

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

The Annou[redacted]le with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or a vehicle sold without a motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signatur[redacted] Date 05/08/17 Co-Buyer Signature X N/A Date N/A

Co-Buyer and Othe[redacted]esponsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X Date 05/08/17 Guarantor X Date

Address Address

Seller Signs TRACY CHEVROLET Date 05/08/17 By X [redacted] Title MGR

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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. C[redacted]

FILE COPY

REPORT OF SALE—USED VEHICLE

411

A Public Service Agency

DEAL [redacted]

FOR DEPARTMENT USE ONLY

CASHIER DATE LINE STAMP

STK# [redacted]

DATE SOLD (MO./DAY/YR.) 05/08/2017			DATE OPERATED (MO./DAY/YR.) 05/08/2017			NRM/IND
MAKE GMC	YEAR MODEL 2016	BODY TYPE UT	MOTIVE POWER Gasolin	NUMBER OF AXLES 2		UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1GKS2GKC8GR [redacted]			MOTORCYCLE ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			
LAST REGISTERED IN STATE OF			YEAR REGISTERED	LICENSE NUMBER [redacted]		COUNTY OF RESIDENCE SAN JOAQUIN
IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER						GVWR (PICKUPS ONLY)

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

(1) [redacted] LAST FIRST MIDDLE SUFFIX — DRIVER LICENSE/ID CARD NO. [redacted]

☐ AND

☐ OR (2) — DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS 1955 READING WAY	APT./STE. NO.	CITY MANTECA	STATE CA	ZIP CODE 95337
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)	APT./STE. NO.	CITY	STATE	ZIP CODE

DEALER'S NAME TRACY CHEVROLET [redacted]

SIGNA [redacted]

ADDRESS 3400 AUTO PLAZA WAY

DEALER'S NUMBER 41594

95304

SALESPERSON'S NUMBER (IF OWNER, WRITE "OWNER") S024400

SIGNATU [redacted]

(1) X

(2) X

REPARING THIS REPORT GM - DXL

46250

1. Use these reports in numerical sequence.
2. Purchaser **must** sign Report of Sale.
3. Make sure Used Vehicle Dealer Notice/Temporary Identification is affixed to the vehicle before delivery.
4. When necessary to void a Report of Sale, refer to instructions enclosed in the Report of Sale package.
5. Vehicle must have two license plates affixed (except motorcycles and trailers). If one or both license plates are missing, refer to the *Vehicle Industry Registration Procedures Manual*, available at **www.dmv.ca.gov**, for instructions on obtaining replacement license plates.

REG 51 (REV. 11/2011)

— DMV copy —

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GF[redacted]		59403/59403	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 04APR18	0.00	CASH	05APR18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:06222 ENG:5.3_Liter_SIDI
11:05 04APR18	12:49 05APR18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES REAR BUMPER ON DRIVER SIDE IS POPING OUT. FIX BUMPER.						
	PER SALES						
	MISC	MISC					
		99	IC				(N/C)
SUBL	BUMPER REPAIR PO#45176						
			IC				(N/C)
	**********						
B	RENTAL						
	RENTAL	RENTAL					
		99	IC				(N/C)
MI	C LOANER						
			IC				(N/C)
	**********						
C	PERFORM ALIGNMENT TO FACTORY SPECS.						
CAUSE:	TECHNICIAN PERFORMED ALIGNMENT AND SET TO FACTORY SPECIFICATIONS.						
	ALIGN	PERFORM ALIGNMENT TO FACTORY SPECS.					
		13	CHAMBERLIN,JONATHAN M LIC#: EO148664				
			CC		65.00	65.00	
59403 performed alignment as requested.							
	**********						

EST: 129.00 04APR18 11:05 SA: 278

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, go to www.oehha.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 2

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		59403/59403	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 04APR18	0.00	CASH	05APR18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
11:05 04APR18	12:49 05APR18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COMPONENTS

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

DESCRIPTION	TOTALS
LABOR AMOUNT	65.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	65.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	65.00

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.**
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		57122/57169	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 21FEB18	0.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
16 15 21FEB18	18:02 28FEB18	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A DEXOS CPO MAINT
CAUSE: .
0600213 DEXOS CPO MAINT
308 WC (N/C)
1 19330000 (S)FILTER (N/C)
8 88864004B 0-20 DEXOS (N/C)
57122 TECH PERFORMED A LUBE OIL FILTER SERVICE AND TIRE ROTATION. TECH TOPPED OFF ALL UNDER HOOD FLUID LEVELS AND RESET THE ENGINE OIL LIFE MONITOR SYSTEM IF EQUIPPED. TECH PERFORMED A MULTI POINT INSPECTION AND SET TIRE PRESSURES TO 35 PSI. UPON INSPECTION TECHNICIAN FOUND THAT THE BRAKE FLUID WAS BELOW THE LOW LINE IN THE RESERVOIR, TECHNICIAN INSPECTED ALL OF THE BRAKES AND FOUND THAT THE PASSENGER REAR BRAKE CALIPER WAS COVERED IN BRAKE FLUID AS WELL WAS THE RIM. TECHNICIAN TOPED OFF THE BRAKE FLUID TO THE FULL MARK AND COMPLETELY CLEANED OFF THE CALIPER TO HELP IN LOCATING WERE THE LEAK IS COMING FROM.
****

B CUSTOMER STATES VEHICLE GIVES A LOW BRAKE FLUID MESSAGE. CHECK AND ADVISE
CAUSE: leak.
DIAG DIAGNOSTIC WORK
32 WC (N/C)
1 88967108 (S)VALVE KIT (N/C)
57122 NO MESSAGES ON WHEN PULLING INTO SHOP. BRAKE FLUID FULL. CHECKED FOR TROUBLE CODES AND C0267 LOW BRAKE FLUID INDICATED STORED IN HISTORY. WHILE LOOKING AT VEHICLE WAS INFORMED QUICK LUBE TOPPED OF BRAKE FLUID AND FOUND RIGHT REAR CALIPER LEAKING BUT WAS NOT SURE FROM WHERE. LEAK IS COMING FROM BLEEDER SCREW. TIGHTENED AND CLEANED. ORDERED NEW BLEEDER SCREW. REPLACED BLEEDER SCREW AND CLEANED. TEST DROVE. ALL OKAY AT THIS TIME.
****

C CUSTOMER STATES STABILITRACK LIGHT, T/C LIGHT AND THE BRAKE LIGHT THAT COMES ON WHEN THE PARKING BRAKE IS SET COMES ON AS WELL WHEN THE PARKING BRAKE IS NOT ON. CHECK AND ADVISE

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, liquid, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 2

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		57122/57169	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 21FEB18	0.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
16:15 21FEB18	18:02 28FEB18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	NW		NO WORK PERFORMED				
			99	ISP			(N/C)

57122 no work performed on this line. TECH STATES THESE MESSAGE MOST LIKELY COME ON DO TO THE VEHICLE BEING SO LOW ON BRAKE FLUID. THAT ISSUE WAS TAKEN CARE OF ON LINE B. VEHICLE HAS BEEN ROAD TESTED FOR MORE THEN 45 MILES AND NO WARNING LIGHTS OR WARNING MESSAGES CAME ON.

****

D ENTERPIRSE RENTAL
CA 'SE: .

		RENTAL	RENTAL				
			99	WC			(N/C)

SUBL ENTERPRISE RENTAL PO#44712

				WC			(N/C)

****

EST: 330.00 21FEB18 16:15 SA: 278

CO:IPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000
COMPONENTS		

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

INVOICE

PAGE 3

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		57122/57169	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 21FEB18	0.00	CASH	28FEB18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
16.15 21FEB18	18:02 28FEB18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

▶ _____

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

▶ _____

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CUSTOMER COPY

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8G[redacted]		48861/48890	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			12:30 26SEP17	0.00	CASH	13NOV17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222 ENG:5.3_Liter_SIDI
09:43 21SEP17	13:26 13NOV17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PERFORM GM MULTI-POINT VEHICLE INSPECTION AND ADJUST TIRE PRESSURES.
Front_____Rear_____.
CAUSE: MULTI POINT VEHICLE INSPECTION
27 PERFORM GM MULTI-POINT VEHICLE INSPECTION AND
ADJUST TIRE PRESSURES.
Front_____Rear_____.
308 ISP (N/C)
1 23190335 (S)COVER (N/C)
48861 TECHNICIAN PERFORMED THE GM MULTI-POINT VEHICLE INSPECTION
AND ADJUSTED THE TIRE PRESSURES TO SPECIFICATION ON DOOR PLACARD:
****

B 'USTOMER STATES INTERMITTENLY WHEN APPLYING THE BRAKES THE PEDAL GETS
HARD TO DEPRESS (AS IF PUSHING BACK AGAINST HER). THERE ARE NO
WARNING LIGHTS ON
CAUSE: .
2480118 PIT#5361C
13 [redacted]
WC (N/C)
143 WC (N/C)
1 23135220 (S)BOOSTER (N/C)
1 12669488 (S)PUMP (N/C)
1 23135228 (S)PIPE (N/C)
1 20925765 (S)CYLINDER (N/C)
2480118 PIT#5361C
13 [redacted]
WC (N/C)
2480118 PIT#5361C
143 WC (N/C)
48861 2480118 2.8 checked brake fluid ok. checked for codes in ebcm
none set. test drove vehicle 5 miles did not feel anything abnormal in
pedal at this time all data display looks ok at this time. suspect that
customer may have felt vehicle performing an abs stop. recommend
extended test drive before giving vehicle back to customer. unable to
verify on extended road test called tac found pit5361c. check and found

TRACY CHEVROLET
ALL PARTS ARE NEW
UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

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

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		48861/48890	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
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R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
09:43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

minor oil in bottom of brake booster. order all parts according to document 4748532. REPLACED VACUUM PUMP, VACUUM LINE, BRAKE BOOSTER, MASTER CYLINDER. BLED BRAKE SYSTEM TO PURGE AIR OUT OF HYDRAULIC SYSTEM

****

C CUSTOMER STATES THE TRANSMISSION FEELS CHUGGLES INTERMITTENLY (NO MIL) WHEN ACCELERATING. MORE APPARENT AFTER WARMED UP

CAUSE: INFO

8469959 AUTOMATIC TRANSMISSION - CUSTOMER CONCERN NOT DUPLICATED (CCND)

13 CHAMBERLIN,JONATHAN M LIC#: EO148664

WC (N/C)

FC: 9099 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

48861 checked atf ok checked for codes in powertrain modules none set. test drove vehicle all data looks ok at this time. shift times are within specifications. checked for related bulletins none found. customer did state that it is an intermittent condition. took vehicle for an extended test drive to try to duplicate and diagnose concern. unable to verify the concern

****

D CUSTOMER STATES THE ENGINE SOUNDS ROUGHER THAN IT SHOULD (LEFT FRT OF THE ENGINE ARE0

CAUSE: .

4069919 ENGINE CONCERN - CUSTOMER CONCERN NOT DUPLICATED (CCND)

13 CHAMBERLIN,JONATHAN M LIC#: EO148664

WC (N/C)

48861 started vehicle was not able to duplicate any noise that would be considered excessive at this time no problem found with vehicle at this time.

****

E CUSTOMER STATES THE VEHICLE IS USING EXCESSIVE OIL

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

INVOICE

PAGE 3

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3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
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EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
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R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
09:43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: .			
4067490 ENGINE REPLACEMENT			
308 WC			(N/C)
13 CHAMBERLIN,JONATHAN M LIC#: EO148664			
WC			(N/C)
1 12657207 ENGINE			(N/C)
1 12668614 (S)TUBE			(N/C)
1 88864346 SEALANT			(N/C)
8 88864004B 0-20 DEXOS			(N/C)
2 12657430 (S)GASKET			(N/C)
1 12618336 (S)PIPE			(N/C)
1 12673077 (S)PIPE			(N/C)
2 12657093 (S)GASKET			(N/C)
1 15035747 (S)SEAL			(N/C)
1 15077362 (S)SEAL			(N/C)
1 23258955 (S)CABLE			(N/C)
1 19301722 (S)CONNECTOR KIT			(N/C)
2 12346290 COOLANT			(N/C)
1 12658178 (S)BELT KIT			(N/C)
1 12639010 (S)GASKET			(N/C)
1 23258955 (S)CABLE			(N/C)
1 84095546 (S)BLOCK			(N/C)
3 19353126 FLUID			(N/C)
1 12684125 (S)INJECTOR KIT			(N/C)
1 12677004 F-(S)PIPE			(N/C)
1 12677002 F-(S)PIPE			(N/C)
DIAG DIAGNOSTIC WORK			
308 WC			(N/C)
4067490 ENGINE REPLACEMENT			
13 [redacted]			(N/C)

40885 performed oil consumption test vehicle is using one quart of oil in 1322 miles. called tac as requested by service writer. spoke with kurt case [redacted] stated we should inspect for possible oil

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

TRACY CHEVROLET
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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 4

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		48861/48890	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
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R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
09.43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

in intake and pcv system if no oil is found in induction system replace the pistons and rings according to document 4839668. no oil was found in induction system. ordered parts to perform repair. disassembled vehicle to replace pistons and other necessary components, while disassembling vehicle noticed that engine appears to have been disassembled- has several fasteners that are damaged broken or stripped, also found damaged connectors in wiring harness, history repairs show that this engine had a camshaft replaced. after removing pistons found that the piston on cylinder 3 is coming apart and has caused scoring that damaged engine block. showed damaged engine block to service manager and service writer, turned in cost comparison as requested by service manager to replace engine block. decided to replace engine. installed a fixture under vehicle to move it outside since suspension and steering is currently disassembled or removed from vehicle. after new engine arrived brought vehicle back into shop. continued with engine removal, assembled old engine as a core. serial number a1152366fhmx0667 replacement engine serial number is t1172685k55x3616. transferred all necessary parts such as brackets, accessories, injection system. noticed new engine has damage to oil pan where the oil cooler lines attach to it. took the oil pan back off of the old engine , cleaned it out and installed it on the new engine- noticed that labor op for engine replacement states to use olh for this. installed new engine in vehicle. repaired all damaged threads, and components and connectors that were found that were caused from when someone replaced the camshaft in the old engine. when attempting to start vehicle found it has no electrical power. found blown mega fuse, replaced mega fuse- it is part of the junction block the sits on top of the battery. vehicle now starts and runs. vehicle has a missfire on cylinder 7 checked compression-ok checked for spark -ok. found spark plug is saturated in fuel. found fuel injector is stuck open ordered injector and lines. replaced cylinder 7 fuel injector and high pressure fuel lines started vehicle it no longer has a miss-fire. test drove vehicle to mileage 48885 all data looks ok at this time vehicle ran as designed. WHILE WORKING ON LINE H OUR COMPUTER SYSTEM SHUT DOWN, I WAS

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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CU TOMER #: [redacted]
UNTT# [redacted]

[redacted]

INVOICE

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TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

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09:43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

WORKING ON LINE H FOR ROUGHLY 0.3 HOURS BUT LINE H HAS A TIME FLAG FOR ROUGHLY 5.3 HOURS THIS TIME FLAG NEEDS TO BE MOVED TO LINE E. I ASKED SERVICE WRITER AND SERVICE MANAGER SEVERAL TIMES IF THEY COULD MOVE THIS TIME FLAG, WAS TOLD THAT IT CANT BE MOVED UNTIL IM FINISHED WITH THE REPAIR ORDER.

****

F CUSTOMER STATES THE LEFT REAR LOWER BUMPER FASCIA IS SEPERATING FROM THE FENDER

INFO INFORMATION

13 CHAMBERLIN,JONATHAN M LIC#: EO148664

IC (N/C)

48862 sales dept declined rear bumper fascia repair

****

G CUSTOMER STATES THE USB PORT IN THE CONSOLE (UNDER HVAC HEAD) WORKS BUT WILL NOT HOLD THE CABLE

CAUSE: .

3423190 AUDIO DISC PLAYER AND USB RECEPTACLE REPLACEMENT

13 [redacted] (N/C)

WC (N/C)

1 13509947 RECEPTACLE

FC: PART#: 13509947 COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

48861 VERIFIED THE CONCERN & FOUND USB PORT HAS AN INTERNAL FAULT. REPLACED THE USB PORT IN THE CENTER CONSOLE & TESTED. USB PORT NOW OPERATES TO MANF SPECS

****

H CUSTOMER STATES THE CENTER CONSOLE POWER PORT COVER IS BROKEN

CAUSE: .

5420100 120-VOLT ACCESSORY POWER RECEPTACLE REPLACEMENT

13 [redacted]

TRACY CHEVROLET
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ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

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GAS, OIL, LUBE	
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MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

INVOICE

PAGE 6

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
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SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GF[redacted]		48861/48890	[redacted]

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09:43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
WC			(N/C)
1 13580621 (S)RETAINER			(N/C)

FC: PART#: COUNT:
CLAIM TYPE: ZREG
AUTH CODE:

48861 WHILE WORKING ON LINE H OUR COMPUTER SYSTEM SHUT DOWN, I WAS WORKING ON LINE H FOR ROUGHLY 0.3 HOURS BUT LINE H HAS A TIME FLAG FOR ROUGHLY 5.3 HOURS THIS TIME FLAG NEEDS TO BE MOVED TO LINE E. I ASKED SERVICE WRITER AND SERVICE MANAGER SEVERAL TIMES IF THEY COULD MOVE THIS TIME FLAG, WAS TOLD THAT IT CANT BE MOVED UNTIL IM FINISHED WITH THE REPAIR ORDER. REPLACED CENTER CONSOLE POWER PORT COVER- IT TOOK ROUGHLY 0.3 HOURS

****

I RENTAL CAR
CAUSE: .
INFO INFORMATION
13[redacted]
WC (N/C)
99 WC (N/C)
MISC LOANER CAR CONT #3186
WC (N/C)

****

EST: 938.00 21SEP17 09:43 SA: 76
CONTACT: TODDT

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

INVOICE

PAGE 7

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SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		48861/48890	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			12:30 26SEP17	0.00	CASH	13NOV17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted] DLR:06222
09:43 21SEP17	13:26 13NOV17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MILEAGE LIMIT							
BEGIN MILES					40560	40560	
END MILES						100000	
COMPONENTS							

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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

▶ _____

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

▶ _____

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to lead chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. [Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.] For further information about Proposition 65, http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 76 TODD N TANNAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		48861/48861	[redacted]

EL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 26OCT17	0.00	CASH	31OCT17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222 ENG:5.3_Liter_SIDI
07:06 26OCT17	15:23 31OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A TECH STATES THE ENGINE HE INSTALLED ON RO# [redacted] HAS A MISFIRE ON CYLINDER #7

MISC MISC

99 ISP (N/C)

48861 RO OPENED MISTAKENLY-NOT A B CLAIM. SEE RO#316318 FOR REPAIR

****

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000
COMPONENTS		

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for your parts and service needs
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Ryan Ford @ 209-835-4500 x2217

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

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

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(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GF[redacted]		47394/47394	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 02SEP17	0.00	CASH	05SEP17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222 ENG:5.3_Liter_SIDI
11:59 02SEP17	18:49 05SEP17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE IS USING OIL. (OIL CONSUMPTION TEST)\
MISC MISC
301 ISP (N/C)
47394
TECH 301 INSPECTED VEHICLE OIL DIPSTICK, DIPSTICK HAD NO OIL ON IT PRIOR TO SERVICE
TECH 301 NOTICED VEHICLE WAS 2.75 QUARTS LOW PRIOR TO SERVICE
TECH 301 ADDED 2.75 QUARTS OF OIL TO VEHICLE, OIL LEVEL TOPPED OFF
****

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000
COMPONENTS		

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		45224/45224	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 05AUG17	0.00	CASH	05AUG17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
15:48 05AUG17	15:51 05AUG17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VHEICLE IS LOSING OIL.

MISC MISC

99 ISP (N/C)

45224 VEHICLE WAS TOPPED OFF TODAY IT WAS A QUART LOW. THIS WILL BE THE START OF A SET OF THREE OIL CONSUMPTION TEST DONE EVERY 1000 MILES. PLEASE BRING THE VEHICLE BACK AT 46224 MILES SO WE CAN CHECK THE OIL LEVEL AND TOP IT OFF IF NEED BE.

****

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000
COMPONENTS		

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

▶ _____

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

▶ _____

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

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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.(209) 229-7111
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 278 AARON MOORADIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		43241/43241	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 12JUL17	0.00	CASH	13JUL17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06222
13:30 12JUL17	11:54 13JUL17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CPO MAINT SYNTHETIC			
CAUSE: .			
0600213 DEXOS CPO MAINT			
295 WC			(N/C)
1 19330000 (S)FILTER			(N/C)
10 88864004B 0-20 DEXOS			(N/C)
FC: 9098 PART#: COUNT:			
CLAIM TYPE: ZREG			
AUTH CODE:			

43241 Tech performed lof & rot.

****

COMPANY NAME	CAR CARE	FIDELITY GOLD
COMPANY PHONE		
POLICY NUMBER	TBD.INS3	TBD
POLICY TERM	60	72
EFFECTIVE DATE	08 MAY 2017	08 MAY 2017
DEDUCTIBLE	0.00	100.00
MILEAGE LIMIT		
BEGIN MILES	40560	40560
END MILES		100000
COMPONENTS		

Thank you for choosing TRACY CHEVROLET
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Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW
UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASEIN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

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CUSTOMER #:
UNIT# [redacted]

[redacted]

INVOICE

PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.209-833-4554
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 169 ASHLEY JOUANICOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GF[redacted]		40554/40559	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
DD			18:00 13APR17	0.00	CASH	14APR17

R.O. OPENED	BOOKED	OPTIONS:	STK: [redacted]	DLR:06222	ENG:5.3_Liter_SIDI
15:16 12APR17	17:01 14APR17				

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS LUBE OIL FILTER SERVICE WITH MULTI POINT VEHICLE INSPECTION(includes $2 hazardous waste charge)34.95+tax up to 5qts oil(Diesel/Synthetic extra charge) Tire pressures after service completed Rear_____Front_____.			
CAUSE: TECHNICIAN PERFORMED LUBE OIL FILTER SERVICE, TECH TOPPED OFF ALL UNDERHOOD FLUID LEVELS AND REST THE ENGINE OIL LIFE MONITOR IF EQUIPPED. TECH PERFORMED A BATTERY LOAD TEST AND A MULTI POINT VEHICLE INSPECTION. TECH SET THE TIRE PRESSURES TO_____			
LOF CUSTOMER REQUESTS LUBE OIL FILTER SERVICE WITH MULTI POINT VEHICLE INSPECTION(includes $2 hazardous waste charge)34.95+tax up to 5qts oil(Diesel/Synthetic extra charge) Tire pressures after service completed Rear_____Front_____.			
107 IC			(N/C)
HAZ HAZARDOUS WASTE OIL			(N/C)
1 19330000 (S)FILTER			(N/C)
8 88864004B 0-20 DEXOS			(N/C)
**********			
B PERFORM USED VEHICLE SAFETY INSPECTION AS PER ATTACHED INSPECTION SHEET			
99 PERFORM USED VEHICLE SAFETY INSPECTION AS PER ATTACHED INSPECTION SHEET			
107 IC			(N/C)
**********			
C PERFORM WIPER BLADE/INSERT REPLACEMENT			
MISC MISC			
107 IC			(N/C)
2 23360288 (S)BLADE			(N/C)
**********			
D** REPLACE AIR FILTER			
MISC MISC			
145 IC			(N/C)
1 22845992 (S)ELEMENT			(N/C)

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

▶ _____

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

▶ _____

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 2

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.209-833-4554
EMAIL: www.tracychevrolet.com
BAR # ARD 254179
EPA # CAL 000330423

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 169 ASHLEY JOUANICOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		40554/40559	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
DD			18:00 13APR17	0.00	CASH	14APR17

R.O. OPENED	BOOKED	OPTIONS: STK: [redacted] DLR:06222 ENG:5.3_Liter_SIDI
15:16 12APR17	17:01 14APR17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E** REPLACE REAR TIRES			
CAUSE: TECHNICIAN MOUNTED AND BALANCED TWO TIRES, TECH SET TIRE PRESSURES TO FACTORY RECOMMENDED PRESSURE AS PER DOOR PLACARD. TECH REPLACED THE VALVE STEMS ONLY IF VEHICLE NOT EQUIPPED WITH TIRE PRESSURE SENSOR.			
MB2 CUSTOMER REQUESTS MOUNT AND BALANCE TWO TIRES			
145 IC			(N/C)
2 20937761 GY2656518			(N/C)
4 CA-TIRE-FEE CA TIRE FEE			(N/C)
40554 replaced both rear tires			
**********			
F** REPLACE FRONT BRAKE PADS AND MACHINE ROTORS			
BRAKES BRAKES AND RELATED REPAIRS			
145 IC			(N/C)
1 23135915 (S) PAD KIT			(N/C)
40554 REPLACED FRONT BRAKES AND MACHINED ROTRS			
**********			
G** PERFORM ALIGNMENT TO FACTORY SPECS.			
CAUSE: TECHNICIAN PERFORMED ALIGNMENT AND SET TO FACTORY SPECIFICATIONS.			
MISC MISC			
142 IC			(N/C)
40554 performed alignment			
**********			
H** CUSTOMER REQUESTS AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE (UP TO 16qts ATF) 219.95 + TAX			
CAUSE: TECHNICIAN PERFORMED AN AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE AND TOPPED OFF THE TRANSMISSION FLUID AS REQUESTED			
ATFE CUSTOMER REQUESTS AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE (UP TO 16qts ATF) 219.95 + TAX			
145 IC			(N/C)
16 88862156B DEX6 ATF			(N/C)
1 6600 ATF SERV			(N/C)

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

FINAL REVISED ESTIMATE: $_____

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

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

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

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65, http://www.oehha.org/prop65.html

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CUSTOMER COPY

CUSTOMER #:
UNIT# [redacted]

[redacted]

INVOICE

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.209-833-4554
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 169 ASHLEY JOUANICOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GR[redacted]		40554/40559	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
DD			18:00 13APR17	0.00	CASH	14APR17

R.O. OPENED	BOOKED	OPTIONS: STK:[redacted] DLR:06222 ENG:5.3_Liter_SIDI
15:16 12APR17	17:01 14APR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

40554 TECHNICIAN PERFORMED AN AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE AND TOPPED OFF THE FLUID AS REQUESTED

****

EST: 1,595.35 13APR17 10:15 SA: 169
CONTACT: JEREMY

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager
Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE: $_____

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE
▶ _____

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components core in chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, http://www.calriba.org/prop65.html

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

TRACY CHEVROLET
3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT.209-833-4554
EMAIL: www.tracychevrolet.com

BAR # ARD 254179
EPA # CAL 000330423

SERVICE ADVISOR: 169 ASHLEY JOUANICOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	GMC YUKON	1GKS2GKC8GF[redacted]		40560/40560	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN16 DD			18:00 14APR17	0.00	CASH	24APR17

R.O. OPENED	BOOKED	OPTIONS:
16:18 14APR17	12:03 24APR17	STK: [redacted] DLR:06222 ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TECH STATES THE IPC LENSE IS CRACKED			
MISC MISC			
107 CC		266.40	266.40
1 84054176AJR CLUSTER	315.00	315.00	315.00
40560 REPLACED IPC AND PROGRAMMED			
**********			

EST: 0.00 14APR17 16:18 SA: 169

BILL TO ENTERPRISE PER JEREMY NUNES, ADVISED TO USE FULL VIN AS PO#

Thank you for choosing TRACY CHEVROLET for your parts and service needs
If you are visiting for warranty concerns, the Factory may send you a survey. If for any reason you cannot answer completely satisfied, please call The Service Manager Ryan Ford @ 209-835-4500 x2217

TRACY CHEVROLET
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE: $_____

FINAL REVISED ESTIMATE: $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	266.40
PARTS AMOUNT	315.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	581.40
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	581.40

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5, et seq.) For further information about Proposition 65, go to www.oehha.org/prop65.html

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PE18-012

GM

3-27-2019

Q3

Chevrolet - Concern On A Vehicle I Own-Additional Info:Brake vacuum pump problems with 2016 Tahoe GR[redacted] causing poor braking performance at low speed.

Apr 13, 2018 1:27:50 PM : System : Welcome to Chevrolet

Apr 13, 2018 1:27:51 PM : System : Welcome to chat.

Apr 13, 2018 1:28:10 PM : Emma : Hi, [redacted] Thank you for contacting Chevrolet Customer Assistance, my name is Emma.

Apr 13, 2018 1:28:18 PM [redacted] : Hi Emma

Apr 13, 2018 1:28:28 PM : Emma : I'm sorry to hear you are experiencing such frustrations regarding the brake vacuum.

Apr 13, 2018 1:28:36 PM : Emma : Is this the first time that you've encountered this concern?

Apr 13, 2018 1:29:03 PM : [redacted] I just had this repaired at a significant expence by my Chev dealer. Looking for some help from Checy

Apr 13, 2018 1:29:30 PM [redacted] : First time, but found lots of info from others with same problem

Apr 13, 2018 1:29:45 PM : Emma : The issue is already fixed, did I get that right?

Apr 13, 2018 1:30:08 PM : [redacted] : Brake vacuum pump gets engone oil intrusion ans contaminates the booster and master cylinder

Apr 13, 2018 1:30:37 PM [redacted] : It was fixed by dealer but out of 36K warranty period. I paid.

Apr 13, 2018 1:31:40 PM [redacted] : I have owned lots of GM vehicles, includiing 4 tahoes with no other problems

Apr 13, 2018 1:31:41 PM : Emma : May I have the current mileage on the vehicle and at least the last 8 digits of the VIN?

Apr 13, 2018 1:32:22 PM : [redacted] : Vin GR[redacted] with 40100 miles, therr years old

Apr 13, 2018 1:32:33 PM : [redacted] : three years old

Apr 13, 2018 1:32:39 PM : [redacted] : I am second owner

Apr 13, 2018 1:32:59 PM : Emma : Thanks! Let me just pull up the vehicle information.

Apr 13, 2018 1:33:56 PM : Emma : [redacted] may I ask when did you get this repaired?

Apr 13, 2018 1:34:10 PM : Emma : And what is the name of the dealership?

Apr 13, 2018 1:35:14 PM : [redacted] : I was finished last Friday, 4-6-18. Dealer is Ed Morse Chevrolet in Sunrise Fl

Apr 13, 2018 1:36:24 PM : Emma : Thanks for the added information.

Apr 13, 2018 1:36:58 PM : [redacted] : There is a reference on the job ticket. PIT5361C, suspect engine oil in brake booster

Apr 13, 2018 1:40:03 PM : Emma : I have no access to job ticket information, [redacted] Yet, I do want to ask, how would you like Chevrolet to assist you? Or what exactly are you seeking for as an assistance from Chevrolet?

Apr 13, 2018 1:41:38 PM : [redacted] : The bill was over $1400, it seems like this is a known problem and I would like some payment toward this repair. Like I said I am a loyal GM buyer, including 11 corvettes over the years.

Apr 13, 2018 1:42:49 PM : Emma : I have generated you a service request number, [redacted]. This is where I am documenting what we have discussed today.

Apr 13, 2018 1:43:30 PM : Emma : I have no guarantee over the extent of assistance, yet, due to the nature of your concern, I will be endorsing your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns.

Apr 13, 2018 1:43:36 PM : Emma : I do not have a name to provide, yet, he or she will be contacting you by phone within 2 business days. Please keep the service request number and keep your phone line open.

Apr 13, 2018 1:43:50 PM : Emma : I just want to advise you that our Senior advisors do not have operation during weekends. You may expect their call by Tuesday of next week.

Apr 13, 2018 1:44:33 PM : Emma : What is usually the best time that you can be reached?

Apr 13, 2018 1:45:03 PM [redacted]: OK thank you for starting a claim. Best number is [redacted] and anytime is fine, I am retired :)

Apr 13, 2018 1:45:19 PM : Emma : I have that noted.

Apr 13, 2018 1:45:25 PM : Emma : Is there anything else I can assist you with today?

Apr 13, 2018 1:45:54 PM : [redacted] : No that is it. Thanks again for listening

Apr 13, 2018 1:46:20 PM : Emma : You are welcome! Thank you for contacting Chevrolet Customer Assistance! Have a great weekend!

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [5:29:05 PM]:

Welcome to chat.

Armin Angel [5:29:22 PM]:

Thank you for chatting Chevrolet Customer Assistance Center, my name is Min. How can I help you today?

[redacted] **[5:30:12 PM]:**

Hello, I am currently sitting within a chevy dealership in San Luis Obispo- my trucks brakes failed today even though it only has 45,000 miles. They are saying there is no recall- even though there are 54 complaints with a similar issue filed with the NTSB.

[redacted] **[5:30:19 PM]:**

[redacted]

[redacted] **[5:30:46 PM]:**

I would like to start a claim with Chevy.

Armin Angel [5:32:22 PM]:

Thank you. I understand how frustrating this situation is for you. I appreciate you taking the time to chat with us today.

[redacted] **[5:32:53 PM]:**

I attempted to call, but the service line was having issues with my phone.

Armin Angel [5:34:01 PM]:

I'm sorry to hear that you were unable to reach us through phone.

[redacted] **[5:34:18 PM]:**

What would be the best way to start a claim

Armin Angel [5:34:29 PM]:

Let me go ahead and assist you further.

Armin Angel [5:34:55 PM]:

Can you give me the current mileage of the vehicle, please?

[redacted] **[5:35:01 PM]:**

45,580

Armin Angel [5:37:38 PM]:

Thank you. Can you also verify your current mailing address, please?

[redacted] **[5:38:44 PM]:**

[redacted]

[redacted] **[5:38:48 PM]:**

[redacted]

[redacted] **[5:38:55 PM]:**

That is where the car is registered

Armin Angel [5:41:18 PM]:

Perfect! Can you give me 2-3 minutes to check this, please?

[redacted] **[5:41:23 PM]:**

Of course

Armin Angel [5:44:09 PM]:

Thank you for your patience. I checked the vehicle information if there are bulletins related to the issue and there is none. I appreciate you taking the initiative to research on this.

[redacted] **[5:45:21 PM]:**

I am aware there are no current bulletins, I am trying to file a claim so as to create one. My brakes failed and I almost hit someone due to an issue with the vehicle that is documented by other people as well. This is a liability for chevrolet.

Armin Angel [5:46:33 PM]:

We will be more than happy to check what options can be made available for you.

Armin Angel [5:46:41 PM]:

Based on the information that you have shared with me, I need to endorse your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and both Senior Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

Armin Angel [5:47:12 PM]:

I created a case number for your reference, [redacted]

Armin Angel [5:47:39 PM]:

Do you have a preferred time for the call back?

[redacted] [5:50:20 PM]:

Thank you. I would prefer today as I am planning to trade in the vehicle tomorrow.

[redacted] [5:50:21 PM]:

[redacted]

[redacted] [5:50:28 PM]:

Is this the bulletin you are looking for?

Armin Angel [5:52:39 PM]:

I apologize. The time frame for the call back will be within 2 business days as they need to gather more information before reaching out to you. However, I can express the urgency of the matter and check if they can call sooner than the expected time frame.

[redacted] 5:53:01 PM]:

Ok thank you. I would prefer the morning. Thank you!

Armin Angel [5:53:46 PM]:

You're welcome! Is there anything else that I can help you with today?

[redacted] [5:53:56 PM]:

Not at this time. Thank you!

Armin Angel [5:55:12 PM]:

Perfect! Thank you for chatting with Chevrolet Customer Assistance Center! Again, this is Min and I hope you have a great day! If you have additional questions, please feel free to contact us again.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

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

Caller English

System [5:18:49 PM]:

Welcome to chat.

Brandon [5:18:59 PM]:

Thanks for contacting GMC Customer Assistance, my name is Brandon. I apologize to see you are experiencing a vehicle concern. May you please allow me 1-3 minutes to review your concern provided?

[redacted] [5:19:14 PM]:

Yes

Brandon [5:19:45 PM]:

Thank you for your patience and I would be more than happy to assist you further. May you please provide me your mailing address and current mileage?

[redacted] [5:20:25 PM]:

Additionally, there are 200+ complaints about this online...

Brandon [5:21:11 PM]:

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

Brandon [5:21:48 PM]:

For me to better assist you today. May you please provide me your mailing address and current mileage?

[redacted] [5:22:30 PM]:

[redacted]

[redacted] [5:22:42 PM]:

58704 miles

[redacted] [5:23:48 PM]:

The 3rd party site is national transportation agency...you know they regulate your industry

Brandon [5:24:44 PM]:

I'm sorry, I don't understand your statement and that you for that information. What is the name of the dealership that is currently assisting you?

[redacted] [5:25:38 PM]:

It's the federal government agency that Americans report issues like this to.

[redacted] [5:26:38 PM]:

Right now no dealership

Brandon [5:27:04 PM]:

When was the vehicle last inspected by a GMC dealership?

Brandon [5:27:22 PM]:

I have created a case in regards to your concerns. Your case number is [redacted].

[redacted] [5:27:24 PM]:

3 weeks ago

Brandon [5:27:34 PM]:

What was the name of the dealership?

[redacted] [5:28:01 PM]:

Swell in Dallas Tx

Brandon [5:29:18 PM]:

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

Brandon [5:30:28 PM]:

I do see there is a recall for the front airbag non-deployment.

[redacted] [5:30:48 PM]:

And there has not been a recall for the break system but there has been a recall for everything else since I bought this crappy truck.

[redacted] [5:31:36 PM]:

I had the air bag fixed.

Brandon [5:31:40 PM]:

To better assist you, what type of resolution are you seeking from GMC?

[redacted] [5:32:14 PM]:

I want my breaks fixed before it kills my kids.

Brandon [5:34:08 PM]:

We do understand your frustrations. You and your family safety is extremely important to us and we would be more than happy to assist with this concern.

Brandon [5:34:26 PM]:

How long has the light been illuminated?

[redacted] [5:36:33 PM]:

It started started today and it comes on every time I push on the break. I just stopped and pushed the break all way down

[redacted] [5:36:56 PM]:

To the floor

Brandon [5:37:37 PM]:

For me to better understand. Your vehicle just started this concern as today with the brake light illuminating?

[redacted] [5:38:30 PM]:

NO.

[redacted] [5:39:11 PM]:

The light coming on constantly started today.

Brandon [5:40:11 PM]:

So basically everything has started today. Is that correct with the brakes?

[redacted] [5:40:38 PM]:

NO...

[redacted] [5:41:03 PM]:

Take a moment and read over what I have sent you so far

Brandon [5:41:34 PM]:

[redacted], I just asked you how long has the light been illuminated and you stated it started today.

[redacted] [5:42:18 PM]:

The light started several weeks ago. But now its constantly on

[redacted] [5:43:32 PM]:

It started like I told you when the ABS start coming on

[redacted] [5:44:10 PM]:

But you were more concerned with 3rd party websites....Brandon

Brandon [5:45:58 PM]:

I do apologize, you feel that way [redacted]. However, I would be more than happy to assist. Is the ABS light still illuminated on the vehicle or was it taking off 3 weeks ago when the vehicle arrived to the dealership?

[redacted] [5:47:34 PM]:

ABS doesn't come on with a light it just comes on

[redacted] [5:48:46 PM]:

Causing the truck to jerk.

Brandon [5:50:17 PM]:

I'm sorry [redacted] for me to better understand. You stated the brake assist light keeps coming on. For months the brake peddle activates the ABS system. When this has occurred is the ABS light illuminated in yellow within your instrument panel or within red?

[redacted] [5:51:55 PM]:

No the ABS light does not come on..that's why I know there's a problem

Brandon [5:53:02 PM]:

When ABS-equipped brakes are pressed hard (for instance in the case of a panic stop) the ABS system pumps the brakes up to 30 times per second to prevent them from locking up. ABS helps the driver maintain control and stop the car in a straight line, rather than spinning out of control.

Brandon [5:54:26 PM]:

When the breaks are engaged when operating the vehicle is there any noises produced?

[redacted] [5:54:31 PM]:

Yes I know...but it shouldn't do it when going 10mph

Brandon [5:54:34 PM]:

*Brakes.

[redacted] [5:55:06 PM]:

Yes like a grabbing sound

Brandon [5:56:13 PM]:

What is the color of the brake assist light that keeps coming on?

[redacted] [5:56:52 PM]:

Gold

Brandon [5:58:38 PM]:

Can you describe how it looks?

Brandon [5:59:12 PM]:

For instance does it have two arrows pointing to a dot?

[redacted] [6:00:03 PM]:

Brake assist activated

[redacted] [6:00:10 PM]:

No arrows

Brandon [6:02:45 PM]:

(According to the Owner's Manual p.9-53) Brake Assist: This vehicle has a brake assist feature designed to assist the driver in stopping or decreasing vehicle speed in emergency driving conditions. This feature automatically uses the stability system hydraulic brake control module to supplement the power brake

system under conditions where the driver has quickly and forcefully applied the brake pedal in an attempt to quickly stop or slow down the vehicle. The stability system hydraulic brake control module increases brake pressure at each corner of the vehicle until the ABS activates. Minor brake pedal pulsation or pedal movement during this time is normal and the driver should continue to apply the brake pedal as the driving situation dictates. The brake assist feature will automatically disengage when the brake pedal is released or brake pedal pressure is quickly decreased.

[redacted] [6:03:58 PM]:

It happens also when the vehicle is at a complete stop.

[redacted] [6:04:19 PM]:

Such as today.

Brandon [6:05:50 PM]:

Is the brakes engaged at this time?

[redacted] [6:06:08 PM]:

No it's in park

Brandon [6:08:08 PM]:

May you please allow me 3-5 minutes to research?

[redacted] [6:08:19 PM]:

Sure

Brandon [6:09:23 PM]:

Thank you for your patience. Does it say service brake assist?

Brandon [6:17:02 PM]:

Thank you for your patience [redacted]. Are you still there?

Brandon [6:18:05 PM]:

What I can suggest is since your vehicle is having this concern is to get your vehicle to the dealership.

Brandon [6:18:41 PM]:

Would you like for me to provide you with the dealership phone number or website so that you can schedule an appointment?

[redacted] [6:19:14 PM]:

Who's paying for it!

Brandon [6:20:32 PM]:

The vehicle hasn't been seen by a dealership so we can't look into that option until the vehicle has been visually inspected and diagnosed by your local GMC dealership.

[redacted] [6:21:22 PM]:

I'll be there again 1st thing tomorrow

Brandon [6:22:01 PM]:

Would you like for me to provide you with their phone number so that you can schedule an appointment or their website?

[redacted] [6:22:24 PM]:

I have it

Brandon [6:23:08 PM]:

Once the vehicle has been visually inspected and diagnosed by the dealership. Please contact us back with the case number and we can work with the dealership to look into those options.

Brandon [6:23:16 PM]:

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

[redacted] [6:23:37 PM]:

No.

Brandon [6:24:10 PM]:

Have a great week and thanks for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

2016 SILVERADO 1500 4WD LT CREW GENERAL MOTORS LLC
G1C SLATE GREY METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC UKRE C6 GG[redacted] VEHICLE INVOICE [redacted]
**********7871******13*06444S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	41370.00	38474.10	INVOICE 11/10/15
C5Z 7,200 LB GVW RATING	N/C	N/C	SHIPPED 11/10/15
E5D ASSIST HANDLE - DRIVER-SIDE FRONT PILLAR (DLR INSTALLED)	80.00	72.80	EXP I/T 12/03/15
			INT COM 12/03/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 11/10/15
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH AND NAVIGATION APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES (REPLACES STD. AUDIO SYSTEM)	495.00	450.45	KEYS V1684 V1684
			WFP-F QTR OPT-1
			BANK: ALLY - 085
			CHG-TO 06-444
			SHIP WT: 5389
			HP: 45.7
JL1 TRAILER BRAKE CONTROLLER	275.00	250.25	GVWR: 7200
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	996.45	GAWR.FT: 3950
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	GAWR.RR: 3950
PDU ALL STAR EDITION	2360.00	2147.60	EMPLOY: 42222.02
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL			SUPPLR: 43923.15
			NTR: 1/2
			DAN: ALSNV
* PWR SEAT ADJUSTER, DRIVER			EMPINC: 2586.27
* LED FRONT FOG LAMPS			SUPINC: 885.15
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			
* STEERING COLUMN, TILT & TELESCOPING			
* REMOTE VEHICLE START			
* REAR VISION CAMERA			
* REAR WINDOW DEFROSTER			
* POWER OUTLET, 110-VOLT AC			
PZX WHEELS, 18" BRIGHT-MACHINED ALUMINUM	345.00	313.95	
RBX 18" TIRES, ALL TERRAIN	200.00	182.00	
UF2 LED LIGHTING, CARGO BOX	125.00	113.75	
VBJ UNDERSEAT STORAGE (DEALER INSTALLED)	230.00	209.30	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-	

** CONTINUED ON PAGE 2 **

2016 SILVERADO 1500 4WD LT CREW GENERAL MOTORS LLC
G1C SLATE GREY METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC UKRE C6 GG[redacted] VEHICLE INVOICE [redacted]
**********7871******13*06444S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	45825.00	42528.15	ACT 237 42348.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1374.75
DEALER IMR CONTRIBUTION		458.25	ADV 261 458.25
LMA GROUP CONTRIBUTION		458.25	EXP 65A 458.25
TOTAL	47020.00	44639.65	PAY 310 44639.65

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 42644.35

****

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.

AMERICAN CHEVROLET

REMIT TO ALLY NO 085
VIN 3GCUKREC6GG[redacted]
$ 44639.65 INV [redacted]
DUE 12/03/15 DEALER 06-444

PE18-012

GM

3-27-2019

Q3

AMERICAN CHEVROLET

4742 McHenry Avenue
Modesto, CA 95356

Phone (209) 575-1606
Fax (209) 491-7825

TO: 866-857-3112

ATTN: CA CEC

DATE: 4/20/18

NUMBER OF PAGES (including cover sheet) 26

SR: [redacted]

no mods or accidents to our knowledge.

[redacted]

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS: CELL		[redacted]
CUSTOMER NO. [redacted]		ADVISOR: CARL P WIEGAND 123		TAG NO. [redacted]	INVOICE DATE: 01/31/18	INVOICE NO. [redacted]
[redacted]		LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 34,371	COLOR: SLATE GRY M	STOCK NO. [redacted]
		YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE: 04/29/16	DELIVERY MILES: 4,186
		VEHICLE I.D. NO.: 3 G C U K R E C 6 G G [redacted]			SELLING DEALER NO.: AMERICAN	PRODUCTION DATE
		R.T.E. NO.	P.O. NO.		R. O. DATE: 01/30/18	
		COMMENTS				MO: 34382

LABOR & PARTS---------- HOURS: ---------- TECH(S): 169 ---------- WARRANTY

4022330 2.40 0.30 diag

J# 1 04CVZ SES DIAG SES

CUSTOMER STATES VEHICLE SERVICE ENGINE
SOON LIGHT IS ON. CHECK AND REPORT.
POSSIBLE INJECTOR CODES? SEE ADVISOR.
CODE P050D STORED. TESTED AND FOUND THE INJECTOR ON CYL #1
IS NOT DROPPING. WILL NEED TO REPLACE. REPLACED ALL 4 ON
BANK 1 PER PIP5498. CLEARED CODES AND RETESTED OK. 169.
REPLACEDFOUR FUEL INJECTORS.

B21|9090

3GCUKREC9JG [redacted]
421

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	4	12684125	INJECTOR 3.300 Y		WARRANTY
JOB # 1	1	12677004	PIPE 3.163 Y		WARRANTY
JOB # 1	1	12677002	PIPE 3.163 Y		WARRANTY
JOB # 1	8	12626354	GASKET 3.270 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

INTERNAL

J# 2 99CVZ TIRE PRESSURE HOURS: 0.00 TECH(S): 169

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

INTERNAL

J# 3 88CVZ DPVI RPT CARD HOURS: 0.00 TECH(S): 169

PERFORM MULTI POINT INSPECTION REPORT PER MENU.

REPORT CARD COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 98CVZRBK BRAKE INSPECTION HOURS: TECH(S): 169 120.00

CUSTOMER ADVISED FRONT BRAKES IN THE YELLOW.
RECOMMENDATION REPLACE PADS, TRUE ROTORS.
REPLACED PADS AND TURNED ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	84218390	PAD KIT 5.017 Y	115.00	115.00
			JOB # 4 TOTAL PARTS		115.00
			JOB # 4 TOTAL LABOR & PARTS		235.00

J# 5 11CVZ MAINT +AUTO.TRANS SERVICE HOURS: TECH(S): 169 78.95

CUSTOMER REQUESTS AUTO TRANSMISSION SERVICE.

SERVICE COMPLETED. REPLACE TRANS FILTER

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company (MAINTIN
SF618212 O (08/1

[redacted]

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 8:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE
				CELL:	[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CARL P WIEGAND 123	[redacted]	01/31/18	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 34,371	COLOR SLATE GRY M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 04/29/16	DELIVERY MILES 4,186
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO. AMERICAN	PRODUCTION DATE
	R.T.E. NO. / P.O.		R.O. DATE 01/30/18	
	COMMENTS			MO: 34382

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	24236933	FILTER KI 4.197 Y	41.00	41.00
			JOB # 5 TOTAL PARTS		41.00
			JOB # 5 TOTAL LABOR & PARTS		119.95

G.O.G. & SUPPLIES					
JOB # 5	5.0	88862156 DEXRON VI ATF 1Q @	4.000 /UNIT		20.00
				TOTAL - GOG	20.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	RENTAL	AMERICAN CHEV RENTAL		WARRANTY
JOB # 5	CDT	COUPON DISCOUNT(TRUCK)	680640	-10.00
			TOTAL - MISC	-10.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $125.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $250.00 (+TAX) ON 01/30/18 AT 05:01pm
BY MATTHEW MACHT COMMENTS FRONT BRAKE PADS.
APPROVED REVISED ESTIMATE (# 2) OF $390.00 (+TAX) ON 01/30/18 AT 05:07pm
BY MATTHEW MACHT COMMENTS TRANSMISSION SERVICE.

TOTALS

********** REMINDER **********
CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? DON'T FORGET OUR EXPRESS SERVICE FACILITY. OPEN M-F 8-6PM, SAT 9-6PM, & SUN 10-5PM FOR YOUR CONVENIENCE

TOTAL LABOR....	198.95
TOTAL PARTS....	156.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	20.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-10.00
TOTAL TAX.....	13.86
TOTAL INVOICE $	**378.81**

----CASH	---------AMOUNT	---------DATE	---------INITIAL
----CHECK	---------AMOUNT	---------DATE	[redacted] AL
✓ -VISA	378.81 AMOUNT	1/31/18 DATE	[redacted] AL
----M/C	---------AMOUNT	---------DATE	---------INITIAL
----OTHER	---------AMOUNT	---------DATE	---------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 07:45pm

The Reynolds and Reynolds Company ERAINTNN
SF618212 Q (08/1

#1 COMPLAINT

SES LIGHT IS ON
CODE P050D STORED. TESTED AND FOUND THE INJECTOR ON CYL #1 IS NOT DROPPING. WILL NEED TO REPLACE. REPLACED ALL 4 ON BANK 1 PER PIP5498. CLEARED CODES AND RETESTED OK. 169

CAUSE

CORRECTION

#2 COMPLAINT

CAUSE *MPVI 169*

CORRECTION

REPLACED THE FRONT PADS AND TURNED THE ROTORS
169

#3 COMPLAINT

CAUSE

PERFORM TRANSMISSION SERVICE
169

CORRECTION

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
5	5	[redacted] OPER. NO. Rigg EMP. NO. 169	1	JA 30 1 ·2 ON 30 12 ·7

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
12	12	[redacted] OPER. NO. EMP. NO. 169	1	JA 30 ·9 ON 30 ·7

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
7	7	[redacted] OPER. NO. EMP. NO. 169	1	JA 30 1 ·3 ON 30 1 ·6

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
5	5	[redacted] OPER. NO. EMP. NO. 169	3	JA 30 1 ·7 ON 30 1 ·2

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
10	18	[redacted] OPER. NO. EMP. NO. 169	4	JA 31 11 ·5 ON 31 10 ·5

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
8	10	[redacted] OPER. NO. EMP. NO. 169	5	JA 30 10 ·5 ON 31 9 ·8

E.P.A. # CAR 000002477
B.A.R. # AG-164554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7513

[redacted]

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS / / / CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR PHILLIP ADAMS 344	TAG NO. [redacted]	INVOICE DATE 11/09/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 30,976	COLOR SLATE GRY M
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 04/29/16	STOCK NO. [redacted]
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO.	DELIVERY MILES 4,186
	R.T.E. NO.	P.O. NO.	R.O. DATE 11/09/17	PRODUCTION DATE
	COMMENTS			MO: 30977

TOTALS----------

********** REMINDER **********
CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? DON'T FORGET OUR EXPRESS SERVICE FACILITY. OPEN M-F 8-6PM, SAT 9-6PM, & SUN 10-5PM FOR YOUR CONVENIENCE

----CASH	--------AMOUNT	--------DATE	--------INITIAL	
----CHECK	--------AMOUNT	--------DATE	--------INITIAL	
X VISA	102.92	11/9	Cle	
----M/C	--------AMOUNT	--------DATE	--------INITIAL	
----OTHER	--------AMOUNT	--------DATE	--------INITIAL	

TOTAL LABOR....	20.51
TOTAL PARTS....	40.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	35.44
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.02
TOTAL INVOICE $	**102.92**

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

[SERVICE FILE COPY] [END OF INVOICE] 08:01am

The Reynolds and Reynolds Company ,ERAINTINVE
SF618212.Q (08/14)

04/23/2018 04:45PM 2094917825 AMERICAN CHEVROLET PAGE 05/26

[redacted]

CAR 000002477
R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

[redacted]

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	C[redacted]
				CELL	

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	PHILLIP ADAMS 344	[redacted]	11/09/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 30,976		COLOR SLATE GRY M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 04/29/16	DELIVERY MILES 4,186
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/09/17	
	COMMENTS			MO: 30977

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

J#:1 01CVZ OHDEX0W20 EXPRESS OWZO OIL CHG HOURS: 0.0 TECH(S):0983 26.51

CHANGE OIL AND FILTER
UP TO EIGHT QUARTS
REGULAR MAINTENANCE
JOB COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK63	OIL FILTER	6.00	6.00
JOB # 1	1	12616850	SEAL 1.456 Y	****	****
JOB # 1	1	19330001	FILTER 1.836 Y	****	****
			JOB # 1 TOTAL PARTS		6.00
			JOB # 1 TOTAL LABOR & PARTS		26.51

J#:2 01CVZ QUIKROT TIRE ROTATION HOURS: 0.0 TECH(S):0983 0.00

QUICK SERVICE ROTATE TIRES PER FACTORY RECOMMENDATIONS
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J#:3 99CVZ TIRE PRESSURE HOURS: 0.0 TECH(S):0983 0.00

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J#:4 01CVZ QCABFLT REPLACE CABIN FILTER HOURS: 0.0 TECH(S):0983 0.00

CUSTOMER REQUESTS REPLACE CABIN AIR FILTER
-
REPAIR COMPLETE FILTER REPLACED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	23281440	FILTER 9.786 Y	34.95	34.95
			JOB # 4 TOTAL PARTS		34.95
			JOB # 4 TOTAL LABOR & PARTS		34.95

G.O.G. & SUPPLIES----------

JOB # 1	8.0	88865701	DEXOS1 OWZO	@	4.430	/UNIT	35.44
						TOTAL - GOG	35.44

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $120.00 (+TAX)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 08:51am

The Reynolds and Reynolds Company ERAINTINVE
SF618212 O (08/14)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

[redacted]
Certified Service
SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS / / CELL	[redacted]	
CUSTOMER NO. [redacted]	ADVISOR CARL P WIEGAND 123	TAG NO. [redacted]	INVOICE DATE 05/04/17	[redacted]		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,792	COLOR SLATE GRY M	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 04/29/16	SELLING DEALER NO.	DELIVERY MILES 4,186	
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		P.O. NO.	R.O. DATE 05/04/17	PRODUCTION DATE	
	F.T.E. NO.		COMMENTS 5.3L		MO: 22792	

LABOR & PARTS
J# 1 01CVZ QEDEX DEXOS LOF HOURS: TECH(S): 0987 19.45
PERFORM 2016 L.O.F. WITH DEXOS.
SERVICE PERFORMED .

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK63	OIL FILTER	6.00	6.00
JOB # 1	1	12616850	SEAL 1.456 Y	****	****
JOB # 1	1	19330001	FILTER 1.836 Y	****	****
			JOB # 1 TOTAL PARTS		6.00
			JOB # 1 TOTAL LABOR & PARTS		25.45

J# 2 17CVZ BODY INT/EXTERIOR HOURS: TECH(S): 0358 WARRANTY 0422 1063
C/S CHECK THE PASS REAR DOOR CLUNKS WHEN CLOSE IT.
C/N/V WORKING AS PER DESIGN ENTENT DURING TESTING REC QC
VERFY
LUBED BOTH REAR DOOR CHECK STRAPS. 14 13270 - 3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 17CVZ QI BODY INT/EXTERIOR HOURS: TECH(S): 0358 WARRANTY 0390 1025
C/S CHECK THE FUEL FILLER TUBE IS LOOSE AND MOVES AROUND.
FOUND FUEL FILLER HOSE INSTALLED WRONG. UNDERNEATH BODY
RETAINER SLOT. SHOULD BE ABOVE RETAINER SLOT. ALSO RETAINER
MISSING. R&R FILLER TUBE AND REINSTALLED CORRECTLY AND
INSTALLED NEW RETAINER. TESTED ALL OK 40 28270 - 4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	11561878	RETAINER 8.940 Y		
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 99CVZ TIRE PRESSURE HOURS: TECH(S): 0987 INTERNAL
CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 01CVZ QUIK/ROT TIRE ROTATION HOURS: TECH(S): 0987 INTERNAL
PERFORM FOUR WHEEL TIRE ROTATION.
COMPLETED SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS		0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 04:45PM
The Reynolds and Reynolds Company (BRAINT)
SF618212 Q (08

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service
SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS / / CELL	[redacted]
CUSTOMER NO. [redacted]		ADVISOR CARL P WIEGAND 123		TAG NO. [redacted]	INVOICE DATE 05/04/17
[redacted]		LABOR RATE	LICENSE NO.	MILEAGE 22,792	COLOR SLATE GRY M
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 04/29/16
		VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]			SELLING DEALER NO.
		F.T.E. NO.	P.O. NO.		R.O. DATE 05/04/17
		COMMENTS			

STOCK NO. [redacted]
DELIVERY MILES 4,186
PRODUCTION DATE
MO: 22792

JOB # 5 TOTAL LABOR & PARTS 0.00

9102276 .2
+1

J# 6149CVZ 16007 AIR BAG HOURS: 0.00 TECH(G) 1358 WARRANTY
CUSTOMER REQUESTS PERFORM RECALL 16007 PARTS REQUIRED ONLY
AFTER INSPECTION OP CODE 9102276 .2
-PROGRAMMED AIRBAG MODULE
WCC#S3021

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+49CVZ RECALLS/CAMPAIGNS HOURS: 0.00 TECH(G) 1358 WARRANTY
PERFORM RECALL/CAMPAIGN # 28770
4 WD IPS DRIFT LOCK UP.
PERFORMED RECALL/CAMPAIGN
COMPLETED RECALL/CAMPAIGN

910 2844.4

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES 35.44
JOB # 1 8.0 88864007 DEXOS1 0W20 @ 4.430 /UNIT TOTAL - GOG 35.44

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $60.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $64.16 (+TAX) ON 05/04/17 AT 04:39pm
BY MATTHEW MACHT COMMENTS LOF .
COMMENTS
AMB 0898

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 04:42pm

The Reynolds and Reynolds Company ERA/V
SF618212 Q (0

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service
SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	[redacted]
CUSTOMER NO. [redacted]			ADVISOR CARL P WIEGAND 123	TAG NO. [redacted]	INVOICE DATE 05/04/17
[redacted]			LABOR RATE / LICENSE NO.	MILEAGE 22,792	COLOR SLATE GRY M
			YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 04/29/16
			VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO.
			F. T. E. NO.	P.O. NO.	R.O. DATE 05/04/17
			COMMENTS		

[redacted] STOCK NO. [redacted] DELIVERY MILES 4,186 PRODUCTION DATE

MO: 22792

TOTALS----------

********** REMINDER **********
CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE.

	TOTAL LABOR....	19.45		
	TOTAL PARTS....	6.00		
	TOTAL SUBLET...	0.00		
	TOTAL G.O.G....	35.44		
	TOTAL MISC CHG.	0.00		
	TOTAL MISC DISC	0.00		
	TOTAL TAX.....	3.27		
	TOTAL INVOICE $	**64.16**		

----CASH	--------AMOUNT	--------DATE	--------INITIAL
----CHECK	64.16 --AMOUNT	5/04 --DATE	CW --INITIAL
----VISA	--------AMOUNT	--------DATE	--------INITIAL
----M/C	--------AMOUNT	--------DATE	--------INITIAL
----OTHER	--------AMOUNT	--------DATE	--------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 04:42pm

The Reynolds and Reynolds Company ERAINTI
SF618212 Q (08/

#1 COMPLAINT	CUSTOMER REQUESTS PERFORM RECALL 16007 PARTS REQUIRED ONLY AFTER INSPECTION OP CODE 9102276 .2 PROGRAMMED AIRBAG MODULE
CAUSE	WCC#S3021
CORRECTION	C/S CHECK THE PASS REAR DOOR CLUNKS WHEN CLOSE IT. C/N/V WORKING AS PER DESIGN ENTENT DURING TESTING REC QC VERFY
#2 COMPLAINT	LUBED BOTH REAR DOOR CHECK STRAPS. C/S CHECK THE FUEL FILLER TUBE IS LOOSE AND MOVES AROUND.
CAUSE	FOUND FUEL FILLER HOSE INSTALLED WRONG. UNDERNEATH BODY RETAINER SLOT. SHOULD BE ABOVE RETAINER SLOT. ALSO RETAINER MISSING. R&R FILLER TUBE AND REINSTALLED CORRECTLY AND INSTALLED NEW RETAINER. TESTED ALL OK
CORRECTION	
#3 COMPLAINT	
CAUSE	
CORRECTION	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O	TIME	OFF
3	3	[redacted] OP	2	ON

EMP. NO. 35X

STRAIGHT TIME (HOURS)	FLAT RATE	R/O	TIME	OFF
4	4	[redacted] OP	3	ON

EMP. NO. 35X

#1 COMPLAINT

CUSTOMER REQUESTS PERFORM RECALL 16007 PARTS REQUIRED ONLY
AFTER INSPECTION OP CODE 9102276 .2

CAUSE

PROGRAMMED AIRBAG MODULE
WCC#S3021

CORRECTION

PERFORM RECALL/CAMPAIGN # 28770
4 WD IPS DRIFT LOCK UP.

COMPLETED RECALL/CAMPAIGN
WCC#1A141

STRAIGHT TIME HOURS	FLAT RATE	R/O [redacted]	TIME	OFF
2	3	OPE	6	ON

EMP. NO. 35

4 99 .7 9

STRAIGHT TIME HOURS	FLAT RATE	R/O [redacted]	TIME	OFF
4	4	OPE	7	ON

EMP. NO. 35

4 9 .7

4 9 .3

#2 COMPLAINT

CAUSE

CORRECTION

#3 COMPLAINT

CAUSE

CORRECTION

[redacted]

E.P.A. # GAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS: CELL	[redacted]
CUSTOMER NO. [redacted]	ADVISOR: PHILLIP ADAMS 344	TAG NO. [redacted]		INVOICE DATE: 11/16/16	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 15,302	COLOR: SLATE GRY M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE: 04/29/16	DELIVERY MILES: 4,186
	VEHICLE I.D. NO.: 3 G C U K R E C 6 G G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R. O. DATE: 11/16/16	
	COMMENTS				MO: 15303

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

OP: 2.0SCVZ 0A0600723 2015 MAINT LOF HOURS: 0.0 TECH(S): 0978

PERTFORM 2015 MAINTENANCE LOF SERVICE

SERVICE PERFORMED

0600723
#50

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK63	OIL FILTER		WARRANTY
JOB # 1	1	12616850	SEAL 1.456 Y		WARRANTY
JOB # 1	1	19330001	FILTER 1.836 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

OP: 2.0SCVZ TIRE PRESSURE HOURS: 0.0 TECH(S): 0978 WARRANTY

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES---------- WARRANTY

JOB # 1 8.0 88864007 DEXOS1 0W20 @ /UNIT TOTAL - GOG 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $65.00 (+TAX)

TOTALS----------

********** REMINDER **********
CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE.

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

----CASH --------AMOUNT --------DATE --------INITIAL
----CHECK --------AMOUNT --------DATE --------INITIAL
----VISA --------AMOUNT --------DATE --------INITIAL
----M/C --------AMOUNT --------DATE --------INITIAL
OTHER --------AMOUNT --------DATE --------INITIAL

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

The Reynolds and Reynolds Company ERAINTINVI SF618213 Q (06/14

[redacted]

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 5:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE
				CELL	[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDY 0728	[redacted]	05/06/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,609	SLATE GRY M	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR	04/29/16	4,186

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C U K R E C 6 G G [redacted]		

F. T. E. NO.	R.O. NO.	R. O. DATE
		05/06/16

COMMENTS: MO: 4609

[redacted]

LABOR & PARTS

O#[redacted] SUBLET HOURS: 0.00 TECH(S): 1699 INTERNAL

INSTALL HEATED SEATS. SUBLET TO MODESTO AUTO RESTYLINGS
2092380894

JOB # 1 TOTAL LABOR & PARTS 0.00

O#[redacted] TIRE PRESSURE HOURS: 0.00 TECH(S): 169 INTERNAL

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION. 35 PSI

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	97707	13012	05/06/16	INSTALL HEATED SEATS	INTERNAL
				TOTAL - SUBLET	0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

********** REMINDER **********

CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE.

----CASH	--------AMOUNT	--------DATE	--------INITIAL	
----CHECK	--------AMOUNT	--------DATE	--------INITIAL	
----VISA	--------AMOUNT	--------DATE	--------INITIAL	
----M/C	--------AMOUNT	--------DATE	--------INITIAL	
----OTHER	--------AMOUNT	--------DATE	--------INITIAL	

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

ACCOUNTING COPY [END OF INVOICE] 02:07PM

The Reynolds and Reynolds Company ERAINTINVE
SF618212.Q (08/14)

GM PARTS
E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

[redacted]
Certified Service
SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE
CUSTOMER NO. [redacted]		ADVISOR ANDY 0728	TAG NO. [redacted]	INVOICE DATE 01/21/16	INVOICE NO. [redacted]
[redacted]		LABOR RATE	LICENSE NO.	MILEAGE 692	COLOR SLATE GRY M
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
		T. E. NO.	P.O. NO.	R. O. DATE 01/20/16	
		COMMENTS			MO: 693

LABOR & PARTS

J# 1 99CVZ TIRE PRESSURE HOURS TECH(S) 169 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
169	01/20/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
169	01/20/16	8.80	8.80	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CK/ADJ
>>>>>>>L/F...35.....R/F.....35....L/R.....35....R/R..35....

SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CVZ ACCESSORIES HOURS 0.50 TECH(S) 169 35.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
169	01/20/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
169	01/20/16	8.80	8.80	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

INSTALL BED LINER
INSTALLED BED LINER IN EXPRESS SERVICE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		23221574	LINER PKG 17.090 N	198.00	198.00
				JOB # 2 TOTAL PARTS		198.00

JOB # 2 TOTAL LABOR & PARTS 233.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
T16213		

TOTAL LABOR....	35.00
TOTAL PARTS....	198.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**233.00**

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 05:28pm

The Reynolds and Reynolds Company ERAINTINVE SF616212 Q (08/14)

EMP NO

TECHNICIANS COMMENTS
INCLUDE DESCRIPTION OF CAUSE

DEALERSHIPS HAVING BEEN SOLD
SHOULD AFFIX THE JOB STICKERS IN THIS
AREA

REPAIR

#1 COMPLAINT

CAUSE

CORRECTION Installed Bed Liner in express service

REPAIR

#2 COMPLAINT

CAUSE

CORRECTION

REPAIR

#3 COMPLAINT

CAUSE

CORRECTION

REPAIR

#4 COMPLAINT

CAUSE

CORRECTION

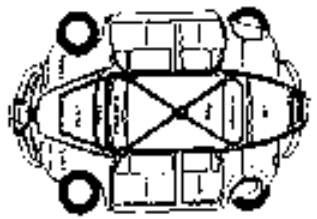
REPAIR

#5 COMPLAINT

CAUSE

CORRECTION

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PRIOR TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐

LF ☐

COMMENTS

AMERICAN CHEVROLET

04/23/2018 09:45AM 2004917822

PAGE 1/2

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS (NO. / GAN / YEAR / ACCESSORIES)	CROSS REFERENCE
CUSTOMER NO. [redacted]		ADVISOR JOHN W HALEY 117	TAG NO. [redacted]	INVOICE DATE 12/14/15	INVOICE NO. [redacted]
[redacted]		LABOR RATE / LICENSE NO. / MILEAGE 2		COLOR SLATE GRY M	STOCK NO. [redacted]
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R. O. DATE 12/07/15	
		COMMENTS			MO: 6

LABOR & PARTS

J# 1 SUBLET PRE DELIVERY PDI HOURS 1.30 TECH(50.205) WARRANTY

PRE DELIVERY INSPECTION
PERFORMED PDI INSPECTION
COMPLETED PRE DELIVERY INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 SUBLET DEALER ACC HOURS 0.30 TECH(50.205) WARRANTY

INSTALL DEALER ACCESSORIES
Installed FRONT LICENSE PLATE MOUNTING KIT (VK3), LED CARGO
LIGHTS (UF2). UNDERSEAT STORAGE (VBJ) and ASSIST HANDLE
(E5D) as requested
INSTALLED DEALER ACCESSORIES

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 SUBLET TIRE PRESSURE HOURS 0.00 TECH(50.205) WARRANTY

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
Adjusted tire pressures to factory specs 35all
SET TIRES TO SPECIFICATION.

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS

********** REMINDER **********
CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE.

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

---CASH ---------AMOUNT ---------DATE ---------INITIAL
---CHECK ---------AMOUNT ---------DATE ---------INITIAL
---VISA ---------AMOUNT ---------DATE ---------INITIAL
---M/C ---------AMOUNT ---------DATE ---------INITIAL
---OTHER ---------AMOUNT ---------DATE ---------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

The Reynolds and Reynolds Company ERAINTI
SF618212 Q (08/

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA
m10 6		

#1 REPAIR
205 JOB 1-TONNEAU COVER MISS ALIGNED/STICKS UP

COMPLAINT

~~Verified concern, found rear of cover sticks up. Adjusted rear of cover to be~~ even with rail as best possible. Ok'd by advisor

CAUSE

CORRECTION

STRAIGHT TIME (HOURS)	FLAT RATE	R/O N	TIME	OFF 3
1.2	1.3	OPER. [redacted]		DEC 10 AM10.9
		EMP. NO. 25	ON	DEC 10 AM9.7

#2 ~~205~~ JOB 2-INSTALL ACCESSORIES

COMPLAINT

Installed FRONT LICENSE PLATE MOUNTING KIT (VK3), LED CARGO LIGHTS (UF2), UNDERSEAT STORAGE (VBJ) and ASSIST HANDLE (E5D) as requested

CAUSE

CORRECTION

STRAIGHT TIME (HOURS)	FLAT RATE	P	TIME	OFF 4
.6	1.3	[redacted]		DEC 10 AM12.5
		EMP. NO. 25	ON	DEC 10 AM10.9

#3 ~~205~~ JOB 3-TIRE PRESSURE

COMPLAINT

Adjusted tire pressures to factory specs 35all

CAUSE

CORRECTION

#4 REPAIR

COMPLAINT

CAUSE

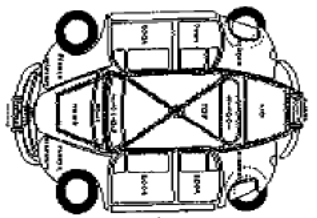
CORRECTION

#5 REPAIR

COMPLAINT

CAUSE

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐

COMMENTS

AC1-0606-1 Ame... SERVICE

...ENDED SERVICES ...ATION OPER...

...000000247 ...AG-154584

[redacted]

GM PARTS

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
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EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.

[redacted]

SERVICE INSTALLED PARTS			CROSS REFERENCE
CUSTOMER NO. [redacted]	DARRELL STOCKMAN 0634	TAG NO. [redacted]	INVOICE DATE 04/18/18	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 37,373	COLOR SLATE GRY M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 04/29/16	DELIVERY MILES 4,186
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]			SELLING DEALER NO. AMERICAN	PRODUCTION DATE
	T.E. NO.	P.O. NO.		R.O. DATE 04/16/18	
	COMMENTS				MO: 37376

LABOR & PARTS

JOB # 1 06CVZ BRAKES HOURS: 1.20 TECH(S)#322 146.48

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
322	04/16/18	11.60	12.00	0.40	0.00	LUNCH/DINNER
322	04/16/18	12.50	14.20	1.70	0.00	FINISHED
322	04/16/18	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		2.10	1.50	

CUSTOMER STATES BRAKES FAILED...JUST REPLACE 1/30/2018 SEE
HIST RO [redacted] 1/30/2018 34382 MILES TOWED IN
TESTED AND FOUND BRAKE BOOSTER PUMP HAS AN INTERNAL LEAK,
SEE P/A
GOT JOB BACK AND NOW IS GMPP, REPLACED BOOSTER PUMP AND
RETESTED OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		12669488	PUMP 3.280 Y	121.06	121.06	169.48	169.48
JOB # 1	1		12658178	BELT KIT 1.066 Y	37.85	37.85	52.99	52.99
JOB # 1	1		12658179	BELT 1.066 Y	37.65	37.65	52.71	52.71
				JOB # 1 COST TOTAL		196.56		
				JOB # 1 TOTAL PARTS				275.18
				JOB # 1 TOTAL LABOR & PARTS				421.59

JOB # 2 09CVZ TIRE PRESSURE HOURS: 0.00 TECH(S)#322 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
322	04/16/18	14.20	14.30	0.10	0.00	FINISHED
322	04/16/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.10	0.00	

CK/ADJ
>>>>>>>L/F.....R/F.....L/R.....R/R.....
SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
SET TIRES TO SPECIFICATION. set to 35 psi

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
AMB 0926 4/16 - TOW IN
663

R/O TAX 0.00
R/O TOTALS 421.59

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	421.59
CLAIM TOTALS	421.59

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

WARRANTY COPY W [CONTINUED ON NEXT PAGE] 04:54PM

The Reynolds and Reynolds Company ERAINTINVE
SF618212 O (08/14)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET
4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

[redacted]
Certified Service
SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
EXPRESS SERVICE MON. - FRI. 8:00 A.M. to 6:00 P.M.
SAT. 8:00 A.M. to 6:00 P.M.

[redacted]

PRO[redacted] MBER	SERVICE INSTALLED PARTS		CROSS REFERENCE
CUSTOMER NO. [redacted]	ADVISOR DARRELL STOCKMAN 0634	TAG NO. [redacted]	INVOICE DATE 04/18/18
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 37,373
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERAD0 1500/CR		DELIVERY DATE 04/29/16
	VEHICLE I.D. NO. 3 G C U K R E C 6 G G [redacted]		SELLING DEALER NO. AMERICAN
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/16/18
	COMMENTS		MO: 37376

INVOICE NO. [redacted]
COLOR SLATE GRY M
STOCK NO. [redacted]
DELIVERY MILES 4,186
PRODUCTION DATE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCUKREC6G[redacted]	REPAIRING BAC	112[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/16/2018
ODOMETER	37373	SERVICE ADVISOR GMIN	395479387
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001363773526	0002

JOB COMPLETION DATE: 04/16/2018
TECHNICIAN GMIN: 817190792

LABOR OPERATION	BASE HOURS
4023850	1.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0390
COMPLAINT DESCRIPTION: CUSTOMER STATES BRAKES FAILED...JUST REPLACE 1/30/20 18 SEE HIST RO [redacted] 1/30/2018 34382 MILES TOWED IN

CAUSE CODE: 6061
CAUSE DESCRIPTION: TESTED AND FOUND BRAKE BOOSTER PUMP HAS AN INTERNAL LEAK , SEE P/A

CORRECTION DESCRIPTION: GOT JOB BACK AND NOW IS GMPP, REPLACED BOOSTER PUMP AND RETESTED OK

CAUSAL PART: 12669488

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12658178	1	37.85			
12658179	1	37.65			
12669488	1	121.06			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	78.62		
PARTS	196.56	0.00	275.18
LABOR	146.41	0.00	146.41
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	421.59	0.00	421.59

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

WARRANTY COPY P.W. (END OF INVOICE) 08:54PM

The Reynolds and Reynolds Company BRAINTREE SF618212 O (08/14)

PE18-012

GM

3-27-2019

Q3

A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

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

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)				NRM/IND
04/29/2016	04/29/2016				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	CRSP PK	GAS	2	5399
VEHICLE IDENTIFICATION NUMBER: 3GCUKREC6GG[redacted]	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			OHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway	
FOR CAMP TRAILERS AND TRAILER COACHES:	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY) 7200	COUNTY OF RESIDENCE 43-STANISLAUS CITY OF OAKDALE	

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO. [redacted]

☒ AND ☐ OR — FIRST [redacted] MIDDLE SUFFIX — DRIVER LICENSE/ID CARD NO. [redacted]

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]		[redacted]	[redacted]	[redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME [redacted] ENTER "NONE" AND INITIAL) — ELECTRONIC LIENHOLDER ID. #

WELLS FARGO DLR SVCS				ELT# A14
BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO BX 997517		SACRAMENTO	CA	95899-7517
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM [redacted] ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☒ No

APPLICANT'S CERTIFICATION: [redacted] under the laws of the State [redacted] correct.

DATE 04/29/2016 — BUYER (1) [redacted] — (2) X [redacted]

CERTIFICATE OF COST—The dealer [redacted] penalty of perjury under [redacted] cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED — COST

A — Cost of vehicle purchased as a: ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis 04/29/2016 — ~~43231.00~~ 42836.00

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐ ☐ 4 , 1 9 5 (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

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

DEALER'S NUMBER

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing [redacted]

DATE	SIGNATURE	HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT	
04/29/2016	[redacted]	AMERICAN CHEVROLET BRIAN HAGUE	[redacted]
DATE		HAND PRINTED BUYER'S FULL NAME/COMPANY AGENT	ADDRESS
04/29/2016	[redacted]	[redacted]	565 STETSON DR OAKDALE CA 95361

REG 397 (REV 11/2011) — DMV COPY

(WITH ARBITRATION PROVISION)

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

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	[redacted]	AMERICAN CHEVROLET 4742 MCHENRY AVENUE MODESTO CA 95356 STANISLAUS

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU SILVERADO 150	4186	3GCUKREC6GG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 4743.97 is
4.93 %	$ 7406.54(e)	$ 44594.71	$ 52001.25(e)	$ 56745.22(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
74	693.35	Monthly beginning 05/29/2016
N/A	N/A	N/A
One final payment	693.35	DUE ON 07/29/2022

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

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

1. Total Cash Price		$ 42836.00 (A)
A. Cash Price of Motor Vehicle and Accessories		
1. Cash Price Vehicle	$ 42836.00	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)
I. EV Charging Station (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 3486.93 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC		$ 29.00 (K)
L. (Optional) Service Contract (to whom paid) GMPP		$ 1957.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not r[redacted]

Buyer [redacted]
Co-Buy[redacted]
Seller [redacted]

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (G)

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

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

N/A (e) $ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) GAP CARE ADVANTAG $ 395.00 (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A

For N/A $ N/A (T)

Total Cash Price (A through T) $ 48783.93 (1)

2. **Amounts Paid to Public Officials** ESTIMATED

A. Vehicle License Fees $ 279.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED $ 267.00 (B)

C. California Tire Fees $ 8.75 (C)

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

Total Official Fees (A through D) $ 554.75 (2)

3. **Amount Paid to Insurance Companies**

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

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

5. **Subtotal** (1 through 4) $ 49338.68 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr 2013 Make CHEVROLET TR $ 23000.00 (A)

Model SILVERADO 1500 dom 37045

VIN 1GNKRGKDSEJ[redacted]

B. Less Prior Credit or Lease Balance (e) $ 23876.10 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) $ -876.10 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 4000.00 (E)

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

G. Cash $ 1620.07 (G)

Total Downpayment (C through G) $ 4743.97 (6)

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

7. **Amount Financed** (5 less 6) $ 44594.71 (7)

Covered" in your policy for details).
You want to buy the credit insurance.

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

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

Term 75 Mos. GAP CARE ADVANTAGE
Name of Gap Contract

I want to buy [redacted]

Buyer Signs [redacted]

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

1L Company GMPP
Term 72 Mos. or 72000 Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term N/A Mos. or N/A Miles

Buyer [redacted]

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A, $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**
N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sig[redacted]

Buyer Sig[redacted]

Co-Buyer [redacted]

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to [redacted]

[redacted] X Co-Buyer [redacted]

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

Buyer Signs [redacted] Co-Buyer Signs X [redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A, SELLER'S INITIALS N/A

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

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

S/S [redacted] X [redacted]

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this cor[redacted] the Prior Credit or Lease Balance shown in 6B or any r[redacted]

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations

of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfai[redacted] Co-Buyer Signature X [redacted]

Buyer Signature [redacted] ***ith the Seller. The Seller may assign this contract***
The Annu[redacted] Charge,
and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for [redacted]

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A [redacted] EN YOU SIGNED IT.

Buyer Signature X [redacted] Date 04/29/16 Co-Buyer Signature X [redacted] 04/29/16
Co-Buyers and Other [redacted] s responsible for paying the entire debt. An other owner [redacted] to the vehicle but does not have to pay th[redacted] curity interest in the vehicle given to us in this contract.
Other Owner Signature X N/A Address N/A

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A Date N/A
Address N/A
Guarantor X N/A Date N/A
Address N/A

Seller Signs AMERICAN CHEVROLET Date 04/29/16 By X [redacted] Title

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.reyscurod.com/ 1-800-344-0998; fax 1-800-551-5066
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.

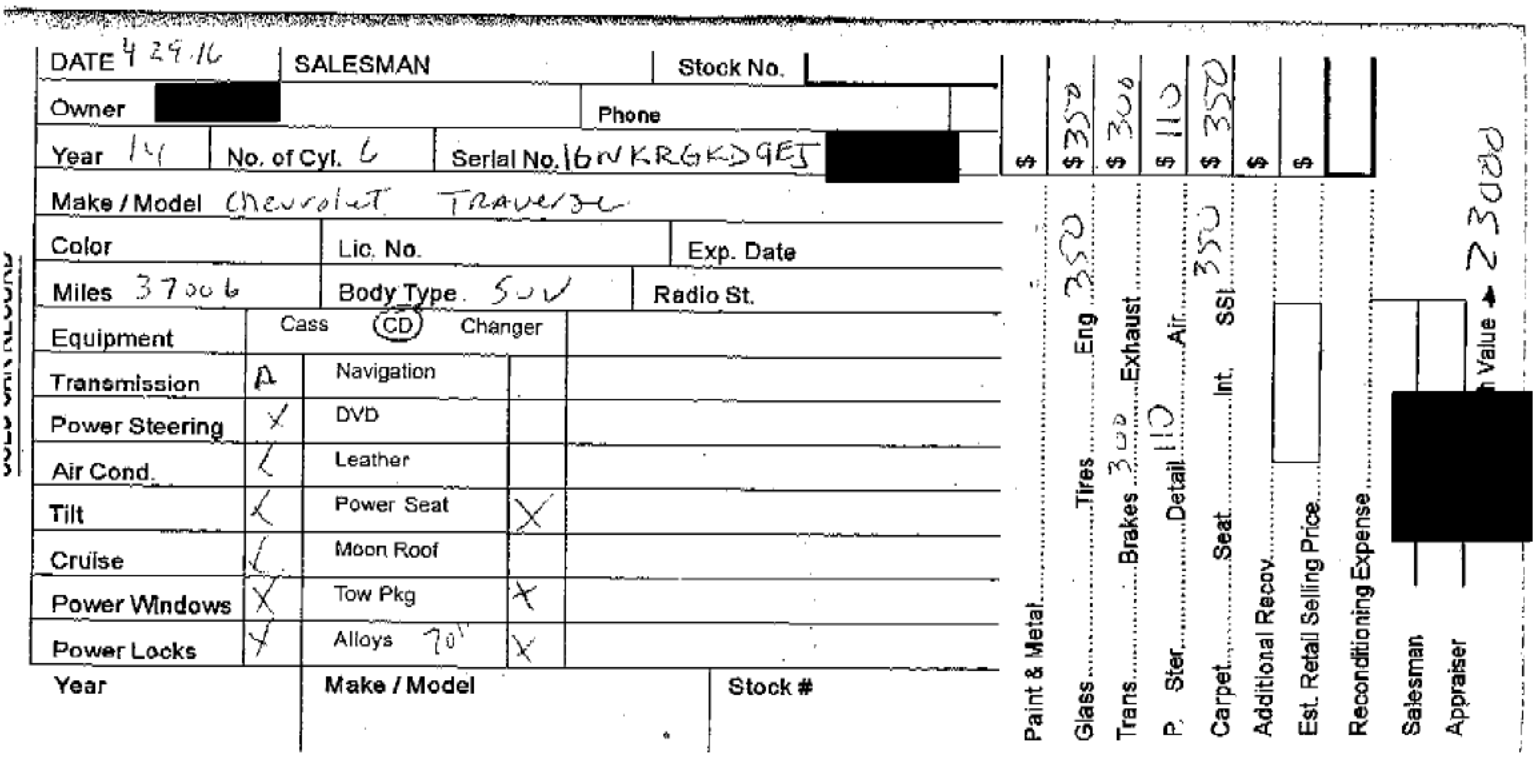
d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we send additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.

b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.



DATE 4.29.16 | SALESMAN | Stock No.

Owner [redacted] | Phone

Year 14 | No. of Cyl. 6 | Serial No. 1GNKRGKD9EJ [redacted]

Make / Model Chevrolet Traverse

Color | Lic. No. | Exp. Date

Miles 37006 | Body Type SUV | Radio St.

Equipment		Cass (CD) Changer	
Transmission	A	Navigation	
Power Steering	X	DVD	
Air Cond.	X	Leather	
Tilt	X	Power Seat	X
Cruise	X	Moon Roof	
Power Windows	X	Tow Pkg	X
Power Locks	X	Alloys 20"	X

Year | Make / Model | Stock #

Paint & Metal	$
Glass	$ 350
Tires	$ 350
Eng	$ 300
Trans	$
Brakes	$ 300
Exhaust	$
P. Ster.	$ 110
Detail	110
Air	$ 350
Carpet	$
Seat	$
Int.	$
SST	$ 350
Additional Recov.	$
Est. Retail Selling Price	$
Reconditioning Expense	
Salesman	
Appraiser	

Value → 23000

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

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

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

ACQUISITION NUMBER (*DISMANTLER ONLY*)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCUKREC6GG[redacted]	2016 SILVERAD	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We AMERICAN CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 04 (MO) 29 (DAY) 2016 (YEAR) for the amount of $VALUE REC'D (SELLING PRICE)

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

ODOMETER

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

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

The odometer now reads [ ][ ][4][,][1][9][6][/10 ths] (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

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

Explain odometer discrepancy:

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

BUYER'S SECTION

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

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X [redacted]	04/29/16	[redacted]
	X [redacted]	04/29/16	[redacted]
	X		

BUYER'S MAILING ADDRESS [redacted] CITY [redacted] ZIP CODE [redacted] DAYTIME TELEPHONE NO. [redacted]

SELLER'S SECTION

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

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
AMERICAN CHEVROLET Brad Haas	X [redacted]	04/29/16	[redacted]
	X [redacted]		
	X		

SELLER'S MAILING ADDRESS 4742 MCHENRY AVENUE CITY MODESTO STATE CA ZIP CODE 95356 DAYTIME TELEPHONE NO. (209)575-1606

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

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

SIGNATURE OF PERSON HOLDING POWER OF ATTORNEY	DATE
X [redacted]	04/29/2016
X [redacted]	04/29/2016

REG 262 (REV. 10/2017)

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME [redacted]

VIN: 3 G E U K R E C 6 6 G [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER CASH PROGR	$ 1000.00	NCC
GM INCREMENTAL CASH	$ 1000.00	LJR
CHEVROLET BONUS CAS	$ 2000.00	DRH
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$ 4000.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____.
AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 04 29 16. I acknowledge receipt of incentive(s) as described in Items(s) ___ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signatu [redacted] **Date:** 04 29 16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

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

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due [redacted] debit card information will be provided at least 30 days prior to any charges. Current pricing and infor [redacted] found at www.onstar.com.

Purchaser/Lessee Signature: [redacted] **Date:** 04 29 16

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

Authorized Dealer Signature: [redacted] **Date:** 04 29 16

Dealership Name: AMERICAN CHEVROLET **Dealer Cod** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS Rev. 06/01/2014

ITEM # 7270

PE18-012

GM

3-27-2019

Q3

Levetta Barber (C)

From: Michelle Mock
Sent: Thursday, April 26, 2018 5:11 PM
To: Levetta Barber (C)
Cc: Dave McWhorter (C); Susan Clark (C); Rojelio Hernandez (C)
Subject: RE: [redacted] seeking cost assistance to get into a Chevrolet Silverado 2500

Hi Dianna, no OLC on this one. Thank you for checking!

Please let me know if anything else is needed.

Thank you!

From: Levetta Barber (C)
Sent: Wednesday, April 25, 2018 12:35 PM
To: Michelle Mock
Cc: Dave McWhorter (C); Susan Clark (C)
Subject: FW: [redacted] - seeking cost assistance to get into a Chevrolet Silverado 2500

Customer: [redacted]
SR: [redacted]
VIN: 3GCUKREC6GG[redacted]
2016 Chevrolet Silverado

Good Afternoon,

Rocky has reviewed the file. "Recommendation of no offer of a repurchase approved by GMLS." May we explore the possibility of an OLC? Thank you for your consideration.

Dianna

Customer Engagement Center

Alorica on behalf of General Motors

PHONE: 1-866-790-5600 Ext. 5317012

FAX: 866-554-4011

From: Michelle Mock
Sent: Friday, April 20, 2018 10:06 AM
To: Susan Clark (C); Levetta Barber (C)
Cc: Rojelio Hernandez (C)
Subject: RE: [redacted] seeking cost assistance to get into a Chevrolet Silverado 2500

Good to know, thank you! Even though we know that per the LL it will likely be a denial (Rocky still needs to formally review that of course), technically they are requesting/implying that they'd like a repurchase since they are saying they

do not feel safe in the vehicle and want to get out of it so we have to do the formal review. If/once it comes back as a denial, we can proceed from there.

Let me know if that helps and feel free to swing by to chat further with me, Roy H., Corwin, whomever! Thanks!

From: Susan Clark (C)
Sent: Friday, April 20, 2018 11:01 AM
To: Michelle Mock; Levetta Barber (C)
Cc: Rojelio Hernandez (C)
Subject: RE: [redacted] - seeking cost assistance to get into a Chevrolet Silverado 2500

Diana is actually off today; I believe it was something that had been previously arranged. I will have her touch base with Roy on Monday.

May I ask why we want to look at repurchase? The warranty history (to my mind) did not appear to support a repurchase offer.

Susan
Customer Engagement Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5600 Ext. 5911265
FAX: 866-857-3112

From: Michelle Mock
Sent: Friday, April 20, 2018 9:59 AM
To: Levetta Barber (C); Susan Clark (C)
Cc: Rojelio Hernandez (C)
Subject: FW: [redacted] - seeking cost assistance to get into a Chevrolet Silverado 2500

Hi ladies! Was Roy able to touch base with you on this one last night to get it going down the repurchase review path versus OLC? Feel free to swing by whenever time permits.

Thanks!

From: Levetta Barber (C)
Sent: Thursday, April 19, 2018 1:42 PM
To: Michelle Mock
Cc: Susan Clark (C)
Subject: [redacted] - seeking cost assistance to get into a Chevrolet Silverado 2500

Customer: [redacted]
SR: [redacted]
2016 Chevrolet Silverado 1500
VIN: 3GCUKREC6GG[redacted]

Good Afternoon Michelle,

Customer is currently in a 2016 Chevrolet Silverado 1500. The customer is requesting assistance to trade into a 2500 Silverado. They had a brake failure when his wife was driving the truck in Carmel, CA. The experience has caused the customer to lose faith in this vehicle. He is not asking for a repurchase as he loves the truck however he has lost faith in this vehicle due to the brake failure. He currently does not meet the parameters for a repurchase.

He is a loyal Chevrolet Customer currently owning three Chevrolet vehicles. He was referred to CA CEC by the dealership General Manager to see if we can assist. Requesting your review for an Owner's Loyalty Certificate

assistance. I know that this is normally not something we are able to do in California however I am hoping it may be something we could explore. Thank you in advance for your consideration.

Business Case:

1. Lost faith in vehicle due to the brake failure
2. Loyal GM Customer
3. Outside the NVLW due to mileage
4. Wants to purchase a larger truck which will keep him in the GM Family

Dianna

Customer Engagement Center District Specialist

Alorica on behalf of General Motors

PHONE: 1-866-790-5600 Ext. 5317012

FAX: 866-554-4011

PE18-012

GM

3-27-2019

Q3

Levetta Barber (C)

From: Levetta Barber (C)
Sent: Thursday, April 19, 2018 12:42 PM
To: Michelle Mock
Cc: Susan Clark (C)
Subject: [redacted] - seeking cost assistance to get into a Chevrolet Silverado 2500

Customer [redacted]
SR: [redacted]
2016 Chevrolet Silverado 1500
VIN: 3GCUKREC6GG[redacted]

Good Afternoon Michelle,

Customer is currently in a 2016 Chevrolet Silverado 1500. The customer is requesting assistance to trade into a 2500 Silverado. They had a brake failure when his wife was driving the truck in Carmel, CA. The experience has caused the customer to lose faith in this vehicle. He is not asking for a repurchase as he loves the truck however he has lost faith in this vehicle due to the brake failure. He currently does not meet the parameters for a repurchase.

He is a loyal Chevrolet Customer currently owning three Chevrolet vehicles. He was referred to CA CEC by the dealership General Manager to see if we can assist. Requesting your review for an Owner's Loyalty Certificate assistance. I know that this is normally not something we are able to do in California however I am hoping it may be something we could explore. Thank you in advance for your consideration.

Business Case:

1. Lost faith in vehicle due to the brake failure
2. Loyal GM Customer
3. Outside the NVLW due to mileage
4. Wants to purchase a larger truck which will keep him in the GM Family

Dianna

Customer Engagement Center District Specialist

Alorica on behalf of General Motors

PHONE: 1-866-790-5600 Ext. 5317012

FAX: 866-554-4011

PE18-012

GM

3-27-2019

Q3

Hello,

I am leasing A 2016 GMC Sierra 1500. This week on Monday (04/16/2018), I had a scary encounter with my truck brake. I was pulling into the Kroger parking lot in the evening, and I suddenly lost the boost in the brake pedal. The pedal just slowly went all the way to the floor and the truck won't stop. Luckily the truck was moving real slow since I was trying to get into a parking spot between two other cars. I was able put all my body weight on the brake pedal and stop the truck with foundation brake.

I called the GM roadside service right away and they towed my truck to the nearest GMC dealer in Rochester, Troy, MI (Shelton GMC Buick).

The dealer found an issue with the vacuum pump and they replaced the pump yesterday. The truck is still with the dealership for proper testing to ensure the issue is fully resolved. The dealer also mentioned that the part number for vacuum pump changed since 2016.

I am currently driving a loaner vehicle from the dealer. I want to make GM customer help aware of the issue, just so any other customers of ours don't have to experience this. I hope this issue gets resolved on our products, if it actually is an issue.

The VIN number of my truck is 3GTU2MEC3GG[redacted]

Thank You,

Prashant Ahire

DRE - Engine Assembly, Sealing & Fastening

GM Global Propulsion Systems

800 Glenwood (Dock 55)

Pontiac, MI 48340

Building B, Cube 3AL35

prashant.ahire@gm.com

C [redacted]

PE18-012

GM

3-27-2019

Q3

Chevrolet - Concern On A Vehicle I Own-Additional Info: Can someone help me with a repair question

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

Caller English

System [8:58:28 AM]:

Welcome to chat.

Anjelica [8:58:51 AM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Hello, [redacted] Thank you for contacting us on your concern with your vehicle. My name is Anjelica. Please allow me 1-2 minutes to review your comments.

[redacted] [8:59:23 AM]:

I do not have VIN on me and vehicle is in for repair

Anjelica [8:59:40 AM]:

I do apologize [redacted]. We do not have technical information to provide. This information is only available to our GM certified dealerships. I would suggest speaking with them on any repair concerns.

[redacted] [9:00:43 AM]:

Its not a technical issue but rather an issue that falls under what you said at the start " Your safety is very important to us at Chevrolet"

[redacted] [9:01:45 AM]:

My vehicle had parts fail at 44K that have never failed on a vehicle I have driven in 42 years of driving. NEVER no matter the mileage.

Anjelica [9:02:37 AM]:

I do apologize for this frustration. I do hope you are Okay?

[redacted] [9:05:04 AM]:

Only because of experience and having grown up working on cars with a good understanding of them. If not understanding them me and my two sons would have been in more jeopardy since we were traveling on mountainous Highways in Pa. with a severe braking issue that had nothing to do with brake pads and other normal maintenance issues.

Anjelica [9:07:12 AM]:

WHat is the concern your vehicle is having repaired?

[redacted] [9:07:44 AM]:

The vehicle is currently in for repair with approximately a thousand dollar estimate for repair. It has about 44K miles and under lease/ out of warranty. But we are talking about a bad vacuum line and the brakes power assist. These don't go bad at 44k if ever.

[redacted] [9:11:10 AM]:

Imagine traveling down a mountain on a super highway and after tapping the brakes a few times the pedal hardens and won't depress and most of your brake is gone. That's what happened! I had two kids in the car to boot. Now I'm asked to pay a grand. Not only do I feel this is an inappropriate way to handle this serious issue but I don't even know if I want the vehicle back. I can't trust it and or how do I kno they got it fixed. In other words (the car has the gremlins) is what we used to call it.

Anjelica [9:11:17 AM]:

In order to look into this further for you. I would need the VIN. I do apologize.

Anjelica [9:11:45 AM]:

I can see if this information is in our system, can you please verify your email address, and/or phone number you provided in the pre chat form is correct, and may I please have your home address?

[redacted] [9:12:21 AM]:

One moment while I retrieve from my insurance website.

Anjelica [9:13:37 AM]:

Thank you.

Anjelica [9:13:46 AM]:

Please be advised that if the chat sits idle for longer than 5 minutes, I will have to close the chat in order to maintain privacy. I appreciate your understanding.

[redacted] [9:15:25 AM]:

The chat will not remain idle that long because I won't let it.

[redacted] [9:17:07 AM]:

Here comes your vin # 3GCUKREC6FG[redacted] on a 2015 Chy Silverado crew cab Z71

Anjelica [9:18:05 AM]:

Thank you.

[redacted] [9:18:24 AM]:

The vehicle is currently in for repair at Sweeney Chevy at 8010 Market St., Youngstown, Ohio 44513.

Anjelica [9:18:58 AM]:

I can document this i our system and have a senior advisor review this. Can you please verify your email address, and/or phone number you provided in the pre chat form is correct, and may I please have your home address for documentation?

[redacted] [9:19:45 AM]:

They were courteous and let me have use of another vehicle while its being repaired.

Anjelica [9:22:39 AM]:

I am glad to hear that.

[redacted] [9:23:20 AM]:

But.....I do not think the nature of the situation ends with repair being handled in this matter. It doesn't seem the correct way to do business given the severity of the situation and the type of part that went south. That's a defect or poor workmanship situation that should be repaired with an apology and perhaps help in moving to another vehicle. As I said, it's hard to garner trust back in the vehicle. It's like having a home burglarized....you never feel safe in it again and the same holds true in this case.

[redacted] [9:24:31 AM]:

My home address is [redacted]

Anjelica [9:27:22 AM]:

Thank you.

[redacted] [9:27:32 AM]:

In [redacted] years on the road I have never had that occur and certainly not on a vehicle with this low of mileage

Anjelica [9:28:19 AM]:

I have started a case for your concern. That case number [redacted]. I will be sending your case to a Senior Advisor who will work with you and the dealership to see what options are available. I cannot guarantee any assistance but they will look into every option for you.

Anjelica [9:28:46 AM]:

They will reach out to you within 1-2 business days. When is the best time to contact you?

[redacted] [9:28:58 AM]:

I had to let it coast further than normal before applying brake to let pressure build back up in brake so I had (more pedal). I did this by downshifting to slow vehicle and then applying brake hard and repeat.

Anjelica [9:30:59 AM]:

I am glad you are ok. The Senior Advisor will reach out to you within 1-2 business days. When is the best time to contact you?

[redacted]9:31:36 AM]:

early afternoon is best but almost anytime

Anjelica [9:31:54 AM]:

Is there a specific time frame ?

[redacted] [9:34:31 AM]:

No

Anjelica [9:35:06 AM]:

Great. I will document this and send this to them. Is there anything further I can do to assist you today?

[redacted] [9:36:48 AM]:

No....thank you for the time.

Anjelica [9:37:01 AM]:

You're welcome. Thank you for contacting Chevrolet Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are here to chat Monday through Friday from 8:00 a.m. - 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. EST. You are also able to contact us by phone if that is easier for you. We can be reached at 1-800-222-1020. Thanks for visiting us.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted]

Selman Chevrolet Company

1800 East Chapman
ORANGE, CALIFORNIA 92867-7704
Phone (714) 633-3521
B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

Attn: Maya

CUSTOMER NO [redacted]	ADVISOR WILLIAM SANCHEZ 3007	TAG NO [redacted]	DELIVERY DATE 04/24/18
	LABOR RATE	EST PROM NO N/A	MILEAGE 40,494
	YEAR MAKE MODEL 15/CHEVROLET TRUCK/SUBURBAN/SUBURBAN		COLOR SILV ICE ME
	VEHICLE ID NO 1 G N S C J K C 8 F R [redacted]		DELIVERY DATE 06/03/15
	RO NO	P O NO	PRODUCTION DATE
	COMMENTS		PROMISED DATE 04/23/18

RO: 40496

J# 1 3SCVZ — BRAKE SYSTEM — TECH(S):495 — WARRANTY

CUSTOMER STATES SERVICE BRAKE ASSIST LIGHT COMES ON DASH,AND
BRAKE PEDAL IS HARD TO THE TOUCH ,ADVISE.
CO299-00 O VACUUM FROM VACUUM PUMP.
Wrong DOC # → DOC 3639024 Should be 4748532
DIAGNOSE CODE,NO VACUUM FROM PUMP.REPLACED VACUUM PUMP.
RT OK. MILES OUT 40496.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12669488	PUMP 3.280		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 12CVZ — TIRE PRESSURE/MPVI — TECH(S):495 — WARRANTY

SET TIRE PRESSURES TO PROPER SPECIFICATIONS
PERFORM MULTI-POINT VEHICLE INSPECTION
LF.....RF.....LR.....RR.....
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 99CVZZLYFT — LYFT RIDE — TECH(S):650 — INTERNAL

PROVIDE CUSTOMER WITH LYFT TRANSPORTATION
LYFT
LYFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 3	772802	772802	04/24/18	LYFT RIDE	INTERNAL
JOB # 3	772802	772802	04/24/18	LYFT RIDE	INTERNAL
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SERPOL	POLICY ADJUSTMENT SERVICE		WARRANTY
			TOTAL - MISC	0.00

We paid owners portion of Eval tool.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $126.00 (+TAX)

INVOICE PREPARED BY _____ CASH $ _____ ADVANCE DEPOSIT
PAYMENT RECEIVED BY _____ CHARGE $ _____ CHARGE TO CUSTOMER
CREDIT CARD _____ CHECK NO _____
WARRANTY _____ INTERNAL _____
OTHER _____

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED
AFTER SERVICE
DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

0

NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON BACK.

NOTICE TO CUSTOMER

WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

Selman Chevrolet Company

1800 East Chapman
ORANGE, CALIFORNIA 92867-7704
Phone (714) 633-3521
B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

[redacted]

ADVISOR: WILLIAM SANCHEZ 3007 | TAG NO: [redacted] | INVOICE DATE: 04/24/18 | INVOICE NO: [redacted]

LABOR RATE | LICENSE NO: N/A | MILEAGE: 40,494 | COLOR: SILV ICE ME | STOCK NO: [redacted]

YEAR MAKE - MODEL: 15/CHEVROLET TRUCK/SUBURBAN/SUBURBAN | DELIVERY DATE: 06/03/15 | DELIVERY MILES: 56

VEHICLE ID NO: 1 G N S C J K C 8 F R [redacted] | ENG NO DEALER NO | PRODUCTION DATE

P I C NO | P O NO | P O DATE: 04/23/18

COMMENTS: MO: 40496

TOTALS----------

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS.

ACKNOWLEDGEMENT OF NOTICE AND CONSENT
"I ACKNOWLEDGE NOTICE AND VERBAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

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

INVOICE PREPARED BY | CASH

BY _____ PAYMENT RECEIVED | $ _____ AMOUNT RECEIVED

BY _____ | $ _____ AMOUNT OF DEPOSIT

CHARGE CARD | CHECK

_____ | NO _____

WARRANTY | INTERNAL

_____ | OTHER

DECLINED RECOMMENDED SERVICES----------
Customer has declined the following recommendations:

99CVZRBK BRAKE LINING RED
DUE: 11/14/17

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED AFTER SERVICE DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

NOTICE TO CUSTOMER
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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

PAGE 2 OF 2 | ACCOUNTING COPY | [END OF INVOICE] 10:02am

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump

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[redacted]

2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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PE18-012

GM

3-27-2019

Q3

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

Caller English

System [3:40:37 PM]:

Welcome to chat.

Frenz Ann [3:40:48 PM]:

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

Frenz Ann [3:40:57 PM]:

Good afternoon, [redacted].

Frenz Ann [3:42:02 PM]:

Is it for your 2015 Suburban with a brake concern?

[redacted] [3:42:40 PM]:

I reaching out as I have tried to communicate with the Southern California rep from GM regarding repairs performed on my vehicles. I have reached out for the past two days with no return calls or emails. I recently had a brake concern with my vehicle and had it towed in to Selman Chevrolet at my expanse. I was contacted by the service writer stating that the vacuum pump on my vehicle had gone out. Total cost for repairs would be $711 as the part was not covered under the drive train warranty. When I quested this I was informed that the coding for the part stated it was not covered. I questioned this as the vacuum pump on this vehicle is lubricated by the engine oil. Therefore the pump cannot survive nor operate with out the engine. This in turn places the vacuum pump as part of the drive train. The sevice writer stated he would talk with the service manage to see what can be done as I refused to pay for a part and labor to repair the vehicle seeing this clearly is a defect.

[redacted] [3:43:14 PM]:

Yes my concern is on the 2015 Suburban

[redacted] [3:43:39 PM]:

As I waited for a return call I found that GM has a TSB for my concern. I called the service writer back and asked if oil was found in the vacuum line going to the brake booster. The writer stated yes. I quickly informed him of the TSB and he informed me that he was not aware of it and would bring this up to his service manager. After a few hours I received a call from the service manager who informed me that GM was not covering the full amount of the repair. He also informed me that the dealer would be covering the remaining amount under goodwill. I thanked, but quickly stated that GM should be cover

the full amount as this is a none concern and the fact the pump is part of the drive train. I also informed him that I would be reaching out to GM to express my concerns about drive train warranty.

[redacted] [3:43:57 PM]:

The TSB for the vacuum pump is PIT5361B. The work completed on my vehicle was a replacement of the vacuum. Clearly there is more than just a pump replacement if oil was found in the vacuum line leading to the booster. Not only am I upset about warranty I now have to worry about my brake booster being contaminated with engine oil leading to the rubber breaking down in a year or two causing me to have brake problems again and having GM state the repairs are not covered under warranty as the brake booster is not part of the drive train. I would like to have someone contact me to review my concerns and make sure that my vehicle is repaired properly.

Frenz Ann [3:45:57 PM]:

I do understand how this situation can be concerning.

Frenz Ann [3:47:31 PM]:

The specialist that is handling your case is Maya and she is still actively working on your case. She can be reached at 1-866-790-5600. What I can do is notify her that you chatted in and are requesting an update.

Frenz Ann [3:47:59 PM]:

Is there anything else I can help you with?

[redacted] [3:49:09 PM]:

I was informed a women by the name of Haley was handling the case when my vehicle was at Selman. Has this changed? I was also informed Haley was the case worker when I called in the last 3 days to 800-222-1020.

Frenz Ann [3:51:07 PM]:

Yes, [redacted] I am showing that the case was re-assigned to another advisor (Maya) yesterday.

[redacted] [3:51:56 PM]:

Odd. This information was not provided to me today when I called in. Is the case number the same?

Frenz Ann [3:53:27 PM]:

I am sorry for the confusion. This is the information on your case, [redacted]

Frenz Ann [3:55:00 PM]:

Haley is no longer working with us.

Frenz Ann [3:56:21 PM]:

That's why the case is assigned to another advisor who will continue to work on your case.

Frenz Ann [3:56:42 PM]:

Is there any other question I can assist you with today?

[redacted] [3:56:55 PM]:

Thank you.

Frenz Ann [3:57:05 PM]:

You're welcome.

Frenz Ann [3:57:23 PM]:

Thank you for chatting in with Chevrolet, [redacted] If you have additional questions, please feel free to chat in with us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m., Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. Or you may call in at 1-866-790.3600. Thanks for visiting us. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

ROTOLO CHEVROLET

P.O. Box 457
16668 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000306684

www.rotolo.com

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JAIME MOSQUEDA 54117	TAG NO. [redacted]	INVOICE DATE 02/26/18	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 84,572	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/DB		DELIVERY DATE 03/14/16		DELIVERY MILES
	VEHICLE I.D. NO. 1GCRCREC2FZ[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 02/23/18		
	COMMENTS				

MO: 84572

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

J# 1 11CVZ BRAKE DIAG 1 TECH(S):528 200.00

CUSTOMER STATES WHEN APPLYING BRAKE, VEHICLE WILL NOT STOP.
CUSTOMER STATES
BRAKE PEDAL FEELS AS IF LOCKING UP CHECK AND ADVISE.
VACUUM BRAKE BOOSTER NOT PRODUCING ENOUGH VACUUM TO ASSIST
THE BRAKE BOOSTER.
REPLACED VACUUM BRAKE PUMP,PUMP BELT AND A/C BELT.
ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12658179	BELT 1.066	66.99	66.99
JOB # 1	1	12658178	BELT KIT 1.066	66.99	66.99
JOB # 1	1	12669488	PUMP 3.280	202.99	202.99
			JOB # 1 TOTAL PARTS		336.97
			JOB # 1 TOTAL LABOR & PARTS		536.97

J# 2 11CVZ11 TIRE PRESSURE/MPVI TECH(S):528 0.00

SET TIRE PRESSURES TO PROPER SPECIFICATIONS
PERFORM MULTI-POINT VEHICLE INSPECTION
36 PSI ALL TIRES
SET TIRE PRESSURES TO PROPER SPECIFICATIONS
MULTI-POINT VEHICLE INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 26CVZWASH WASH EXTERIOR TECH(S):57246 0.00

WASH VEHICLE EXTERIOR
.
.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+9SCVZRBL RED BRAKES TECH(S):528 0.00

Added Operation (TECH12 @ 02/26/2018 11:26)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $125.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $570.00 (+TAX) ON 02/26/18 AT 12:15pm
BY LINDA PAYTON COMMENTS BOOSTER

COMMENTS----------

CUSTOMER TO RETURN FOR RECALL. PENDING BRAKE DIAG FIRST.

[CONTINUED ON NEXT PAGE] 04:03pm

American Solutions for Business • (949) 243-0635 • 8/10/2005 (08:17)

ROTOLO CHEVROLET

P.O. Box 457
16666 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000306684

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"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JAIME MOSQUEDA 54117		TAG NO. [redacted]	INVOICE DATE: 02/26/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 84,572	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/DB			DELIVERY DATE: 03/14/16	DELIVERY MILES
	VEHICLE I.D. NO.: 1GCRCREC2FZ[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R. O. DATE: 02/23/18	
	COMMENTS				MO: 84572

TOTALS----------

TOTAL LABOR....	200.00
TOTAL PARTS....	336.97
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	26.12
TOTAL INVOICE $	**563.09**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

CUSTOMER COPY

| END OF INVOICE | 04:03pm

American Solutions for Business • (949) 243-8686 • ari/02365 (08/17)

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 05/04/2018

Customer Information

First Name [redacted]
Last Name
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCRCREC2FZ[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 03/14/2019
Job Card Date: 02/26/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,024
Current Mileage: 84,572
Miles out of Warranty: 48,548

Repair

Total Repair Cost At Warranty Rates: $536.97
Job Card / Repair Order : [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $536.97
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 06/05/2018

mer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GKS1AKC3GR[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 06/30/2019
Job Card Date: 06/05/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 68,784
Miles out of Warranty: 32,775

Repair

Total Repair Cost At Warranty Rates: $744.88
Repair Group: Transmission
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $148.98 - $297.95
Cust/Dlr Participation Amount: $446.93 - $595.90
Agreed upon Customer/Dealer Participation Amount: $434.09

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

EMPOWERMENT PORTAL

Hello SIEBEL

Search Policy Evaluation Tool Guidelines and Resources

{ "BTB": "Bumper to Bumper Coverage" , "PWT07": "Powertrain Coverage 2007-2015 MY C/G/P/S" , "PWT0712": "Powertrain Coverage 2007-2012 B/K/H" , "PWT16": "Powertrain Coverage 2016 MY + C/G" , "PWT13": "Powertrain Coverage 2013+ B/K" , "FEC": "96/80 Emissions" , "TFEC": "36/50 Emissions Coverage" , "CRSC": "Corrosion Coverage" , "CPOC": "Certified Pre-Owned Coverage" , "DCV": "Diesel Coverage (2007 MY +)" }

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business:

○ Yes

⊙ No

First Name

Last Name

Phone Number

Vehicle / Coverage

Dealer BAC

Full VIN

Make GMC

Component Warranty Coverage Select

Repair Group Select

Time

Component's Warranty End Date

Job Card Date

Days Out of Warranty 0

Mileage

Component's Warranty End Mileage

Current Mileage
Support
Miles Out of Warranty 23,991

DBC Field Business Center

Technical Issues: 888-707-1707, prompt 3 for Website technical issues
Business Support: 888-707-1707, prompt 4 for Goodwill Tools business usage questions and issues (CAC Goodwill Help Desk)
Additional Support: 888-707-1707, pr

Reasons For Policy Adjustment
Primary reason for policy adjustment Select

Repair Information
Select Portfolio

Are you sure you want to go to ?
Total Repair Cost (Warranty Rates)

YES NO

Job Card / Repair Order #
Session Inactivity Warning

The session will expire in seconds

Results

Keep me logged in

Sign Off

Goodwill Notification
GM Participation Amount $280.00 - $560.00

OK ner / Dealer Participation Amount $840.00 - $1,120.00

GM Representative Information
Agreed Upon Customer / Dealer Participation Amount
Region GM DETROIT
Reason
Requestor Group
Enter business reason for exceeding Maximum GM Participation Amount by $
Name SIEBEL SERVICE

OK

VIN Recall Warning

OK /I Cancel show there is an open recall on this VIN. Click Continue to proceed.

Continue Reset Edit Home

IVH Recall Service Unavailable

Check Print verify if there are open recalls on this VIN. Click Continue to proceed with Warranty Claim or Pre-approval request.

Continue

Prev Next

Apr 2018 customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7

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

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30

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

Find Today | Done

Are you sure you want to clear the current Policy Evaluation Tool form and reload a new one?

No | Yes

PE18-012

GM

3-27-2019

Q3

[redacted]

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

Caller English

System [8:26:09 AM]:

Welcome to chat.

Emma [8:26:25 AM]:

Hi, [redacted]! Thank you for contacting GMC Customer Assistance, my name is Emma.

[redacted] [8:26:44 AM]:

Just checking on rental car reimbursement. If that is under my warranty.

Emma [8:27:41 AM]:

My apologies for any inconvenience. Just to clarify, your vehicle is being serviced and you were provided a rental vehicle and you are seeking reimbursement, is that correct?

[redacted] [8:28:06 AM]:

Yes

[redacted] [8:28:34 AM]:

But I wasn't provided a rental. I will need to get one.

Emma [8:29:02 AM]:

I see. I would be glad to check your vehicle's warranty information.

Emma [8:29:09 AM]:

May I have the current mileage on the vehicle and at least the last 8 digits of the VIN?

Caller[redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

GMC - General Question On a Vehicle I Own-Additional Info:I have with a problem with a Dealership here were I live. I had an issue with my brakes not stopping at all and had it towed. to the Dealership. They found the issue and had to replace the brake booster and vacuum line. Then two weeks later it didn't again. I had taken towed again and had to pay the towing and now they are saying it was due to the air being in the line and had to bleed the brakes and that is something that they didn't touch and I had to pay the work that was done. I'm very upset with the whole deal. I would like to speak to some one about this. I shouldn't have had to pay for this since they are the ones that had service the vehicle.

FG[redacted]

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

Caller English

System [6:30:05 PM]:

Welcome to chat.

Tyler [6:30:29 PM]:

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

Tyler [6:31:26 PM]:

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

Tyler [6:32:33 PM]:

I understand your reasoning behind not having to pay for the repair, but it would be at the dealerships discretion if they would like to charge as the vehicle is outside of the applicable factory warranty.

Tyler [6:32:52 PM]:

Can you verify your full home mailing address?

[redacted] [6:33:09 PM]:

[redacted]

Tyler [6:37:29 PM]:

Was the servicing dealership Midland Buick GMC Cadillac?

[redacted] [6:37:37 PM]:

The dealership this is a[redacted]. I'm no[redacted] air don't get the brake lines by itself. I very upset because my wife was the one driving the vehicle and both times the vehicle wouldn't stop. What would had happen if she was in an accident. Answer me that.

[redacted] [6:39:01 PM]:

yes it was. I will never go back there again and probably done buy GMC vehicles.

Tyler [6:39:57 PM]:

I'm not able to answer hypothetical questions,[redacted].

Tyler [6:40:36 PM]:

We are happy to hear that your wife wasn't involved in an accident. The service request number for today is[redacted]

Tyler [6:43:00 PM]:

If your concern is with the dealerships workmanship we would recommend speaking with a Service Manager at the dealership. Each Chevrolet Dealership is an independently owned and operated business. We appreciate you taking the time to contact us about your experience.

Tyler [6:46:25 PM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [6:47:26 PM]:

I would have not been this upset if they would step up to the plate. Charging me for the some thing that they worked on and telling me that it wasn't part of the work they done prior. Well i just to see what comes from this. I will not buy another GMC product again. I owed a company and i can tell you that i won't be purchasing any vehicles.

Tyler [6:47:53 PM]:

That's a difficult statement to respond to... GMC takes comments like this very seriously. We value you as a customer, and we don't want to see you go. I am truly sorry we were unable to resolve your concerns to your satisfaction.

[redacted] [6:50:29 PM]:

I'm very disappointed also.

Tyler [6:50:36 PM]:

Is there anything else I can assist you with at this time?

[redacted] [6:51:32 PM]:

there is nothing.

Tyler [6:51:43 PM]:

I'm glad I could help during your visit today. Please don't hesitate to come back and chat with GMC Customer Assistance. We are here to chat from Monday – Friday 8:00 am – 9:00 pm and Saturday 9:00 am – 9:00 pm EST. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 05/29/2018

mer Information

First Nam [redacted]
Last Nam
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKREC1FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 11/07/2017
Job Card Date: 05/01/2018
Days out of Warranty: 175

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 50,000
Miles out of Warranty: 13,991

Repair

Total Repair Cost At Warranty Rates: $989.91
Repair Group: Brakes
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $989.91

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

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

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

PE18-012

GM

3-27-2019

Q3

Customer Number: [redacted]

Invoice No: ** [redacted] **

ACCOUNTING

[redacted]

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

Cell: [redacted]

SERVICE ADVISOR: ***4611 CHRISTOPHER HINES***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKTEC1EG[redacted]	[redacted]	41361 / 41361	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB15			WAIT 03MAY18		0.00	VM	03MAY18

R.O. OPENED	BOOKED	OPTIONS:
09:25 03MAY18	15:32 03MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES VEHICLE HAS LOW BRAKES SLOW SPEEDS										
	DBRK	REPLACED VACUUM PUMP									
		4041	CPC	1.91	2.50	8125	40000			400.00	400.00
	1	12669488	(S)PUMP			12106	27119	0	271.19	271.19	271.19
PARTS: 271.19 LABOR: 400.00 OTHER: 0.00 TOTAL LINE A: 671.19											
41361 CK AND FOUND BRAKE PEDAL EXCESSIVE EFFORT, CK AND DIAGNOSED FOUND LOW VACUUM 2HG, CK AND FOUND VACUUM PUMP INTERNALLY DAMAGED, SEALS COLLAPSED 2.50 REPLACED VACUUM PUMP ASSEMBLY, TESTED BRAKE ASSIST FOUND OK 28HG VACUUM, BRAKE PEDAL EFFORT OK											
B	PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION / . / .										
	9126	PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION									
		4041	CPC	0.02	0.60	1950	620			6.20	6.20
	1	19330000	(S)FILTER			430	615	0	8.60	6.15	6.15
	8	19259487	OIL			2816	4760	0	6.18	5.95	47.60
PARTS: 53.75 LABOR: 6.20 OTHER: 0.00 TOTAL LINE B: 59.95											
41361 MAINTENANCE 0.60 PERFORM OIL CHANGE, REPLACE FILTER, CHECK AND TOP OFF ALL FLUIDS, PERFORMED TIRE ROTATION											
C	PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION, INCLUDING EXTERIOR LIGHT FUNCTION TEST, TIRE PRESSURES RF__ RR__ LF__ LR__ TIRE TREAD DEPTH MEASUREMENT RF__ RR__ LF__ LR__, VISUAL BRAKE INSPECTION, AND INSPECT ALL APPLICABLE FLUID LEVELS. / . / .										
	9126	PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION									
		4041	ISP	0.02	0.20	650	1800			18.00	18.00
PARTS: 0.00 LABOR: 18.00 OTHER: 0.00 TOTAL LINE C: 18.00											
41361 PERF INSP 0.20 RECOMMENDATIONS, FRONT PADS AT 2 MM, REAR PADS AT 4 MM, 30K SERVICE, A/C DEODORIZING, A/C SERVICE, BRAKE FLUID EXCHANGE, ADJUSTED TIRE PRESSURES TO 35 PSI											

~

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR ARD 131281

EPA CAD981373210

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Accounting Copy

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Customer Number: [redacted] Invoice No: ** [redacted] **

ACCOUNTING

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

[redacted]

Cell: [redacted]

SERVICE ADVISOR: ***4611 CHRISTOPHER HINES***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKTEC1EG5[redacted]	[redacted]	41361 / 41361	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB15			WAIT 03MAY18		0.00	VM	03MAY18

R.O. OPENED	BOOKED	OPTIONS:
09:25 03MAY18	15:32 03MAY18	

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

EST: 225.00 03MAY18 09:25 SA: 4611

EST: 767.00 03MAY18 15:25 SA: 4611 [redacted]
CONTACT: C M
VACUUM PUMP

AS AS RESULT OF CALIFORNIA'S CURRENT DROUGHT EMERGENCY AND STATE MANDATED WATER USAGE CUTBACKS WE ARE NO LONGER ABLE TO WASH CUSTOMER VEHICLES. FELIX CHEVROLET AND ALL OF OUR EMPLOYEES THANK YOU FOR YOUR UNDERSTANDING DURING THIS DIFFICULT TIME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-03-18	10:00	11:29	1.48	W	4041	A	
	14:06	14:32	0.43	W	4041	A	
	14:32	14:33	0.02	W	4041	B	
	14:33	14:34	0.02	W	4041	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4460	40620	10075		4/4467	32494	15352	
4/4463	1800	650		4/4324	3087	0	
4/4067D	1800	*******		4/4225	76201	*******	

COST, SALE, & COMP TOTALS 26077 74914 0

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 406.20
PARTS AMOUNT	$ 324.94
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 731.14
LESS INSURANCE	$ 0.00
SALES TAX	$ 30.87
PLEASE PAY THIS AMOUNT	**$ 762.01**

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR ARD 131281 EPA CAD981373210

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PE18-012

GM

3-27-2019

Q3

Customer Number: [redacted]

Invoice No: [redacted]

"INVOICE"

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

[redacted]

ell: 815-751-6141

SERVICE ADVISOR: *4611 CHRISTOPHER HINES*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKTEC1EG[redacted]	SMLTOWN	41361 / 41361	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB15			WAIT 03MAY18		0.00	CASH	03MAY18

R.O. OPENED	BOOKED	OPTIONS:
09:25 03MAY18	15:32 03MAY18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EXCHANGE, ADJUSTED TIRE PRESSURES TO 35 PSI
****

EST: 225.00 03MAY18 09:25 SA: 4611

EST: 767.00 03MAY18 15:25 SA: 4611 [redacted]
CONTACT: C M
VACUUM PUMP

AS AS RESULT OF CALIFORNIA'S CURRENT DROUGHT EMERGENCY AND STATE MANDATED WATER USAGE CUTBACKS WE ARE NO LONGER ABLE TO WASH CUSTOMER VEHICLES. FELIX CHEVROLET AND ALL OF OUR EMPLOYEES THANK YOU FOR YOUR UNDERSTANDING DURING THIS DIFFICULT TIME

[redacted]

Merchant ID: [redacted]
Clerk ID: 69

Sale

Application Label: VISA Debit
VISA
[redacted]
AID: [redacted]
Entry Method: Chip
Approval: Online
05/03/18
Invoice: [redacted]
Approval Code: 39512
Total: $ 762.01

Customer Copy

THANK YOU

PAID
MAY 03 PAID
By

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 406.20
PARTS AMOUNT	$ 324.94
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 731.14
LESS INSURANCE	$ 0.00
SALES TAX	$ 30.87
PLEASE PAY THIS AMOUNT	$ 762.01

ED OTHERWISE. BAR ARD 131281 EPA CAD981373210

Customer Copy

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

[redacted]

Cell: 815-751-6141

SERVICE ADVISOR: *4611 CHRISTOPHER HINES*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKTEC1EG[redacted]	SMLTOWN	41361 / 41361	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB15			WAIT 03MAY18		0.00	CASH	03MAY18

R.O. OPENED	BOOKED	OPTIONS:
09:25 03MAY18	15:32 03MAY18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES VEHICLE HAS LOW BRAKES SLOW SPEEDS							
	DBRK				REPLACED VACUUM PUMP		400.00	400.00
		4041	CPC	2.50				
	1	12669488	(S)		PUMP	271.19	271.19	271.19
							TOTAL LINE A:	671.19

PARTS: 271.19 LABOR: 400.00 OTHER: 0.00

41361 CK AND FOUND BRAKE PEDAL EXCESSIVE EFFORT, CK AND DIAGNOSED FOUND LOW VACUUM 2HG, CK AND FOUND VACUUM PUMP INTERNALLY DAMAGED, SEALS COLLAPSED 2.50 REPLACED VACUUM PUMP ASSEMBLY, TESTED BRAKE ASSIST FOUND OK 28HG VACUUM, BRAKE PEDAL EFFORT OK

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION / . / .							
	9126				PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION			
		4041	CPC	0.60			6.20	6.20
	1	19330000	(S)		FILTER	8.60	6.15	6.15
	8	19259487			OIL	6.18	5.95	47.60
							TOTAL LINE B:	59.95

PARTS: 53.75 LABOR: 6.20 OTHER: 0.00

41361 MAINTENANCE 0.60 PERFORM OIL CHANGE, REPLACE FILTER, CHECK AND TOP OFF ALL FLUIDS, PERFORMED TIRE ROTATION

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C	PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION, INCLUDING EXTERIOR LIGHT FUNCTION TEST, TIRE PRESSURES RF__ RR__ LF__ LR__ TIRE TREAD DEPTH MEASUREMENT RF__ RR__ LF__ LR__, VISUAL BRAKE INSPECTION, AND INSPECT ALL APPLICABLE FLUID LEVELS. / . / .							
	9126				PERFORM ENGINE OIL AND FILTER CHANGE WITH DEXOS OIL; PERFORM TIRE ROTATION; PERFORM MULTI-POINTS VEHICLE INSPECTION			
		4041	ISP	0.20				(N/C)
							TOTAL LINE C:	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

41361 PERF INSP 0.20 RECOMMENDATIONS, FRONT PADS AT 2 MM, REAR PADS AT 4 MM, 30K SERVICE, A/C DEODORIZING, A/C SERVICE, BRAKE FLUID

OCR63934 0 (09/14)

|-|

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR ARD 131281

Customer Copy

EPA CAD981373210

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 05/23/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKTEC1EG[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/22/2018
Job Card Date: 05/03/2018
Days out of Warranty: 70

Mileage

Component's Warranty End Mileage (Miles): 36,024
Current Mileage: 41,361
Miles out of Warranty: 5,337

Repair

Total Repair Cost At Warranty Rates: $684.06
Job Card / Repair Order [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

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

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

GM Participation Amount: $136.81 - $273.62
Cust/Dlr Participation Amount: $410.44 - $547.25
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

REGISTRATION VALID FROM

COML 02/28/2018 TO 02/28/2019 TYPE A0 [redacted]

VEHICLE IDENTIFICATION NUMBER
3GCUKTEC1EG[redacted]

MAKE: CHEV

BODY TYPE MODEL: PK

DATE ISSUED: 01/19/2018

CYLS.	DATE FIRST SOLD	CLASS	YR	Yr. Model
	00/00/2015	ND		2014

TYPE VEH.	MP	AX	WC	UNLADEN/GCGW	TOTAL FEES PAID
32P	G	2	E	05469	$626

3700

REGISTERED OWNER [redacted]

LIENHOLDER

NAVY FCU
PO BX 25109
LEHIGH VALLEY

PA

0

W0154

L0222

[redacted]

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

PE18-012

GM

3-27-2019

Q3

PE18-012

GM

3-27-2019

Q3

RE: Customer Name: [redacted]
Service Request: [redacted]
Vehicle: 2015 GMC Sierra 1500
VIN: 3GTP1VEC5FG[redacted]
Written Due 2/14
State: CA

BBB: PGM[redacted]
Agent: Daniel Leal
Complaints: body/trim
leaks
brakes
electrical
wheels
tires
steering
engine
trans

Requesting: repurchase + attorney fees.
Purchase date/mileage: 9/19/15
$45450
$2500 rebate

Pending Docs needing to be attached to Siebel:

- 1. Case Assessment

Repair History:

Date	RO	Miles	Dlr	RO info
10/6/15 10/14/15	[redacted]	1,073	131160	
10/28/15	[redacted]	2,383	131160	
11/4/15 11/5/15	[redacted]	2,954	131160	Install front tow hooks and tow hook covers, tow hooks are in the rear seat and the hook covers are in parts dept. Install tow hooks on front and hook inserts. Oil change Cust has provided his own oil filter that is in the back seat Mpi Supplied cust with a green leaf rental po.
1/13/16 5/25/16	[redacted]	7,228	131160	Check leaks/c/s there is two oil leaks coming from the front of the engine and around the oil cap No visible leaks at this time. while in test drive, the left rear wheel fell off. replaced the left rotor, backing plate, both rear pads and left rear wheel Oil change Tire pressure rental
4/6/16 4/7/16	[redacted]	12,072	131160	Oil change Tire pressure Do not rotate tires.
7/6/16 7/8/16	[redacted]	17,963	131160 North	c/s there is some squealling coming from the front brakes when applied. Front brake rotor replacement-both sides.

			County GMC	Front brake pads worn out from insdie pat performed PIT5377D uneven front pad wear and front rotors out specifications. replaced front brake pads and 2 front rotors due to be worn out, verify repair. c/s there is seepage coming from the front of the engine. Check for leaks. inspect veh and no found any leaks at this time. there is some seeping coming from the timing actuator seal. no work done at this time. c/s there is clunking type noise coming from the rear end, noise happens when going from a stop and accelerating. Noise coming from rear end, test drove veh and can't duplicate cust concern, noise coming from rear tow hitch and lug nut on the frame was dropped and and is loose and playing not available to be removed. mpi e. tire pressure rental car.
9/13/16 9/16/16	[redacted]	22,557	131160	C/S when applying the brakes the front will dip really low and the pedal seems to be squeeshy and press really far down to the floor. Brake flush, performed brake flush test drove veh pedal is now stiffer c/s the radio will intermittently go blank and other times the play, rewind and ffw icons will be blank inop radio could not verify customers concern. Connected mdi to pull possible codes no codes were found called tac they had me replace center stack case number [redacted] Frontal airbag pretensioner deploy (recall 4 wheel alignment Mpi Tire pressure. Rental
10/18/16	[redacted]	24,361	131160	The steering wheel is angled to the right while the veh is driving straight after the last alignment Alignment performed alignment on customers veh adjusted to and centered steering wheel Mpi Tire pressure.
11/8/16 11/14/16	[redacted]	26,099	131160	The seat will rock and make a clicking type noise when going in and out of turns. Lubricate front seat pivot points, install lateral retainer and install seat actuator shim clip c/s there is an oil leak from the front of the engine area, leak is visible on the front of the block. Camshaft position actuator replacement. Mpi Tire pressure. c/s once the veh gets to operating temp there is a squealing noise coming from the engine compartment water pump replacement.
3/30/17 4/4/17	[redacted]	33,567	131160	c/s veh is having a tough time starting, the veh needed a jump start this morning. Tested battery with gr8 passed test. could not verify customer concern at this time. Lof/tire rotation. Mpi Tire pressure.
4/7/17	[redacted]	34,838	117882	
7/24/17	[redacted]	42,642		Alignment - no pulls, steering wheel is centered.

				Electrical, c/s the center console usb ports are inop. Could not verify concern. all usb ports are working at this time. c/s the rear brakes are wearing differently on the left side compared to the right side. the cust also states the rotors are scored. Brake drag. verified concern, right rear brake caliper had brake drag. performed replacement of brake pads and resurfaced rotors 19.43 lr and 19.38 mm rr. replaced caliper and bled brake system. no further action required. Cust is waiting for diag. Mpi Tire pressure.
9/15/17	[redacted]	47,054	131160	c/s driveabillity. 6 out of 10 times when braking going up to a stop sign the brake pedal will go to the floor. Master cylinder failure, verified customers concern of brake pedal intermittently sinking while applying pedal. checked brake system and found all hard parts to be good and have no external leaks. suspect master cylinder to have internal failure. replaced master cylinder with new and bled air from brake system. road tested veh after repairs. no abnormal braking issues felt at this time. c/s driveability upon acceleration from a stop sign cust feels there is a hesitation. Could not duplicate customers concern of hesitation on take off. road tested veh with cust. verified trans fluid level is good. checked for possible software update. vhe has current programming. reset shift adapts and road tested veh. c/s body interior, dr side seat bottom cushion has shifted. Verified customer concern of seat cushion moving. seat will need to come apart for further inspection. no guarantee that seat cushion will be tigheter after inspection. extended warranty company declined repairs. customer declined any further action c/s 100 deductible cust must pay $100 deductible. c/s would like to go for a ride with tech to confirm issues with car. Mpi Tire pressure.
10/19/17 10/19/17	[redacted]	49,921	288707	C/S I am constantly having brake issues with the veh 4-5 times I pressed the brakes in around town driving and the brakes do nothing, brakes go down to the floor. Had to use brake and down shift with manuel mode. I also hear excessive noise from the rt rear of the veh and it feels like brakes are dragging. Cust seeking assistance from GM. test drove veh brake pedal gets hard when depressing while driving. performs complete brake inspection. all front brake pads at 7mm both front brake rotors at 20 mm. all rear brake pads at 9mm both rear brake rotors at 19.75 mm. removed both rear brake calipers and rotors, inspected paring brake system, removed brake master cylinder, no fluid leaks at time of inspection. found low brake booster vacuum when brake pedal is depressed (-4kpa) brake vacuum pump is worn and making a clicking noise inspected booster vacuum hose, no oil found in hose. Removed and replaced brake booster vacuum pump. checked vacuum -94kpa at idle test drove ok at this time. Tire pressures Mpi During checkout tech noted leaking rear axle seal, insepct with tech and verified failed left rear axle sel is forming to a drip at axle tube. ok to add 5/100. Jess S. L/R axle seal leaking pakring brake shoe is good. removed and replaced l/r axle seal. cleaned. filled rear differential with new fluid. test drove. ok at this time.

PE18-012

GM

3-27-2019

Q3

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	ADR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	ADR
City	[redacted]	Zip [redacted]	State CA	UCC	Engine - General	Sub-Area	BBB Case
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	North County Cadillac	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	Email	Updated	03/06/2018 08:19:16
Serial/VIN #	3GTP1VEC5FG[redacted]	Mileage	47054	Priority	Medium License #	Owner	VZ7R19
Model	Sierra 1500	Model Year	2015	Status	Closed	Opened	Feb 3, 2018 9:42 AM
Make	GMC	Warranty Start	09/19/2015 00:00:00	Sub Status	Dissatisfied	Closed	Mar 6, 2018 8:19 AM
Cust Concern	CA - BBB Written Case; oil leak; brakes squeal; noise in rear end; radio inoperative;						
Customer Description	This is No Longer a BRC ADR Case. Please Handle in CAC.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		Incident Desc	

Service Request Activities – UCC PAR

Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	
Primary Veh Use				**Inspection Type**				**Inspected By**	**Inspection Date/Time**

Service Request Activities – UCC PAR

Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 5, 2018 6:23 PM	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	04/06/2018 09:50:24	[redacted] 04/05/2018 18:23:13.000

Last Name	First Name	Account	BAC Code

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Customer Did Not Return Form<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 6, 2018 8:19 AM	VZ7R19	VZ7R19	SR Closed - Dissatisfied		Done	03/06/2018 08:19:15	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 6, 2018 8:18 AM	VZ7R19	VZ7R19	BRC ADR	Closed Arbitration	Done	03/06/2018 08:18:16	No goodwill

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]		

Comments

Decision: Close case

Decision Maker: Arb Spec

Justification: Arbitrator rendered denial decision

Follow Up: None needed

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 6, 2018 8:14 AM	VZ7R19	VZ7R19	Outbound Email	DVM/CAM/Field	Done	03/06/2018 08:19:07	BRTM Steve Franklin. Tue 3/6/2018 7:15 AM Decision attached.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

RE: Customer [redacted]
SR#: [redacted]
VIN#: 3GTP1VEC5FG[redacted]
Vehicle:2015 GMC Sierra

Good morning Steve,

This written BBB case has received a denial decision this case will be closed.

Sincerely,

Kayla Sikes - Arbitration Specialist & Scheduler
Business Resource Center
Alorica on behalf of General Motors
Phone: 1-866-790-5700, Ext. 5911131
Fax: 866-268-5529

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2018 11:23 AM	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	03/05/2018 16:29:02	[redacted] 03/05/2018 11:23:12.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

PGM[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Denial was awarded<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2018 7:58 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/06/2018 08:11:56	[redacted] check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2018 7:58 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	03/05/2018 07:58:31	[redacted] update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 33, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2018 8:14 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/05/2018 07:58:36	[redacted] check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
2/12 - written position sent in. Check for decision. Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2018 8:14 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	03/01/2018 08:14:11	[redacted] update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Day 29, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 28, 2018 4:39 PM	XZVNCT	VZ7R19	Ownership Changed		Done	02/28/2018 16:39:36	Service Request Ownership has changed FROM: XZVNCT TO: VZ7R19

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 28, 2018 4:39 PM	XZVNCT	XZVNCT	Ownership Changed		Done	02/28/2018 16:39:29	Service Request Ownership has changed FROM: VZ7R19 TO: XZVNCT

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 26, 2018 8:14 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/01/2018 08:14:18	[redacted] -- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 26, 2018 8:14 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/26/2018 08:14:45	[redacted] update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 26, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 22, 2018 8:06 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/26/2018 08:14:50	[redacted]- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 22, 2018 8:06 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/22/2018 08:06:42	[redacted] update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 22, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2018 5:58 PM	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	02/22/2018 08:05:33	PGM1811682 02/21/2018 17:23:11.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Arbitration Scheduled for NO INSPECT on 02/14/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 20, 2018 8:08 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/22/2018 08:06:51	[redacted] -- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 20, 2018 8:08 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/20/2018 08:08:09	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 20, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 16, 2018 8:12 AM	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/16/2018 08:12:35	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Day 16, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 16, 2018 8:11 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/20/2018 08:08:18	[redacted]- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
2/12 - written position sent in. Check for decision. Kayla Sikes/BRC/Arb Spec/ATX 5911131
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2018 6:43 PM	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	02/15/2018 15:51:47	[redacted] 02/14/2018 18:43:28.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>CAREM Reminder. Response Due Back by 02/13/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2018 8:18 AM	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/16/2018 08:11:58	

Last Name	First Name	Account	BAC Code	
[redacted]	[redacted]			[redacted]-- check for decision

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2018 8:18 AM	VZ7R19	VZ7R19	Ownership Changed		Done	02/14/2018 08:18:42	Service Request Ownership has changed FROM: LZYP7Z TO: VZ7R19

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2018 8:14 AM	LZYP7Z	LZYP7Z	BRC ADR	Case Assessment Complete	Done	02/14/2018 08:15:22	Case Assessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Feb 13, 2018 4:54 PM	JTEERLINK2	JTEERLINK2	Follow-Up		Done	02/13/2018 16:55:02

Last Name	First Name	Account	BAC Code	Dealer Update Case
[redacted]	[redacted]			

Comments

All documents have been sent

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 13, 2018 2:08 PM		LZYP7Z	Email - Inbound		Done	02/14/2018 07:30:43	[EXTERNAL] Re: DAVID [redacted] -Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted] Mileage 47054

Last Name	First Name	Account	BAC Code
Birkin	Shelly		

Comments

Here are the Sales Docs you've requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Shelly Birkin
Sent: Friday, February 9, 2018 4:01 PM
To: Sarah Forester
Subject: Fw: [redacted] -Customer Assistance Alert – Action Required: Case # [redacted], VIN 3GTP1VEC5FG[redacted] Mileage 47054

Hi Sarah,

GM is requesting the Sales Docs.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Shelly Birkin
Sent: Friday, February 9, 2018 4:00 PM
To: GMCACUpdate@gm.com
Cc: Joni Teerlink; Gerry Lefebvre; Jesse Martin
Subject: Re: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted], Mileage 47054

Here are the service RO's you requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Monday, February 5, 2018 10:53 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case # [redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, February 05, 2018 10:12 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted], Mileage 47054

This a customer case notification from ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 13, 2018 12:51 AM	LZYP7Z	LZYP7Z	Outbound Call Dealer	Made Contact	Done	02/13/2018 12:57:30	AUTONATION BUICK GMC WEST 16400 W COLFAX AVE GOLDEN, CO 80401 303-278-4433

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

ML sts: was calling because i need to have a RO sent over to me of a mutual cst

dlr sts: do you have the RO number?

ML sts: 181459

dlr sts: and what is the fax number

ML sts: 866-592-1369

dlr sts: ok i will send it over

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2018 11:23 AM	SADMIN	LZYP7Z	BRC ADR	Auto BBB Case Info Update	Done	02/12/2018 12:45:13	[redacted] 02/12/2018 11:23:13.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Request rebuttle. Response Due Back by 02/16/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2018 10:47 AM		LZYP7Z	Email - Inbound	RightFax	Done	02/12/2018 12:45:15	

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
FirstName:=[redacted]
LastName:=[redacted]
Service Request [redacted]
VIN:=[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2018 8:30 AM	VZ7R19	VZ7R19	BRC ADR	Initial Offer - Other	Done	02/12/2018 08:31:41	No offer. Written position sent in requesting denial decision.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
No offer. Written position sent in requesting denial decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2018 8:30 AM	VZ7R19	VZ7R19	BRC ADR	GM Position to BBB	Done	02/12/2018 08:30:56	Arb Spec sent written position to BBB via fax

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Arb Spec sent written position to BBB via fax

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2018 7:01 PM		LZYP7Z	Email - Inbound		Done	02/12/2018 16:35:01	[EXTERNAL] Re: Customer Assistance Alert – Action Required: Case # 8-

Last Name	First Name	Account	BAC Code

Birkin	Shelly			[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

Comments

Here are the service RO's you requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Monday, February 5, 2018 10:53 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, February 05, 2018 10:12 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case #[redacted] VIN 3GTP1VEC5FG[redacted]1, Mileage 47054

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

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

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repai...

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Feb 8, 2018 1:00 PM	LZYP7Z	LZYP7Z	Scheduled Outbound Call Dlr		Done	02/13/2018 12:51:07	AUTONATION BUICK GMC WEST 16400 W COLFAX AVE GOLDEN, CO 80401 303-278-4433

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

AP: follow up on doc request

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2018 12:54 AM	LZYP7Z	LZYP7Z	Outbound Call Dealer	Left Message	Done	02/08/2018 12:59:59	NORTH COUNTY GMC 1515 AUTO PARK WAY NORTH ESCONDIDO, CA 92029-2003 760-432-4040

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

left detailed msg with contact info for call back

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2018 9:23 AM	SADMIN	LZYP7Z	BRC ADR	Auto BBB Case Info Update	Done	02/08/2018 09:53:18	[redacted] 02/08/2018 09:23:14.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>CAREM Reminder. Response Due Back by 02/13/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2018 5:11 AM	SADMIN	SADMIN	Email - Outbound		Done	02/07/2018 05:11:42	Customer Assistance Alert – 24 HR No Response: Case # [redacted] VIN 3GTP1VEC5FG[redacted], Mileage 47054

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

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

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

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

[redacted]

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2018 4:40 AM	SADMIN	JTEERLINK2	Dealer Notification	24 HR No Response	Done	02/12/2018 17:10:45	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 1:30 PM	LZYP7Z	LZYP7Z	Scheduled Outbound Call Dlr		Done	02/08/2018 12:54:03	NORTH COUNTY GMC 1515 AUTO PARK WAY NORTH ESCONDIDO, CA 92029-2003 760-432-4040

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
AP: follow up on doc request

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 1:21 PM	LZYP7Z	LZYP7Z	Email - Outbound		Done	02/05/2018 13:23:28	BBB Case Initial GMC [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan		

Comments
Service Request [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Buick, 131160
VIN: 3GTP1VEC5FG[redacted]

Vehicle: 2015 GMC Sierra 1500
Mileage: 47054

Ryan,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their GMC. The customer has stated oil leak; brakes squeal; noise in rear end; radio inoperative; steering alignment; and is seeking a repurchase. The Customer Complaint Form (CCF) is attached for your review.

I will need your assistance in resolving this case. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors
Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369
daniel.leal@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 1:11 PM	SADMIN	SADMIN	Email - Outbound		Done	02/05/2018 13:11:40	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted] Mileage 47054

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

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

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

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 1:09 PM	LZYP7Z	JTEERLINK2	Dealer Notification	Action Required	Done	02/07/2018 04:40:31	BRC ADR

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:25 AM	CZT7LC	LZYP7Z	Ownership Changed		Done	02/05/2018 10:25:07	Service Request Ownership has changed FROM: CZT7LC TO: LZYP7Z

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:24 AM	CZT7LC	LZYP7Z	BRC ADR	Init Contact Field	Done	02/05/2018 13:23:28	DDMA Ryan Bunn 303-253-0700 ryan.bunn@gm.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Buick, 131160
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 47054

Ryan,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their GMC. The customer has stated oil leak; brakes squeal; noise in rear end; radio inoperative; steering alignment; and is seeking a repurchase. The Customer Complaint Form (CCF) is attached for your review.

I will need your assistance in resolving this case. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors

Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369
daniel.leal@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:24 AM	CZT7LC	LZYP7Z	BRC ADR	Init Contact Dlr	Done	02/05/2018 13:30:03	Service Manager Jessie Martin

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH
ESCONDIDO, CA 92029-2003
760-432-4040

spoke to Nick

ML sts: was calling to see when the last time a cst was in for service with you guys

dlr sts: the last time the veh was here was on Sept of 2017; brake concern; hesitation on take off and drive seat cushion shifted

ML sts: ok that is what i needed to know at this time, if i have any more questions i will call back, thanks

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:24 AM	CZT7LC	LZYP7Z	BRC ADR	Init Contact Cust/Atty	Done	02/05/2018 13:12:41	Attorney Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra

Mr. Wikgren,
We have received the claim that was filed with the BBB in regards to your clien [redacted] in regards to his 2016 Chevrolet Camaro. Right now I will be gathering all of service records in order for me to put the case together to see what options we have available. Once we put the case together I will be in contact to let you know what direction we will go, thanks.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors
Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:24 AM	CZT7LC	LZYP7Z	BRC ADR	Acknowledgement	Done	02/05/2018 13:11:14	Attorney Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
see initial contact activity

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:23 AM	CZT7LC	LZYP7Z	BRC ADR	VIN Scan Completed	Done	02/06/2018 07:22:00	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
[redacted]; Infotainment

open; 9/9/16
closed; 9/15/16
summary; Main Concern:Radio cuts in and out on XM and AM/FM

No GW

[redacted]**; TAC**
open; 9/13/16
closed; 10/1/16
summary; Radio will go blank at times. Gather more info from the customer as to if they are playing a cd or not

No GW

[redacted]**; TAC**
open; 11/11/16
closed; 12/10/16
summary; Squeak from engine at normal operating temp. Suggest replacing water pump assembly and reevaluate.

No GW

[redacted]**; CA CEC**
open; 9/11/17
closed; 10/12/17
summary; vehicle does not merit us to voluntarily repurchase the vehicle at this time. Also recommended he continue to work with the dealership for any concerns under applicable warranties.

No GW

[redacted]**; DLR VOC**
open; 10/5/16
closed; 10/6/16
summary; No info on case

NO GW

Selling Dealer;
NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH
ESCONDIDO, CA 92029-2003
760-432-4040

Service Dealer;
NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH

ESCONDIDO, CA 92029-2003
760-432-4040

PARADISE BUICK GMC
27420 YNEZ ROAD
TEMECULA, CA 92591-4638
951-216-2260

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:23 AM	CZT7LC	LZYP7Z	Notify CRM	Other	Done	02/05/2018 13:08:25	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:23 AM	CZT7LC	LZYP7Z	BRC ADR	New Case Assigned	Done	02/05/2018 13:08:22	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2018 10:21 AM	CZT7LC	LZYP7Z	BRC ADR	VIN Scan Completed	Done	02/05/2018 13:08:16	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request Activities – UCC PAR

VIN Scan Performed. SR's found associated to this VIN:

[redacted] **BRC**
[redacted] **TAC US**
DLR - VOC
[redacted] **TAC US**
Infotainment Customer Support

Mike/BRC Legal/WF/5913788

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 3, 2018 9:43 AM	CZT7LC	CZT7LC	Ownership Changed	Ownership Escalated to BRC	Done	02/03/2018 09:43:32	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
J01	Engine - General	Leaks
H01	Brakes - General	Noise

End of Report

PE18-012

GM

3-27-2019

Q3

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account	Krohn & Moss, Ltd.	Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	Legal
City	[redacted]	Zip [redacted]	State [redacted]	UCC	Brakes - Booster - Hydro / Vac or Pump	Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	North County Cadillac	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	05/11/2018 11:08:19
Serial/VIN #	3GTP1VEC5FG[redacted]	Mileage	59191	Priority	Medium License #	Owner	KZDG1W
Model	Sierra 1500	Model Year	2015	Status	Pending Documentation	Opened	May 8, 2018 8:47 AM
Make	GMC	Warranty Start	09/19/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA - BRC LEGAL Lawsuit ER (See [redacted])						
Customer Description	Krohn - CA This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Angelica at 5924045. If caller is a customer, refer them to their attorney.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2018 11:19 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/11/2018 11:22:57	BRC-Legal Removal of Lawsuit File to Local Counsel for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
O'neal	Gwen	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Autonation Buick GMC West, 117882
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 59191

Dear Gwen,

This email is to inform you of that a lawsuit has been filed on behalf of the above-referenced Customer. Our records indicate that you were contacted while the case was in the Early Resolution program. Our records indicate that the Customer has taken his vehicle to the following Dealerships for service:

Autonation Buick GMC West, [redacted]

Please notify the Dealership(s) listed above and any other Dealership in the vicinity of the Customer's address that this Customer has filed a lawsuit against General Motors. Please inform the Dealership(s) to ensure that any future repair work (if applicable) on this vehicle is thoroughly documented. The Field Representative(s)/Dealership(s) should direct any future communications and documentation related to this Customer's vehicle to the General Motor's Counsel listed below.

This file will not be handled by the Business Resource Center, and has been removed to General Motor's Local Counsel. The contact

information is as follows:

General Motor's Counsel:

Local Counsel Law Firm: Erskine Law Group.
LC Attorney's Name: Mary Arens, Esq.
LC Attorney's Phone #: (949) 777-6032
GM Legal Coordinator: Rocky Farias
Legal Coordinator's Phone: (512) 389-7057

Customer's Counsel:

Plaintiff Counsel Firm: Krohn & Moss
PC Attorney's Name: Jennife...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2018 11:14 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/11/2018 11:19:29	BRC-Legal Notification of Resolution for North County Cadillac, [redacted] and Paradise Buick GMC, 288707 for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, 131160; Paradise Buick GMC, 288707
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 59191

Dear Ryan,

This email is to inform you of that a lawsuit has been filed on behalf of the above-referenced Customer. Our records indicate that you were contacted while the case was in the Early Resolution program. Our records indicate that the Customer has taken his vehicle to the following Dealerships for service:

North County GMC[redacted]
Paradise Buick GMC[redacted]

Please notify the Dealership(s) listed above and any other Dealership in the vicinity of the Customer's address that this Customer has filed a lawsuit against General Motors. Please inform the Dealership(s) to ensure that any future repair work (if applicable) on this vehicle is

thoroughly documented. The Field Representative(s)/Dealership(s) should direct any future communications and documentation related to this Customer's vehicle to the General Motor's Counsel listed below.

This file will not be handled by the Business Resource Center, and has been removed to General Motor's Local Counsel. The contact information is as follows:

General Motor's Counsel:

Local Counsel Law Firm: Erskine Law Group.
LC Attorney's Name: Mary Arens, Esq.
LC Attorney's Phone #: (949) 777-6032
GM Legal Coordinator: Rocky Farias
Legal Coordinator's Phone: (512) 389-7057

Customer's Counsel:

Plaintiff Counsel Firm: ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2018 11:12 AM	KZDG1W	KZDG1W	Correspondence		Done	05/11/2018 11:12:10	Fulfilled:BRCLEG_LG0037. SR#[redacted]

Last Name	First Name	Account	BAC Code
Arens	Mary	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2018 11:09 AM	KZDG1W	KZDG1W	Correspondence		Done	05/11/2018 11:09:00	Created:BRCLEG_LG0037. SR#[redacted]

Last Name	First Name	Account	BAC Code
Arens	Mary	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2018 11:07 AM	KZDG1W	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/11/2018 11:08:23	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

No Other SR's found

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 12:52 AM	ZZFD85	KZDG1W	Notify CRM		Done	05/11/2018 10:27:35	Approved to remove case to Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 12:39 AM	KZDG1W	KZDG1W	Scheduled Follow up		Done	05/11/2018 10:58:35	Pending approval to remove to Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 12:39	KZDG1W	ZZFD85	Manager	Case Review	Done	05/10/2018 12:52:05	Approved to remove case to

AM			Review				Local Counsel
Last Name	First Name		Account		BAC Code		
[redacted]	[redacted]		Krohn & Moss, Ltd.				
Comments							
Debbie/BRC Legal TL/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 12:38 AM	KZDG1W	KZDG1W	BRC LEGAL	Case Assessment Complete	Done	05/10/2018 12:39:13	Case Assessment Complete
Last Name	First Name		Account		BAC Code		
[redacted]	[redacted]		Krohn & Moss, Ltd.				
Comments							
Angelica/BRCLegal/ATX/5924045							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 12:38 AM	KZDG1W	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/10/2018 12:38:30	VIN Scan Completed
Last Name	First Name		Account		BAC Code		
[redacted]	[redacted]		Krohn & Moss, Ltd.				
Comments							
No Other SR's found Angelica/BRCLegal/ATX/5924045							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 11:57 AM	KZDG1W	KZDG1W	Outbound Call Dealer	Made Contact	Done	05/10/2018 11:58:44	Selling Dealer Name: North County GMC
Last Name	First Name		Account		BAC Code		BAC[redacted]

[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

Spoke with Kenny in service who verified dates for RO [redacted] and [redacted], he also confirmed that there is no notes on any accidents or modification to the vehicle

Angelica/BRCLegal/ATX/5924045

Confidential Comments

A:1515 Auto Park Way North
Escondido, CA 92029
P:(760) 432-4040

Service Manager: Joni Teerlink
E:joni@autogrp.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2018 11:47 AM	KZDG1W	KZDG1W	Outbound Call Dealer	Left Message	Done	05/10/2018 11:51:44	Servicing Dealer Name: Paradise Buick GMC BAC [redacted] A:27420 Ynez Road Temecula, Ca 92591 P: (951)216-2260 Service Manager: Fred Hayes E:fhayes@paradiseautos.com Service Director: Jesse Slagill E:jslagill@paradiseautos.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

Spoke with and advisor who informed me that the advisor who worked on the customer is no longer working there so the service director would have to answer if there was any accidents or modifications on the vehicle. Transferred me to his VM.

left message with Jesse requesting a call back to verify if there is anything noted for any accidents or modifications on the vehicle.

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 1:45 PM		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:27	RE: BRC-Legal Initial Notification of Lawsuit for North County Cadillac, [redacted] Paradise Buick GMC, [redacted] for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Suburban Buick GMC Cadillac	[redacted]

Comments

Option B.

Thanks!

Ryan Bunn
General Motors

District Manager Aftersales
L.A. South/San Diego
303-253-0700
Ryan.bunn@gm.com

-----Original Message-----
From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
Sent: Wednesday, May 9, 2018 6:56 AM
To: Ryan Bunn <ryan.bunn@gm.com>
Cc: Steve Franklin <steve.franklin@gm.com>
Subject: BRC-Legal Initial Notification of Lawsuit for North County Cadillac, [redacted] Paradise Buick GMC [redacted] for [redacted]
3GTP1VEC5FG[redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, [redacted] Paradise Buick GMC, [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Ryan,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved [redacted] and [redacted] Due to time constraints, a response to this email is required within 24 hours.

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please re...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

May 9, 2018 1:43 PM		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:21	[EXTERNAL] Re: [redacted] Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted], Mileage

Last Name	First Name	Account	BAC Code
Birkin	Shelly		

Comments

Here is the Sales docs you've requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Wednesday, May 9, 2018 7:52 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case # GMC[redacted], VIN 3GTP1VEC5FG[redacted]Mileage

-----Original Message-----
From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>
Sent: Wednesday, May 09, 2018 7:01 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted], Mileage

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

We have received a Legal case that pertains to one of our mutual customers, Mr.[redacted] Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including
all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a...

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type			
May 9, 2018 12:43 AM		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:13

Last Name	First Name	Account	BAC Code
Jesse	Jesse	Paradise Chevrolet Cadillac	114[redacted]

[EXTERNAL] RE: Action Required: GMC Request for Documentation - [redacted] VIN: 3GTP1VEC5FG[redacted]

Comments

Please see the attached.
And please be aware.....
This is our complete service history for the time the vehicle was owned by [redacted].
[redacted] traded in this truck and purchased a new 2500HD on 10-31-2017.
We resold this vehicle (FG[redacted]) on 1-12-2018 @51622 miles.

Thank you.

--

Jesse Slagill
Service Director
Paradise Buick GMC
27420 Ynez Rd Temecula, CA 92591
(951) 216-2299 Service
(951) 757-8142 Cell

-----Original Message-----
From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
Sent: Wednesday, May 09, 2018 7:21 AM
To: Fred Hayes
Cc: JESSE SLAGILL
Subject: Action Required: GMC Request for Documentation - [redacted] VIN: 3GTP1VEC5FG[redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

*All sales, purchase and finance agreements, including a conversion invoice (if applicable)
*The incentives acknowledgement form
*Copy of the Title and Registration
*The Actual Cash Value statement of any trade

***All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).**
***Please confirm if you are aware of any accidents or aftermarket modifications**

Please provide the n...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 12:25 AM	JTEERLINK2	JTEERLINK2	Follow-Up		Done	05/09/2018 12:25:31	Dealer Update Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments
records have been requested from our business office

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 10:38 AM	KZDG1W	KZDG1W	Scheduled Outbound Email	Cancelled	Done	05/10/2018 12:38:45	Email dealer if no documents received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments
Received documents bot sales and service history

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 10:36 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 10:37:13	Action Required: GMC Request for Documentation - [redacted], VIN: 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bies	Dan	Krohn & Moss, Ltd.	

Comments

Service Request [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

***All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
***The incentives acknowledgement form**
***Copy of the Title and Registration**
***The Actual Cash Value statement of any trade**
***All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).**
***Please confirm if you are aware of any accidents or aftermarket modifications**

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to (586)920-0493.

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

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

GMC Business Resource Center
Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 10:19 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 10:20:57	Action Required: GMC Request for Documentation - [redacted], VIN: 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Hayes	Fred	Krohn & Moss, Ltd.	

Comments

Service Request [redacted]

Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

***All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
***The incentives acknowledgement form**
***Copy of the Title and Registration**
***The Actual Cash Value statement of any trade**
***All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).**
***Please confirm if you are aware of any accidents or aftermarket modifications**

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to (586)920-0493.

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

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

GMC Business Resource Center
Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted] **]**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 10:00 AM	SADMIN	SADMIN	Email - Outbound		Done	05/09/2018 10:00:47	Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted] Mileage

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

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

We have received a Legal case that pertains to one of our mutual customers. [redacted] **. Please provide the following documentation:**

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (586)920-0493.

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 9:59 AM	KZDG1W	JTEERLINK2	Dealer Notification	Action Required	Done	05/10/2018 10:32:38	Documentation Required for Legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

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

We have received a Legal case that pertains to one of our mutual customers, Mr. [redacted] **Please provide the following documentation:**

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (586)920-0493.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

May 9, 2018 9:56 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 09:59:03	BRC-Legal Initial Notification of Lawsuit for Autonation Buick GMC West, [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
O'neal	Gwen	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Autonation Buick GMC West, [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Gwen,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved [redacted] **and** [redacted] **Due to time constraints, a response to this email is required within 24 hours.**

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 24 hours. If a response is not received within 24 hours, the default option will be "B". Your written feedback will be documented and your email will be attached to our case as an important step in our timely case resolution.

Thank you!

Angelica

Business Resource Center

Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]

Service Request Activities – UCC PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 9:53 AM	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 09:56:24	BRC-Legal Initial Notification of Lawsuit for North County Cadillac, [redacted] Paradise Buick GMC [redacted] for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, 131160; Paradise Buick GMC, [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Ryan,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved [redacted] **and** [redacted]**. Due to time constraints, a response to this email is required within 24 hours.**

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 24 hours. If a response is not received within 24 hours, the default option will be "B". Your written feedback will be documented and your email will be attached to our case as an important step in our timely case resolution.

Thank you!

Angelica

Business Resource Center

Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 9:48 AM	KZDG1W	KZDG1W	Correspondence		Done	05/09/2018 09:48:22	Fulfilled:BRCLEG_LG0006. SR#[redacted]

Last Name	First Name	Account	BAC Code
Basola	Jennifer	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 9, 2018 9:44 AM	KZDG1W	KZDG1W	Correspondence		Done	05/09/2018 09:44:58	Created:BRCLEG_LG0006. SR[redacted]

Last Name	First Name	Account	BAC Code
Basola	Jennifer	Krohn & Moss, Ltd.	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - Dealer	Done	05/09/2018 10:37:23	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Selling Dealer Name: North County GMC
BAC [redacted]

A:1515 Auto Park Way North
Escondido, CA 92029
P:(760) 432-4040

Service Manager: Joni Teerlink
E:joni@autogrp.com
****
Servicing Dealer Name: Paradise Buick GMC
BAC[redacted]
A:27420 Ynez Road
Temecula, Ca 92591
P: (951)216-2260

Service Manager: Fred Hayes
E:fhayes@paradiseautos.com
Service Director: Jesse Slagill E:jslagill@paradiseautos.com
****
Servicing Dealer Name:Autonation Buick GMC West
BAC [redacted]
A: 16400 W Colfax Ave
Golden, Co 80401
P: (303) 278-4433

Service Manager: Larry Mcbride
E:mcbridel@autonation.com

DMA: Gwen O'Neil
P:860-575-5897
E:gwen.e.oneil@gm.com

Sent via siebel

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - AVM	Done	05/09/2018 09:59:12	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

For BRC Use Only**

DMA: Ryan Bunn
P:303-253-0700
E:ryan.bunn@gm.com

DMA: Gwen O'Neil
P:860-575-5897
E:gwen.e.oneil@gm.com

Sent via Siebel

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement -Local Counsel	Done	05/09/2018 09:52:56	Acknowledgement -Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

For BRC Use Only

Erskine Law Group
Mary Arens, Esq.
marens@erskinelawgroup.com
26056 Acero Mission Viejo, CA 926691
P: (949) 777-6032
F: (248) 601-4497

Sent via Email

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - Atty/Cust	Done	05/09/2018 09:52:49	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Law Firm Info: Krohn & Moss
PC: Jennifer Basola, Esq.; John Baker, Esq.
P#: (323) 988-2400
F#:(866) 431-5575
E: jbasola@consumerlawcenter.com
A:1112 Ocean Sr., Suite 301
Manhattan Beach, CA 90266

Date on Demand/Complaint Letter: 05/03/18

Sent via Email

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/09/2018 09:29:20	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Comments: Previous SR's Found: Yes
[redacted]-Infotainment Customer
Opened--Closed-9/9/2016--9/15/2016
Concern - IO5 - Intellilink :: Issue :: Features :: Radio :: Unresolved
Resolution - Service Request has been Closed Pend Diag/Cust Act.

[redacted]-TAC
Opened--Closed-9/13/2016--10/1/2016
Concern - The radio display goes blank at times
Resolution - Gather more info from the customer as to if they are playing a cd or not
•Suspect the ICS

[redacted]-DLR-VOC
Opened--Closed-10/5/2016--10/6/2016
Concern - NA
Resolution - NA

[redacted]-TAC
Opened--Closed-11/11/2016--12/10/2016
Concern - squeak from engine at normal operating temp
Resolution - •Found a couple instances for water pumps squeaking.
•Suggest replacing water pump assembly and reevaluate.

[redacted]-CA CEC
Opened--Closed-9/11/2017--10/12/2017
Concern - ER Repurchase Request
Resolution - Service Request has been Closed Dissatisfied.

[redacted]-ADR
Opened--Closed-2/3/2018 --3/6/2018
Concern - CA - BBB Written Case; oil leak; brakes squeal; noise in rear end; radio inoperative;
Resolution - Arbitrator rendered denial decision

Open Recalls:No

Branded Title/ Warranty Block – No

Angelica/BRCLegal/ATX/5924045

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	Notify CRM	Other	Done	05/09/2018 09:21:51	ER Lawsuit has been assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Please review related SR [redacted] & # [redacted] for supporting documentation, if any. Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:52 AM	BZSXG2	KZDG1W	Ownership Changed		Done	05/08/2018 12:52:21	Service Request Ownership has changed FROM: BZSXG2 TO: KZDG1W

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:51 AM	BZSXG2	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/09/2018 09:21:49	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan Completed. SR's found associated to this VIN:
[redacted] Infotainment Customer Support
[redacted] TAC US
[redacted] TAC US
[redacted] BRC LEGAL (CEC)
[redacted] BRC ADR (BBB Written)
[redacted] DLR – VOC

Joshua/BRC Legal/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 8, 2018 12:50 AM	BZSXG2	KZDG1W	BRC LEGAL	Assigned Lawsuit ER	Done	05/09/2018 09:21:46	Assigned Lawsuit ER

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Assigned Lawsuit ER

Joshua/BRC LEGAL/WF/5911241

Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
May 8, 2018 10:11 AM	YZ9XH7	BZSXG2	Ownership Changed		Done	05/08/2018 10:11:26	Service Request Ownership has changed FROM: YZ9XH7 TO: BZSXG2
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
May 8, 2018 8:48 AM	YZ9XH7	YZ9XH7	Ownership Changed	Ownership Escalated to BRC	Done	05/08/2018 08:48:37	Ownership Escalated to BRC
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
May 7, 2018 11:39 AM		LEGWMQ	Email - Inbound	Whitemail	Done	05/09/2018 09:21:43	Hire Letter + Complaint
Last Name	**First Name**	**Account**	**BAC Code**				
Comments							
FirstName [redacted] **LastName** [redacted] **Service Request:=** **VIN:=**							
Confidential Comments							

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 7, 2018 10:01 AM		KZDG1W	Email - Inbound		Done	05/09/2018 09:21:40	NEW SUIT - [redacted] - CA [GM-imanage.FID1664466]

Last Name	First Name	Account	BAC Code

Comments

HI Mary,

Please see the attached new suit for your handling.

Thank you,

Katie Curry
P: (313) 667-0220
F: (313) 221-9662
katlin.curry@gm.com
GM Legal Staff, Product Litigation

MC 482-C23-A68
300 Renaissance Center

Detroit, MI 48265-4000

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Confidential Comments

UCC Information

UCC Code	Description	Symptom
H46	Brakes - Booster - Hydro / Vac or Pump	Inoperative
G28	Axle - Seal	Leaks
C24	Trim - Seat	Misaligned
H40	Brakes - Master Cylinder	Inoperative

End of Report

PE18-012

GM

3-27-2019

Q3

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	**ADR**	**Business Unit**	**BRC**
Account		**Site/BAC**		**Cost Ast.**	**No Goodwill Offered**	**Area**	**ADR**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**BBB Case**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr	**North County Cadillac**	**Contact Accnt.**		**UCC**	**Engine - General**	**Updated**	**Mar 6, 2018 8:19 AM**
Serial/VIN #	**3GTP1VEC5FG**[redacted]	**Source**	**Email**				
Model	**Sierra 1500**	**License #**		**Priority**	**Medium**	**Owner**	**VZ7R19**
Make	**GMC**	**Warranty Start**	**Sep 19, 2015 12:00 AM**	**Status**	**Closed**	**Opened**	**Feb 3, 2018 9:42 AM**
Year	**2015**	**Mileage**	**47054**	**Sub Status**	**Dissatisfied**	**Closed**	**Mar 6, 2018 8:19 AM**
Customer Description	**This is No Longer a BRC ADR Case. Please Handle in CAC.**			**Cust Concern**	**CA - BBB Written Case; oil leak; brakes squeal; noise in rear end; radio inoperative;**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/05/2018 18:23:18	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	04/06/2018 09:50:24	[redacted] 04/05/2018 18:23:13.000
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							
[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Customer Did Not Return Form<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/06/2018 08:19:15	VZ7R19	VZ7R19	SR Closed - Dissatisfied		Done	03/06/2018 08:19:15	Service Request has been Closed Dissatisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/06/2018 08:18:01	VZ7R19	VZ7R19	BRC ADR	Closed Arbitration	Done	03/06/2018 08:18:16	No goodwill
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Decision: Close case Decision Maker: Arb Spec Justification: Arbitrator rendered denial decision Follow Up: None needed Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/06/2018 08:14:21	VZ7R19	VZ7R19	Outbound Email	DVM/CAM/Field	Done	03/06/2018 08:19:07	BRTM Steve Franklin. Tue 3/6/2018 7:15 AM Decision attached.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

RE: Customer: [redacted]
SR# [redacted]
VIN#: 3GTP1VEC5FG[redacted]
Vehicle:2015 GMC Sierra

Good morning Steve,

This written BBB case has received a denial decision this case will be closed.

Sincerely,

Kayla Sikes - Arbitration Specialist & Scheduler
Business Resource Center
Alorica on behalf of General Motors
Phone: 1-866-790-5700, Ext. 5911131
Fax: 866-268-5529

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2018 11:23:19	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	03/05/2018 16:29:02	[redacted]2 03/05/2018 11:23:12.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Denial was awarded<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2018 07:58:37	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/06/2018 08:11:56	[redacted]-- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

03/05/2018 07:58:25	VZ7R19	VZ7R19	Manager Review	Case Update	Done	03/05/2018 07:58:31	[redacted]update
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Day 33, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2018 08:14:21	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/05/2018 07:58:36	[redacted]-- check for decision
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
2/12 - written position sent in. Check for decision. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2018 08:14:03	VZ7R19	VZ7R19	Manager Review	Case Update	Done	03/01/2018 08:14:11	[redacted] update
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Day 29, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/28/2018 16:39:36	XZVNCT	VZ7R19	Ownership Changed		Done	02/28/2018 16:39:36	Service Request Ownership has changed FROM: XZVNCT TO: VZ7R19
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/28/2018 16:39:29	XZVNCT	XZVNCT	Ownership Changed		Done	02/28/2018 16:39:29	Service Request Ownership has changed FROM: VZ7R19 TO: XZVNCT
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/26/2018 08:14:51	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	03/01/2018 08:14:18	[redacted]-- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/26/2018 08:14:40	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/26/2018 08:14:45	[redacted]update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 26, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/22/2018 08:06:52	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/26/2018 08:14:50	[redacted]-- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/22/2018 08:06:35	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/22/2018 08:06:42	[redacted]pdate

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Day 22, no updates.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2018	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info	Done	02/22/2018 08:05:33	[redacted] 02/21/2018 17:23:11.000

17:58:07				Update		
Last Name		**First Name**		**Account**	**BAC Code**	
[redacted]		[redacted]				
Comments						
[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Arbitration Scheduled for NO INSPECT on 02/14/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>						

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/20/2018 08:08:19	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/22/2018 08:06:51	[redacted]- check for decision
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
2/12 - written position sent in. Check for decision. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/20/2018 08:08:04	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/20/2018 08:08:09	[redacted]update
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Day 20, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/16/2018 08:12:09	VZ7R19	VZ7R19	Manager Review	Case Update	Done	02/16/2018 08:12:35	[redacted]update
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Day 16, no updates. Kayla Sikes/BRC/Arb Spec/ATX 5911131							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/16/2018 08:11:47	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/20/2018 08:08:18	[redacted]-- check for decision
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2018 18:43:48	SADMIN	VZ7R19	BRC ADR	Auto BBB Case Info Update	Done	02/15/2018 15:51:47	[redacted] 02/14/2018 18:43:28.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>CAR EM Reminder. Response Due Back by 02/13/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2018 08:18:49	VZ7R19	VZ7R19	Scheduled Follow-up	Other	Done	02/16/2018 08:11:58	[redacted]-- check for decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

2/12 - written position sent in.

Check for decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2018 08:18:42	VZ7R19	VZ7R19	Ownership Changed		Done	02/14/2018 08:18:42	Service Request Ownership has changed FROM: LZYP7Z TO: VZ7R19

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2018 08:14:55	LZYP7Z	LZYP7Z	BRC ADR	Case Assessment Complete	Done	02/14/2018 08:15:22	Case Assessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/13/2018	JTEERLINK2	JTEERLINK2	Follow-Up		Done	02/13/2018 16:55:02	Dealer Update Case

16:54:48						
Last Name		**First Name**		**Account**	**BAC Code**	
[redacted]		[redacted]				
Comments						
All documents have been sent						

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/13/2018 14:08:00		LZYP7Z	Email - Inbound		Done	02/14/2018 07:30:43	[EXTERNAL] Re: [redacted] - Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted], Mileage 47054
Last Name		**First Name**		**Account**	**BAC Code**		
Birkin		Shelly					
Comments							

Here are the Sales Docs you've requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Shelly Birkin
Sent: Friday, February 9, 2018 4:01 PM
To: Sarah Forester
Subject: Fw: [redacted] -Customer Assistance Alert – Action Required: Case # [redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

Hi Sarah,

GM is requesting the Sales Docs.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Shelly Birkin
Sent: Friday, February 9, 2018 4:00 PM
To: GMCACUpdate@gm.com
Cc: Joni Teerlink; Gerry Lefebvre; Jesse Martin
Subject: Re: Customer Assistance Alert – Action Required: Case # [redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

Here are the service RO's you requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Monday, February 5, 2018 10:53 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, February 05, 2018 10:12 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

This a customer case notification from ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/13/2018 12:51:18	LZYP7Z	LZYP7Z	Outbound Call Dealer	Made Contact	Done	02/13/2018 12:57:30	AUTONATION BUICK GMC WEST 16400 W COLFAX AVE GOLDEN, CO 80401 303-278-4433

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

ML sts: was calling because i need to have a RO sent over to me of a mutual cst

dlr sts: do you have the RO number?

ML sts: [redacted]

dlr sts: and what is the fax number

ML sts: 866-592-1369

dlr sts: ok i will send it over

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/12/2018 11:23:19	SADMIN	LZYP7Z	BRC ADR	Auto BBB Case Info Update	Done	02/12/2018 12:45:13	[redacted] 02/12/2018 11:23:13.000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Request rebuttle. Response Due Back by 02/16/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/12/2018 10:47:10		LZYP7Z	Email - Inbound	RightFax	Done	02/12/2018 12:45:15	

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

FirstName:=VZ7R19
LastName:=[redacted]
Service Request [redacted]
VIN:=[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/12/2018 08:30:58	VZ7R19	VZ7R19	BRC ADR	Initial Offer - Other	Done	02/12/2018 08:31:41	No offer. Written position sent in requesting denial decision.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

No offer. Written position sent in requesting denial decision.

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/12/2018 08:30:26	VZ7R19	VZ7R19	BRC ADR	GM Position to BBB	Done	02/12/2018 08:30:56	Arb Spec sent written position to BBB via fax

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Arb Spec sent written position to BBB via fax

Kayla Sikes/BRC/Arb Spec/ATX 5911131

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2018 19:01:20		LZYP7Z	Email - Inbound		Done	02/12/2018 16:35:01	[EXTERNAL] Re: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTP1VEC5FG[redacted] Mileage 47054

Last Name	First Name	Account	BAC Code
Birkin	Shelly		

Comments

Here are the service RO's you requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Monday, February 5, 2018 10:53 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, February 05, 2018 10:12 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GTP1VEC5FG[redacted], Mileage 47054

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

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

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repai...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2018 13:00:08	LZYP7Z	LZYP7Z	Scheduled Outbound Call Dlr		Done	02/13/2018 12:51:07	AUTONATION BUICK GMC WEST 16400 W COLFAX AVE GOLDEN, CO 80401 303-278-4433
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
AP: follow up on doc request							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2018 12:54:15	LZYP7Z	LZYP7Z	Outbound Call Dealer	Left Message	Done	02/08/2018 12:59:59	NORTH COUNTY GMC 1515 AUTO PARK WAY NORTH ESCONDIDO, CA 92029-2003 760-432-4040
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
left detailed msg with contact info for call back							

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2018 09:23:21	SADMIN	LZYP7Z	BRC ADR	Auto BBB Case Info Update	Done	02/08/2018 09:53:18	[redacted] 02/08/2018 09:23:14.000
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
[redacted]<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>CAR EM Reminder. Response Due Back by 02/13/18<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2018 05:11:42	SADMIN	SADMIN	Email - Outbound		Done	02/07/2018 05:11:42	Customer Assistance Alert – 24 HR No Response: Case #[redacted], VIN 3GTP1VEC5FG[redacted]1, Mileage 47054
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression. There is an expectation that you will contact the customer and update the case through the link below. This is a request for documentation only. Please do not reach out to the customer at this time. We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation: All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369 Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter. https://gmnacontactcenter.autopartners.net/edealer_enu_gc [SR[redacted]]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2018 04:40:28	SADMIN	JTEERLINK2	Dealer Notification	24 HR No Response	Done	02/12/2018 17:10:45	Case Escalation
Last Name		**First Name**		**Account**	**BAC Code**		

[redacted]	[redacted]		

Comments

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 13:30:08	LZYP7Z	LZYP7Z	Scheduled Outbound Call Dlr		Done	02/08/2018 12:54:03	NORTH COUNTY GMC 1515 AUTO PARK WAY NORTH ESCONDIDO, CA 92029-2003 760-432-4040

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

AP: follow up on doc request

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 13:21:09	LZYP7Z	LZYP7Z	Email - Outbound		Done	02/05/2018 13:23:28	BBB Case Initial GMC [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan		

Comments

Service Request [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Buick, [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 47054

Ryan,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their GMC. The customer has stated oil leak; brakes squeal; noise in rear end; radio inoperative; steering alignment; and is seeking a repurchase. The Customer Complaint Form (CCF) is attached for your review.

I will need your assistance in resolving this case. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors
Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369
daniel.leal@gm.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 13:11:40	SADMIN	SADMIN	Email - Outbound		Done	02/05/2018 13:11:40	Customer Assistance Alert – Action Required: Case # [redacted], VIN 3GTP1VEC5FG[redacted]1, Mileage 47054

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

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

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

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 13:09:55	LZYP7Z	JTEERLINK2	Dealer Notification	Action Required	Done	02/07/2018 04:40:31	BRC ADR

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

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

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

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 866-592-1369

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:25:07	CZT7LC	LZYP7Z	Ownership Changed		Done	02/05/2018 10:25:07	Service Request Ownership has changed FROM: CZT7LC TO: LZYP7Z

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:24:24	CZT7LC	LZYP7Z	BRC ADR	Init Contact Field	Done	02/05/2018 13:23:28	DDMA Ryan Bunn 303-253-0700 ryan.bunn@gm.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Buick, [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 47054

Ryan,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their GMC. The customer has stated oil leak; brakes squeal; noise in rear end; radio inoperative; steering alignment; and is seeking a repurchase. The Customer Complaint Form (CCF) is attached for your review.

I will need your assistance in resolving this case. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors

Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369
daniel.leal@gm.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:24:16	CZT7LC	LZYP7Z	BRC ADR	Init Contact Dlr	Done	02/05/2018 13:30:03	Service Manager Jessie Martin

Last Name			
[redacted]	[redacted]	[redacted]	[redacted]

Comments

NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH
ESCONDIDO, CA 92029-2003
760-432-4040

spoke to Nick

ML sts: was calling to see when the last time a cst was in for service with you guys

dlr sts: the last time the veh was here was on Sept of 2017; brake concern; hesitation on take off and drive seat cushion shifted

ML sts: ok that is what i needed to know at this time, if i have any more questions i will call back, thanks

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:24:10	CZT7LC	LZYP7Z	BRC ADR	Init Contact Cust/Atty	Done	02/05/2018 13:12:41	Attorney Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra

Mr. Wikgren,
We have received the claim that was filed with the BBB in regards to your client Mr. [redacted] in regards to his 2016 Chevrolet Camaro. Right now I will be gathering all of service records in order for me to put the case together to see what options we have available. Once we put the case together I will be in contact to let you know what direction we will go, thanks.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
Business Resource Center
Alorica on behalf of General Motors

Phone: (866) 790- 5600 ext 5921180
Fax: (866) 592-1369

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:24:03	CZT7LC	LZYP7Z	BRC ADR	Acknowledgement	Done	02/05/2018 13:11:14	Attorney Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

see initial contact activity

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:23:44	CZT7LC	LZYP7Z	BRC ADR	VIN Scan Completed	Done	02/06/2018 07:22:00	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]
open; 9/9/16
closed; 9/15/16
summary; Main Concern:Radio cuts in and out on XM and AM/FM

No GW

[redacted] TAC
open; 9/13/16
closed; 10/1/16
summary; Radio will go blank at times. Gather more info from the customer as to if they are playing a cd or not

No GW

[redacted]; TAC
open; 11/11/16
closed; 12/10/16
summary; Squeak from engine at normal operating temp. Suggest replacing water pump assembly and reevaluate.

No GW

[redacted]CA CEC
open; 9/11/17
closed; 10/12/17
summary; vehicle does not merit us to voluntarily repurchase the vehicle at this time. Also recommended he continue to work with the dealership for any concerns under applicable warranties.

No GW

[redacted]DLR VOC
open; 10/5/16

closed; 10/6/16
summary; No info on case

NO GW

Selling Dealer;
NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH
ESCONDIDO, CA 92029-2003
760-432-4040

Service Dealer;
NORTH COUNTY GMC
1515 AUTO PARK WAY NORTH
ESCONDIDO, CA 92029-2003
760-432-4040

PARADISE BUICK GMC
27420 YNEZ ROAD
TEMECULA, CA 92591-4638
951-216-2260

Daniel/BRC/ML/ATX/5921180

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:23:31	CZT7LC	LZYP7Z	Notify CRM	Other	Done	02/05/2018 13:08:25	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:23:02	CZT7LC	LZYP7Z	BRC ADR	New Case Assigned	Done	02/05/2018 13:08:22	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/05/2018 10:21:42	CZT7LC	LZYP7Z	BRC ADR	VIN Scan Completed	Done	02/05/2018 13:08:16	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan Performed. SR's found associated to this VIN:

[redacted] BRC
TAC US

[redacted] DLR - VOC
[redacted] TAC US
[redacted] Infotainment Customer Support

Mike/BRC Legal/WF/5913788

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/03/2018 09:43:31	CZT7LC	CZT7LC	Ownership Changed	Ownership Escalated to BRC	Done	02/03/2018 09:43:32	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

End of Report

PE18-012

GM

3-27-2019

Q3

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	**Legal**	**Business Unit**	**BRC**
Account	**Krohn & Moss, Ltd.**	**Site/BAC**		**Cost Ast.**	**No Goodwill Offered**	**Area**	**Legal**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Lawsuit**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr	**North County Cadillac**	**Contact Accnt.**		**UCC**	**Brakes - Booster - Hydro / Vac or Pump**	**Updated**	**May 11, 2018 11:08 AM**
Serial/VIN #	**3GTP1VEC5FG**[redacted]	**Source**	**White Mail**				
Model	**Sierra 1500**	**License #**		**Priority**	**Medium**	**Owner**	**KZDG1W**
Make	**GMC**	**Warranty Start**	**Sep 19, 2015 12:00 AM**	**Status**	**Pending Documentation**	**Opened**	**May 8, 2018 8:47 AM**
Year	**2015**	**Mileage**	**59191**	**Sub Status**	**Dissatisfied**	**Closed**	
Customer Description	**Krohn - CA This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Angelica at 5924045. If caller is a customer, refer them to their attorney.**			**Cust Concern**	**CA - BRC LEGAL Lawsuit ER (See SR** [redacted] **&** [redacted]		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2018 11:19:31	KZDG1W	KZDG1W	Email - Outbound		Done	05/11/2018 11:22:57	BRC-Legal Removal of Lawsuit File to Local Counsel for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
O'neal	Gwen	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Autonation Buick GMC West, 117882
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 59191

Dear Gwen,

This email is to inform you of that a lawsuit has been filed on behalf of the above-referenced Customer. Our records indicate that you were contacted while the case was in the Early Resolution program. Our records indicate that the Customer has taken his vehicle to the following Dealerships for service:

Autonation Buick GMC West, [redacted]

Please notify the Dealership(s) listed above and any other Dealership in the vicinity of the Customer's address that this Customer has filed a lawsuit against General Motors. Please inform the Dealership(s) to ensure that any future repair work (if applicable) on this vehicle is thoroughly documented. The Field Representative(s)/Dealership(s) should direct any future communications and documentation related to this Customer's vehicle to the General Motor's Counsel listed below.

This file will not be handled by the Business Resource Center, and has been removed to General Motor's Local Counsel. The contact information is as follows:

General Motor's Counsel:

Local Counsel Law Firm: Erskine Law Group.
LC Attorney's Name: Mary Arens, Esq.

LC Attorney's Phone #: (949) 777-6032
GM Legal Coordinator: Rocky Farias
Legal Coordinator's Phone: (512) 389-7057

Customer's Counsel:

Plaintiff Counsel Firm: Krohn & Moss
PC Attorney's Name: Jennife...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2018 11:14:59	KZDG1W	KZDG1W	Email - Outbound		Done	05/11/2018 11:19:29	BRC-Legal Notification of Resolution for North County Cadillac, [redacted] and Paradise Buick GMC, [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, 131160; Paradise Buick GMC, 288707
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage: 59191

Dear Ryan,

This email is to inform you of that a lawsuit has been filed on behalf of the above-referenced Customer. Our records indicate that you were contacted while the case was in the Early Resolution program. Our records indicate that the Customer has taken his vehicle to the following Dealerships for service:

North County GMC, [redacted]
Paradise Buick GMC, [redacted]

Please notify the Dealership(s) listed above and any other Dealership in the vicinity of the Customer's address that this Customer has filed a lawsuit against General Motors. Please inform the Dealership(s) to ensure that any future repair work (if applicable) on this vehicle is thoroughly documented. The Field Representative(s)/Dealership(s) should direct any future communications and documentation related to this Customer's vehicle to the General Motor's Counsel listed below.

This file will not be handled by the Business Resource Center, and has been removed to General Motor's Local Counsel. The contact information is as follows:

General Motor's Counsel:

Local Counsel Law Firm: Erskine Law Group.
LC Attorney's Name: Mary Arens, Esq.
LC Attorney's Phone #: (949) 777-6032
GM Legal Coordinator: Rocky Farias
Legal Coordinator's Phone: (512) 389-7057

Customer's Counsel:

Plaintiff Counsel Firm: ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2018 11:12:10	KZDG1W	KZDG1W	Correspondence		Done	05/11/2018 11:12:10	Fulfilled:BRCLEG_LG0037. SR# [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Arens		Mary		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2018 11:09:00	KZDG1W	KZDG1W	Correspondence		Done	05/11/2018 11:09:00	Created:BRCLEG_LG0037. SR [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Arens		Mary		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2018 11:07:53	KZDG1W	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/11/2018 11:08:23	VIN Scan Completed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							
No Other SR's found Angelica/BRCLegal/ATX/5924045							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 12:52:08	ZZFD85	KZDG1W	Notify CRM		Done	05/11/2018 10:27:35	Approved to remove case to Local Counsel
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 12:39:47	KZDG1W	KZDG1W	Scheduled Follow up		Done	05/11/2018 10:58:35	Pending approval to remove to Local Counsel
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 12:39:20	KZDG1W	ZZFD85	Manager Review	Case Review	Done	05/10/2018 12:52:05	Approved to remove case to Local Counsel
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			

Comments
Debbie/BRC Legal TL/ATX

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 12:38:51	KZDG1W	KZDG1W	BRC LEGAL	Case Assessment Complete	Done	05/10/2018 12:39:13	Case Assessment Complete
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							
Angelica/BRCLegal/ATX/5924045							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 12:38:00	KZDG1W	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/10/2018 12:38:30	VIN Scan Completed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							
No Other SR's found Angelica/BRCLegal/ATX/5924045							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 11:57:11	KZDG1W	KZDG1W	Outbound Call Dealer	Made Contact	Done	05/10/2018 11:58:44	Selling Dealer Name: North County GMC BAC[redacted] A:1515 Auto Park Way North Escondido, CA 92029 P:(760) 432-4040 Service Manager: Joni Teerlink E:joni@autogrp.com
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							
Spoke with Kenny in service who verified dates for RO #[redacted] and [redacted] he also confirmed that there is no notes on any accidents or modification to the vehicle Angelica/BRCLegal/ATX/5924045							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2018 11:47:38	KZDG1W	KZDG1W	Outbound Call Dealer	Left Message	Done	05/10/2018 11:51:44	Servicing Dealer Name: Paradise Buick GMC BAC[redacted] A:27420 Ynez Road Temecula, Ca 92591 P: (951)216-2260 Service Manager: Fred Hayes E:fhayes@paradiseautos.com Service Director: Jesse Slagill E:jslagill@paradiseautos.com
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd.			
Comments							
Spoke with and advisor who informed me that the advisor who worked on the customer is no longer working there so the service director would have to answer if there was any accidents or modifications on the vehicle. Transferred me to his VM. left message with Jesse requesting a call back to verify if there is anything noted for any accidents or modifications on the vehicle. Angelica/BRCLegal/ATX/5924045							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 13:45:05		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:27	RE: BRC-Legal Initial Notification of Lawsuit for North County Cadillac, [redacted] Paradise Buick GMC, [redacted] for [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Suburban Buick GMC Cadillac	272464

Comments

Option B.

Thanks!

Ryan Bunn
General Motors
District Manager Aftersales
L.A. South/San Diego
303-253-0700
Ryan.bunn@gm.com

-----Original Message-----
From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
Sent: Wednesday, May 9, 2018 6:56 AM
To: Ryan Bunn <ryan.bunn@gm.com>
Cc: Steve Franklin <steve.franklin@gm.com>
Subject: BRC-Legal Initial Notification of Lawsuit for North County Cadillac, [redacted]; Paradise Buick GMC, [redacted]
3GTP1VEC5FG[redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, [redacted]; Paradise Buick GMC, 288707
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Ryan,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved[redacted] and [redacted]. Due to time constraints, a response to this email is required within 24 hours.

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please re...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 13:43:52		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:21	[EXTERNAL] Re: [redacted] -Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted], Mileage

Last Name	First Name	Account	BAC Code
Birkin	Shelly		

Comments

Here is the Sales docs you've requested.

Thank You.

Shelly Birkin

Service Department

North County Buick Cadillac GMC

760-432-4014 x7131

From: Joni Teerlink
Sent: Wednesday, May 9, 2018 7:52 AM
To: Shelly Birkin
Subject: FW: Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted], Mileage

-----Original Message-----
From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>
Sent: Wednesday, May 09, 2018 7:01 AM
To: Joni Teerlink <joni@autogrp.com>; Jesse Martin <jmartin@ncbcg.com>
Subject: Customer Assistance Alert – Action Required: Case # GMC [redacted] VIN 3GTP1VEC5FG[redacted], Mileage

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

We have received a Legal case that pertains to one of our mutual customers, Mr[redacted] Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including
all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 12:43:08		KZDG1W	Email - Inbound		Done	05/10/2018 10:31:13	[EXTERNAL] RE: Action Required: GMC Request for Documentation -[redacted] VIN: 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Jesse	Jesse	Paradise Chevrolet Cadillac	114691

Comments

Please see the attached.

And please be aware.....
This is our complete service history for the time the vehicle was owned by Mr. [redacted]
[redacted] traded in this truck and purchased a new 2500HD on 10-31-2017.
We resold this vehicle (FG[redacted]) on 1-12-2018 @51622 miles.

Thank you.

--

Jesse Slagill
Service Director
Paradise Buick GMC
[redacted] Ynez Rd Temecula, CA 92591
(951) 216-2299 Service
[redacted] Cell

-----Original Message-----
From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
Sent: Wednesday, May 09, 2018 7:21 AM
To: Fred Hayes
Cc: JESSE SLAGILL
Subject: Action Required: GMC Request for Documentation - [redacted] VIN: 3GTP1VEC5FG[redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

*All sales, purchase and finance agreements, including a conversion invoice (if applicable)
*The incentives acknowledgement form
*Copy of the Title and Registration
*The Actual Cash Value statement of any trade
*All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
*Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the n...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 12:25:08	JTEERLINK2	JTEERLINK2	Follow-Up		Done	05/09/2018 12:25:31	Dealer Update Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments
records have been requested from our business office

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 10:38:40	KZDG1W	KZDG1W	Scheduled Outbound Email	Cancelled	Done	05/10/2018 12:38:45	Email dealer if no documents received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

Received documents bot sales and service history

Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 10:36:01	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 10:37:13	Action Required: GMC Request for Documentation - [redacted], VIN: 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bies	Dan	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

*All sales, purchase and finance agreements, including a conversion invoice (if applicable)
*The incentives acknowledgement form
*Copy of the Title and Registration
*The Actual Cash Value statement of any trade
*All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
*Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to (586)920-0493.

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

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

GMC Business Resource Center
Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 10:20:57	Action Required: GMC Request for

10:19:45

Last Name	First Name	Account	BAC Code
Hayes	Fred	Krohn & Moss, Ltd.	

Documentation - [redacted], VIN: 3GTP1VEC5FG[redacted]

Comments

Service Request [redacted]
Customer Last Name: [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500

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

*All sales, purchase and finance agreements, including a conversion invoice (if applicable)
*The incentives acknowledgement form
*Copy of the Title and Registration
*The Actual Cash Value statement of any trade
*All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
*Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to (586)920-0493.

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

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

GMC Business Resource Center
Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 10:00:47	SADMIN	SADMIN	Email - Outbound		Done	05/09/2018 10:00:47	Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTP1VEC5FG[redacted] Mileage

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

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

We have received a Legal case that pertains to one of our mutual customers [redacted]. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (586)920-0493.

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 09:59:15	KZDG1W	JTEERLINK2	Dealer Notification	Action Required	Done	05/10/2018 10:32:38	Documentation Required for Legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Krohn & Moss, Ltd.	

Comments

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

We have received a Legal case that pertains to one of our mutual customers, [redacted]. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (586)920-0493.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 09:56:31	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 09:59:03	BRC-Legal Initial Notification of Lawsuit for Autonation Buick GMC West [redacted] for Dubois 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
O'neal	Gwen	Krohn & Moss, Ltd.	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Autonation Buick GMC West [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Gwen,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved [redacted] and [redacted]. Due to time constraints, a response to this email is required within 24 hours.

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 24 hours. If a response is not received within 24 hours, the default option will be "B". Your written feedback will be documented and your email will be attached to our case as an important step in our timely case resolution.

Thank you!

Angelica

Business Resource Center

Phone Number: (866)790-5600
Extension Number: 5924045

[SR [redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 09:53:25	KZDG1W	KZDG1W	Email - Outbound		Done	05/09/2018 09:56:24	BRC-Legal Initial Notification of Lawsuit for North County Cadillac, 131160; Paradise Buick GMC, 288707 for [redacted] 3GTP1VEC5FG[redacted]

Last Name	First Name	Account	BAC Code
Bunn	Ryan	Krohn & Moss, Ltd.	

Comments

Service Request [redacted]
Customer Last Name: [redacted]
Involved Dealership: North County Cadillac, [redacted]; Paradise Buick GMC [redacted]
VIN: 3GTP1VEC5FG[redacted]
Vehicle: 2015 GMC Sierra 1500
Mileage:

Dear Ryan,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved [redacted] and [redacted] Due to time constraints, a response to this email is required within 24 hours.

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 24 hours. If a response is not received within 24 hours, the default option will be "B". Your

written feedback will be documented and your email will be attached to our case as an important step in our timely case resolution.

Thank you!

Angelica

Business Resource Center

Phone Number: (866)790-5600
Extension Number: 5924045

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 09:48:22	KZDG1W	KZDG1W	Correspondence		Done	05/09/2018 09:48:22	Fulfilled:BRCLEG_LG0006. SR#[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Basola		Jennifer		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/09/2018 09:44:58	KZDG1W	KZDG1W	Correspondence		Done	05/09/2018 09:44:58	Created:BRCLEG_LG0006. SR#[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Basola		Jennifer		Krohn & Moss, Ltd.			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:56	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - Dealer	Done	05/09/2018 10:37:23	Acknowledgement - Dealer
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Selling Dealer Name: North County GMC
BAC[redacted]
A:1515 Auto Park Way North
Escondido, CA 92029
P:(760) 432-4040

Service Manager: Joni Teerlink
E:joni@autogrp.com
****
Servicing Dealer Name: Paradise Buick GMC
BAC[redacted]
[redacted] Road

Temecula, Ca 92591
P: (951)216-2260

Service Manager: Fred Hayes
E:fhayes@paradiseautos.com
Service Director: Jesse Slagill E:jslagill@paradiseautos.com
****
Servicing Dealer Name:Autonation Buick GMC West
BAC [redacted]
A: 16400 W Colfax Ave
Golden, Co 80401
P: (303) 278-4433

Service Manager: Larry Mcbride
E:mcbridel@autonation.com

DMA: Gwen O'Neil
P:860-575-5897
E:gwen.e.oneil@gm.com

Sent via siebel

Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:52	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - AVM	Done	05/09/2018 09:59:12	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

For BRC Use Only**

DMA: Ryan Bunn
P:303-253-0700
E:ryan.bunn@gm.com

DMA: Gwen O'Neil
P:860-575-5897
E:gwen.e.oneil@gm.com

Sent via Siebel

Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:48	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - Local Counsel	Done	05/09/2018 09:52:56	Acknowledgement -Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
For BRC Use Only Erskine Law Group Mary Arens, Esq. marens@erskinelawgroup.com 26056 Acero Mission Viejo, CA 926691 P: (949) 777-6032 F: (248) 601-4497 Sent via Email Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:45	BZSXG2	KZDG1W	BRC LEGAL	Acknowledgement - Atty/Cust	Done	05/09/2018 09:52:49	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Law Firm Info: Krohn & Moss PC: Jennifer Basola, Esq.; John Baker, Esq. P#: (323) 988-2400 F#:(866) 431-5575 E: jbasola@consumerlawcenter.com A:1112 Ocean Sr., Suite 301 Manhattan Beach, CA 90266   Date on Demand/Complaint Letter: 05/03/18 Sent via Email Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:41	BZSXG2	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/09/2018 09:29:20	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Comments: Previous SR's Found: Yes [redacted] Opened--Closed-9/9/2016--9/15/2016 Concern - IO5 - Intellilink :: Issue :: Features :: Radio :: Unresolved Resolution - Service Request has been Closed Pend Diag/Cust Act. [redacted]-TAC Opened--Closed-9/13/2016--10/1/2016

Concern - The radio display goes blank at times
Resolution - Gather more info from the customer as to if they are playing a cd or not
•Suspect the ICS

[redacted]-DLR-VOC
Opened--Closed-10/5/2016--10/6/2016
Concern - NA
Resolution - NA

[redacted]-TAC
Opened--Closed-11/11/2016--12/10/2016
Concern - squeak from engine at normal operating temp
Resolution - •Found a couple instances for water pumps squeaking.
•Suggest replacing water pump assembly and reevaluate.

[redacted]1-CA CEC
Opened--Closed-9/11/2017--10/12/2017
Concern - ER Repurchase Request
Resolution - Service Request has been Closed Dissatisfied.

[redacted]-ADR
Opened--Closed-2/3/2018 --3/6/2018
Concern - CA - BBB Written Case; oil leak; brakes squeal; noise in rear end; radio inoperative;
Resolution - Arbitrator rendered denial decision

Open Recalls:No

Branded Title/ Warranty Block – No

Angelica/BRCLegal/ATX/5924045

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:24	BZSXG2	KZDG1W	Notify CRM	Other	Done	05/09/2018 09:21:51	ER Lawsuit has been assigned
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Please review related SR #[redacted] & [redacted] for supporting documentation, if any. Thank you.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:52:21	BZSXG2	KZDG1W	Ownership Changed		Done	05/08/2018 12:52:21	Service Request Ownership has changed FROM: BZSXG2 TO: KZDG1W
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:51:44	BZSXG2	KZDG1W	BRC LEGAL	VIN Scan Completed	Done	05/09/2018 09:21:49	VIN Scan Performed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
VIN Scan Completed. SR's found associated to this VIN: [redacted] Infotainment Customer Support TAC US TAC US BRC LEGAL (CEC) BRC ADR (BBB Written) [redacted] DLR – VOC Joshua/BRC Legal/WF/5911241							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 12:50:57	BZSXG2	KZDG1W	BRC LEGAL	Assigned Lawsuit ER	Done	05/09/2018 09:21:46	Assigned Lawsuit ER
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Assigned Lawsuit ER Joshua/BRC LEGAL/WF/5911241							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 10:11:26	YZ9XH7	BZSXG2	Ownership Changed		Done	05/08/2018 10:11:26	Service Request Ownership has changed FROM: YZ9XH7 TO: BZSXG2
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/08/2018 08:48:37	YZ9XH7	YZ9XH7	Ownership Changed	Ownership Escalated to BRC	Done	05/08/2018 08:48:37	Ownership Escalated to BRC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/07/2018 11:39:06		LEGWMQ	Email - Inbound	Whitemail	Done	05/09/2018 09:21:43	Hire Letter + Complaint
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							
FirstName:=[redacted]							

LastName:=[redacted]
Service Request:=
VIN:=

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/07/2018 10:01:47		KZDG1W	Email - Inbound		Done	05/09/2018 09:21:40	NEW SUIT - [redacted] CA [GM-imanage.FID[redacted]]

Last Name	First Name	Account	BAC Code

Comments

HI Mary,

Please see the attached new suit for your handling.

Thank you,

Katie Curry
P: (313) 667-0220
F: (313) 221-9662
katlin.curry@gm.com
GM Legal Staff, Product Litigation

MC 482-C23-A68
300 Renaissance Center

Detroit, MI 48265-4000

CONFIDENTIALITY NOTICE: This e-mail and any attachments contain information from the General Motors Legal Staff and are intended solely for the use of the named recipient or recipients. This e-mail may contain privileged attorney/client communications or work product. Any dissemination of this e-mail by anyone other than an intended recipient is strictly prohibited. If you are not a named recipient, you should not use the e-mail or attachments. If you believe you have received this e-mail in error, please notify the sender immediately and permanently delete the e-mail, any attachments, and all copies thereof from any drives or storage media and destroy any printouts of the e-mail or attachments.

End of Report

PE18-012

GM

3-27-2019

Q3

Kayla Sikes (C)

From: Kayla Sikes (C)
Sent: Tuesday, March 06, 2018 7:15 AM
To: steve.franklin@gm.com
Cc: Daniel Leal (C)
Subject: Written BBB case closure, customer [redacted] VIN: 3GTP1VEC5FG[redacted]
Attachments: denial decision.pdf

RE: Customer: [redacted]
SR#: [redacted]
VIN#: 3GTP1VEC5FG[redacted]
Vehicle:2015 GMC Sierra

Good morning Steve,

This written BBB case has received a denial decision this case will be closed.

Sincerely,

Kayla Sikes - Arbitration Specialist & Scheduler
Business Resource Center
Alorica on behalf of General Motors
Phone: 1-866-790-5700, Ext. 5911131
Fax: 866-268-5529

PE18-012

GM

3-27-2019

Q3

CHEVROLET

Monday, June 25, 2018

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSCBKC4GF[redacted]
Ref SR[redacted]

Dea[redacted]

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN **1GNSCBKC4GF**[redacted]nd that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$60,625.77.** This offer was calculated by using the following figures:

Total Repurchase Amount	(sales tax $4,964.40)	$60,625.77
Down Payment		$2,000.00
Monthly Payments (26 @ various amounts)		$19,444.08
Less Usage		$387.40
Payoff of Original Vehicle-Good until 7/12/2018		$39,569.09
Total Amount to Customer		**$21,056.68**

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the tran[redacted]e any questions or concerns.

[redacted]

Customer's and Co-Customer's Signature(s) and Date

[redacted]

Customer's and Co-Customer's Printed Name(s)

PE18-012

GM

3-27-2019

Q3

Case Number: [redacted]

Originator Name: Jodi Blackford 866-790-5600X5911382 jodi.blackford@gm.com
Created Date: 06/08/2018

Vehicle Info

***VIN:**	1GNSCBKC4GR[redacted]	**MSRP:**	0.0	***TAC #:**	N/A
Year:	2016	**Make:**	Chevrolet	**Model:**	Tahoe

Vehicle Comments & TAC Explanation:
Radio Screen Blank - Reprogrammed Radio / DVD inop - Performed Power Cycle / Radio Screen Blank - Reprogrammed Human Interface Control Module

***Date Reviewed with Customer:**	06/04/2018	***Repurchase Mileage:**	19500
Original Purchase Date:	03/13/2016	***Original Purchase Condition:**	New

Vehicle Owner(s)

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

UCC Codes (R5605) Electrical Radio - Entertainment System/DVD Player/Vide - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Golden 1 Credit Union	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	877-465-3361	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	[redacted]	**Dealer Name:**	ALFANO CHEVROLET		
Region:	10	**District:**	1113		
***Phone:**	(805) 543-5752	**Fax:**	(805) 543-1179		
***Contact Name:**	Audrey Alfano	***Contact Title:**	CEM	**E-Mail:**	audrey@alfanomot..

Repurchasing Dealer: -

***Dealer #:**	[redacted]	**Dealer Name:**	GEORGE CHEVROLET		
Region:	10	**District:**	1114		
***Phone:**	(562) 925-2500	**Fax:**	(562) 925-8880		
***Contact Name:**	Bill Sewell	***Contact Title**	CEM	**E-Mail:**	bsewell@georgech..

Repair

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

Vehicle Location: -

Case Number: [redacted]

Originator Name: Jodi Blackford 866-790-5600X5911382 jodi.blackford@gm.com
Created Date: 06/08/2018

Transaction Details

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

Repurchase:

*** Processing Instructions:** CA CEC repurchase case. Customer chose refund. Voluntary Repurchase approved with usage set to 878 miles. Please follow standard California state guidelines for rest of processing instructions.

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Rene Kolka

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

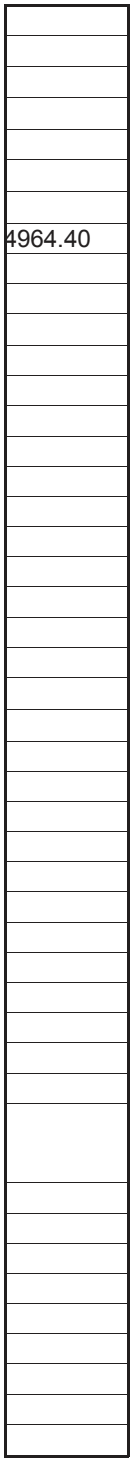
Vehicle VIN: 1GNSCBKC4GR[redacted]

Date: June 21, 2018

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	**Usage**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$2,000.00	sales tax $
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$19,444.08	
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00	
4	case originator instructions differ from LL.		4	State Fees	$0.00	4	Tax (leases only)	$0.00	
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00	
6			6	Sales Tax	$0.00	6	Other-Explain	$0.00	
7	**Usage Using Base Price**		7	Finance Charges	$0.00	7	Other-Explain	$0.00	
8	Base Price/Total Repurch Price	$55,080.00	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00	
9	Mileage	844	9	Other-Explain	$0.00	9	Other-Explain	$0.00	
10	Denominator	120,000	10	**Total Purchase Price**	$0.00	10	**Total Additions**	$21,444.08	
11	Usage	$387.40	11			11			
12			12	* Usage/Depreciation	$387.40	12	* Usage/Depreciation	$387.40	
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00	
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$0.00	
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00	
16	Usage	$0.00	16	Negative Equity	$0.00	16	Negative Equity	$0.00	
17			17	Incentives	$0.00	17	Incentives	$0.00	
18	**USAGE CHARGED**		18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00	
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00	
20	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00	
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00	
22	**Usage Using Base Price**		22	Total Deductions	$387.40	22	Total Deductions	$387.40	
23	Base Price/Total Repurch Price	$0.00	23			23			
24	Mileage	0	24	Repurchase Subtotal	-$387.40	24	Total Refund to Customer	$21,056.68	
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$39,569.09	
26	Usage	$0.00	26	Total Refund to Customer	-$387.40	26	(GMAC=DL quote) good thru 7/12/2018		
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00	
28	**Usage Using Cents/Mile**		28	Total Repurchase	-$387.40	28	Total Repurchase	$60,625.77	
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00	
30	Cents per mile	$0.000	30	Estimated Auction Value	$0.00	30	Estimated Auction Value	$0.00	
31	Usage	$0.00	31	Projected Loss	-$387.40	31	Projected Loss	$60,625.77	

PURCHASE PRICE (before t/t/t)	$ 55,080.00	TRADE ALLOWANCE		**LEMON LAW COMPARISON**	
MSRP (FROM BARS INVOICE)	$ 58,080.00	PAYOFF OF TRADE	$ -		
DIFFERENCE	$ (3,000.00)	DIFFERENCE	$ -	USAGE PER LEMON LAW	$ 387.40
if positive look for over allowance		if negative=negative equity		USAGE CHARGED	$ 387.40
		TRADE ALLOWANCE	$ -	LEMON LAW VARIANCE	$ -
PURCHASE PRICE	$ 55,080.00	ACV OF TRADE			
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -		
OVERALLOWANCE	$ -	ACV=actual cash value			
ACTUAL PRICE	$ 55,080.00				

Form Rev June 1, 2017


4964.40

PE18-012

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3-27-2019

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7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
5/15/18	[redacted]
R/O Close Date	**Status**
5/21/18	Pre-Invoice
Mileage In	**Mileage Out**
19585	19585
Service Advisor / Tag #	
BILL RENN/ [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCBKC4GR [redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - 30CTZZ3601: ELECTRICAL/WIRING Lab Op Cmnt : CUSTOMER STATES WHEN USING APPLE I PLAY THERE IS STATIC IN SYSTEM,IS INTERMITTANT,ADVISE Tech: JOE ESPINOZA (878) UNABLE TO DUPLICATE CONCERN, CUSTOMER WAS ASKED TO BRING HIS CHARGE CABLE AND PHONE TO TEST SYSTEM.	Internal
#2 - 30CTZZ3601: ELECTRICAL/WIRING Lab Op Cmnt : CUSTOMER STATES APPLE I PLAY SEEMS TO DROP CALLS,CANT BE HEARD FROM EITHER END,ADVISE Caused by SEE LINE 1 Tech: JOE ESPINOZA (878) UNABLE TO DUPLICATE CONCERN	Internal
#3 - 30CTZZ3601: ELECTRICAL/WIRING Lab Op Cmnt : CUSTOMER STATES THAT SINCE LAST UPDATE AFTER CUTTING CAR OFF AND RESTARTING IT GOES TO A DIFFERENT SCREEN THAN IT WAS ON BEFOR CUTTING OFF,ADVISE Caused by NO WORK PERFORMED Tech: JOE ESPINOZA (878)	Internal

"I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERANCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft , fire, or vandalism while the property remains with the dealer. Customer states that no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

DISCLAIMER OF WARRANTIES.

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

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Appointed Auto Repair

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
5/15/18	[redacted]
R/O Close Date	**Status**
5/21/18	Pre-Invoice
Mileage In	**Mileage Out**
19585	19585
Service Advisor / Tag #	
BILL RENN/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCBKC4GR[redacted]
Home Phone	**Delivery Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 65CVZZL900: GM LOANER VEHICLE PROVIDED CUSTOMER WITH A GM LOANER VEHICLE Tech: JOE ESPINOZA (878)	Internal

"I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERANCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft , fire, or vandalism while the property remains with the dealer. Customer states that no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

DISCLAIMER OF WARRANTIES.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
5/12/18	[redacted]
R/O Close Date	**Status**
5/21/18	Pre-Invoice
Mileage In	**Mileage Out**
19540	19542
Service Advisor / Tag #	
BILL RENN/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCBKC4GR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - 09BC: BRAKES CHK & ADV Lab Op Cmnt : TOWED IN,BRAKES FADE D LAST NIGHT,DID NOT WANT TO STOP,ADVISE Caused by DIAGNOSED CONCERN FOUND LOW VACUUM VOLUMN FROM VACUUM PUMP CAUSING CONCERN LOSS OF BRAKE ASSIST ONLY PULLING 10-14 INCHES OF VACUUM AT IDLE Tech: JOE ESPINOZA (878) Installed 12669488 :SL-N-PUMP (03280-CT) Qty: 1 REPLACED VACUUM PUMP ASSEMLBY AND RETESTED TO VERIFY REPAIRS, VEHICLE OPERATING AS DESIGNED.	Warranty Warranty
#2 - 30CTZZ3601: ELECTRICAL/WIRING Lab Op Cmnt : CUSTOMER STATES RADI O SCREEN WILL GO BLANK,OFF AND ON,ADVISE Caused by TESTED RADIO AND SCAN FOR SOFTWARE VERSION FOUND HMI HAS OLD SOFTWARE VERSION AVAILABLE PER BULLETIN # 17-NA-025 FOR CONCERN STATED SOFTWARE ANAMOLY CAUSING CONCERN SOFT WARE VERSION WAS 15.1A044 Tech: JOE ESPINOZA (878) REPROGRAMMED HUMAN INTERFACE CONTROL MODULE USING USB AND SPS TO LATEST SOFTWARE PER BULLETIN #17-NA-025	Warranty
#3 - 13CTZZTIRE: TIRE PRESSURE CHECK	

"I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERANCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft , fire, or vandalism while the property remains with the dealer. Customer states that no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

DISCLAIMER OF WARRANTIES.

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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AUTOMOTIVE SERVICE EXCELLENCE

Family Owned Since 1923
HARBOR AUTOMOTIVE
CHEVROLET • HYUNDAI

P.O. Box 7217
3770 Cherry Ave
Long Beach, CA 90807
(562) 426-3341
Harbor-hyundai.com
Harborchevrolet.com

Approved Auto Repair

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
5/12/18	[redacted]
R/O Close Date	**Status**
5/21/18	Pre-Invoice
Mileage In	**Mileage Out**
19540	19542
Service Advisor / Tag #	
BILL RENN/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		1GNSCBKC4GR[redacted]
	Home Phone	**Delivery Date** / **In Service Date**
	[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
INSPECT TIRE PRESSURES LEFT FRONT...RIGHT FRONT... LEFT REAR...RIGHT REAR Caused by 35 3 5 35 35 1.LF 2.RF 3.LR 4.RR Tech: MIGUEL REYNOSO (837) PERFORMED TIRE PRESSURE INSPECTION AND ADJUSTED AS NEEDED	Warranty
#4 - 14CTZZTEXT: TEXT PERMISSION YOU MAY CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU A GREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPD ATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE YOU M AY PROVIDE A LANDLINE. Tech: JOE ESPINOZA (878)	Warranty
#5 * 65CVZZL900: GM LOANER VEHICLE ADDED OPERATION PROVIDED CUSTOMER WITH A GM LOANER VEHICLE Tech: JOE ESPINOZA (878) GM LOANER VEHICLE	Warranty Warranty

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DISCLAIMER OF WARRANTIES.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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Approved Auto Repair

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Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
4/03/17	[redacted]
R/O Close Date	
4/03/17	Reprint
Mileage In	**Mileage Out**
9106	9106
Service Advisor / Tag #	
BILL RENN/ [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSCBKC4GR [redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - MR 30CTZZ3600: ELECTRICAL/WIRING CUSTOMER STTAES DVD WONT COME ON THRU MYLINK,WONT GO TO WONT EJECT,SCREEN IS BLANK ,RADIO WORKS FINE Caused by REFERRED TP PIC6210 MODULE LOGIC LOCKED Tech: CHRIS SKINNER(345) PERFROMED POWER CYLCE TO MEDIA DISC PLAYER OPERATI ON RETURNE TO NORMAL LABOR OP 4069929	Warranty
#2 - MR 13CTZZTIRE: TIRE PRESSURE CHECK INSPECT TIRE PRESSURES LEFT FRONT...RIGHT FRONT... LEFT REAR...RIGHT REAR Caused by 35 35 35 35 Tech: CHRIS SKINNER(345) PERFORMED TIRE PRESSURE INSPECTION AND ADJUSTED AS NEEDED	Warranty
Please Note: AC 4/3/17 CLOSED	

"I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERANCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED OR THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

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X

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

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Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
1/12/17	[redacted]
R/O Close Date	**Status**
1/12/17	Reprint
Mileage In	**Mileage Out**
7138	7138
Service Advisor / Tag #	
BILL RENN/ [redacted]	

	Work Phone	Vehicle Identification Number	
[redacted]		1GNSCBKC4GR [redacted]	
	Home Phone	Delivery Date	In-Service Date
	[redacted]		

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET TRU	TAHOE		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - MR 70CTZ9017: CAMPAIGN 16007 RECALL Caused by SAFETY RECALL Tech: CHRIS SKINNER(345) REPROGRAMMED SDM WITH SPS PROGRAM CODE S30BD LABOR OP 9102276	Warranty
#2 - MR 30CTZZ3600: ELECTRICAL/WIRING CUSTOMER STATES MY LINK KEEPS KICKING OFF PHONE CA LLS, REBOOTS,POSSIBLE RADIO UPDATE,ADVISE Caused by CHECKED PHONE OPERATION WORKING AS DESIGNED AT THI S TIME RADIO SOFTWARE IS UP TO DATE Tech: CHRIS SKINNER(345) SEARCHED ALL BULLETINS NONE FOUND FOR THIS,WAS WOR KING WITH ANDROID PHONE	Warranty
#3 - MR 13CTZZTIRE: TIRE PRESSURE CHECK INSPECT TIRE PRESSURES LEFT FRONT...RIGHT FRONT... LEFT REAR...RIGHT REAR Caused by F35 R35 Tech: CHRIS SKINNER(345) PERFORMED TIRE PRESSURE INSPECTION AND ADJUSTED AS NEEDED	Warranty

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

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

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PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **

PENSKE CHEVROLET

18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100395 FAITH A FUJITA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CHEVROLET TAHOE	1GNSCBKC4GR[redacted]		878/878	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02APR16 IS			17:00 05APR16			CASH	06APR16

R.O. OPENED	READY	OPTIONS:
13:47 05APR16	07:50 06APR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES RADIO DISPLAY SCREEN GOES BLANK INTERMITTANTLY THEN COMES BACK ON										
	CAUSE: .										
	CONCERN CODE:										
	15 Guest Requests Interior Trim Diagnosis										
		100488IZERO		0.60	1620	8888				88.88	88.88
	878 new radio software 0.60 inspected radio and found new radio software tech reprogrammed radio										
B	Complimentary Multi. Point Insp. ($49.95 value)										
	CONCERN CODE:										
	Multi Complimentary Multi. Point Insp. ($49.95 value)										
		100488IZERO		0.00	0	0				0.00	0.00
C	TIRE PRESSURE CHECK AND INFLATION SERVICE										
	CONCERN CODE:										
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
		100488	CP	0.00	0	0				0.00	0.00
	878 COMPLETED. FRONT 35 PSI REAR 35 PSI										

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-05-16	15:16	15:53	0.61	W	100488	A	
	16:04	16:05	0.01	W	100488	A	
	16:05	16:05	0.00	W	100488	B	
	16:05	16:05	0.00	W	100488	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4419	8888	1620	610434	4419	0	0	
4401	0	0		6405	8888	*******	

Final Service Invoice Copy

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.

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

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PENSKE CHEVROLET
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100395 FAITH A FUJITA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CHEVROLET TAHOE	1GNSCBKC4GR[redacted]		878/878	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02APR16 IS			17:00 05APR16			CASH	06APR16

R.O. OPENED	READY	OPTIONS:
13:47 05APR16	07:50 06APR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
9999		0	*******			1130		0	*******		

COST, SALE, & COMP TOTALS 1620 8888 0

Final Service Invoice Copy

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

X _____

Disclaimer of Warranties

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Remanufactured parts will be noted in the description field.
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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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

REGISTRATION VALID FROM

AUTO 03/14/2018 TO 03/14/2019

TYPE LA LICENSE NUMBER [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNSCBKC4GR[redacted]

MAKE
CHEV

BODY TYPE MODEL	CYLS.	DATE FIRST SOLD	CLASS	*YR	Yr. Model
UT		00/00/2016	PQ		2016

DATE ISSUED	TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
03/18/2018	120	G				$591

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

0

GOLDEN 1 CU
PO BX 15966

SACRAMENTO

L0287

[redacted]

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

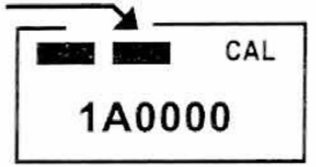
[redacted]

TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner

EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

PE18-012

GM

3-27-2019

Q3

H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)

I. EV Charging Station (to whom paid) $ N/A (I)

J. Sales Tax (on taxable items in A through I) $ 4964.40 (J)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR/DMV $ 29.00 (K)

L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A
For N/A $ N/A (T)

Total Cash Price (A through T) $ 60153.40 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 358.00 (A)

B. Registration/Transfer/Titling Fees $ 102.00 (B)

C. California Tire Fees $ 8.75 (C)

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

Total Official Fees (A through D) $ 468.75 (2)

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

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

5. Subtotal (1 through 4) $ 60622.15 (5)

6. Total Downpayment

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

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

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

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 4000.00 (E)

F. Other $ N/A (F)

G. Cash $ 2000.00 (G)

Total Downpayment (C through G) $ 6000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 54622.15 (7)

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

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A . $ N/A
from this Loan is shown in item 6D.

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

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

payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date X N/A Buyer Signature Age

Date X N/A Co-Buyer Signature Age

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

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

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

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

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to ass[redacted]ancial institution will apply.
X [redacted] X
Buyer Co-Buyer N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitratio[redacted]e Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X [redacted] Co-Buyer Signs X N/A

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON [redacted] THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
TH[redacted]OWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted] X N/A

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

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

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

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

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

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor v[redacted]nder California law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature X [redacted] Date 3/13/16 Co-Buyer Signature X N/A Date

Co-Buyers and Other O[redacted]erson who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address 03/13/16 Address _____

Seller Signs [redacted] Date 03/13/16 By X [redacted] Title [redacted]

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GM

3-27-2019

Q3

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

DEAL [redacted]

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

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	ALFANO MOTORCARS INC 1423 CALLE JOAQUIN SAN LUIS OBISPO, CA 93405

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TAHOE	34	1GNSCBKC4GR[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
3.99 %	$ 8168.69 (e)	$ 54622.15	$62790.84 (e)	$ 6000.00 is $ 68790.84 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
83	747.51	Monthly beginning 04/27/16
One final payment	747.51	03/27/2023

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

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

1. ***Total Cash Price***
   - *A. Cash Price of Motor Vehicle and Accessories* $ 55080.00 (A)
     - *1. Cash Price Vehicle* $ 55080.00
     - *2. Cash Price Accessories* $ N/A
     - *3. Other (Nontaxable)*
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) _____ $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 4964.40 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR/DMV $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. *(Optional) Service Contract (to whom paid)* N/A $ N/A (O)
   - P. *(Optional) Service Contract (to whom paid)* N/A $ N/A (P)
   - Q. *Prior Credit or Lease Balance paid by Seller to* N/A (e) $ N/A (Q)
     (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 60153.40 (1)
2. **Amounts Paid to Public Officials**
   - A. Vehicle License Fees ESTIMATED $ 358.00 (A)
   - B. Registration/Transfer/Titling Fees $ 102.00 (B)
   - C. California Tire Fees $ 8.75 (C)
   - D. Other N/A $ N/A (D)

   Total Official Fees (A through D) $ 468.75 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)
5. **Subtotal** (1 through 4) $ 60622.15 (5)
6. **Total Downpayment**
   - A. Agreed Trade-In Value Yr N/A Make N/A Model N/A Odom _____ VIN N/A $ N/A (A)
   - B. Less Prior Credit or Lease Balance (e) $ N/A (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose [redacted] cceptable to us. You are not req [redacted] obtain credit.

Buyer X [redacted]
Co-Buyer [redacted]
Seller X [redacted]

If any insura [redacted] certificates from the named insura [redacted] s and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos	N/A	$ N/A
Credit Disability	N/A Mos	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A
Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X N/A _____
Date Buyer Signature Age

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

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

Term N/A Mos. N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

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

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term _____ Mos. or _____ Miles

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[EXTERNAL] Fwd: repair order # [redacted] brake pedal

[redacted]

Tue 5/22/2018 1:08 PM

To: April Martinez (C) <april.martinez@gm.com>;

---------- Forwarded message ---------
From: [redacted]
Date: Mon, May 21, 2018 at 7:31 AM
Subject: Re: repair order # [redacted] brake pedal
To: Hector Yanez <hyanez@chevyph.com>

Good morning Hector,

I just had a fun time calling Chevrolet (Philippines Division) the D team. I did however find out that someone named April is working on this case. They won't give an email or last name. I do know that she can be reached at 1-866-790-5700 followed by extension 5915015. I do not know if you have access to see this case no [redacted] If you could intervene that would be huge.

She arrives to work from 12:15-9pm in California. Hopefully we can get something accomplished today.

Please let me know if you hear something and I will do the same on my end.

Thank You!

[redacted]

On Mon, May 21, 2018 at 6:56 AM Hector Yanez <hyanez@chevyph.com> wrote:

> $ 128.91
>
> **From:** [redacted]
> **Sent:** Friday, May 18, 2018 4:54 PM
> **To:** Hector Yanez
>
> **Subject:** Re: repair order # [redacted] brake pedal
>
> Hello Hector,
>
> Can you give me the cost of the diagnostic fee as well?
>
> Thank you!

[redacted]

[redacted]

On Fri, May 18, 2018 at 3:56 PM Hector Yanez <hyanez@chevyph.com> wrote:

> Brake vacuum pump # 12669488 $ 245.88
>
> Vacuum pump pipe # 23135228 $ 76.90
>
> Labor = 3.0 Hrs =389.01
>
> Parts/Labor = $ 711.79 tx
>
> **********
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[redacted]

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Pre chat comments:

GMC - Concern On a Vehicle I Own-Additional Info:Good Afternoon, I am contacting regarding my 2015 GMC Sierra LD Crew Denali. I continue to have issues with my brakes on my truck. I step on the pedal and it becomes rock hard and doesn't want to go down and the truck isn't stopping. I have almost gotten into several accidents over this. I have brought this to the dealers attention while my truck was under warranty and they said it wasn't a problem. I am not sure how my brake pedal not going down and stopping the truck is not a serious safety issue. I have other friends with the same truck having the same issue. This truck is not old enough to be having these kind of issues, especially for the amount I paid to purchase it.

VIN: 3GTU2WEC0FG[redacted]

Thanks,

[redacted]

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

Caller English

System [12:54:04 PM]:

Welcome to chat.

Trisha [12:54:31 PM]:

Thank you for contacting GMC Customer Assistance! My name is Trisha. I apologize to see you are experiencing a vehicle concern. Please allow me 2-3 minutes to look into this for you.

[redacted] [12:55:58 PM]:

ok, thank you

Trisha [12:56:26 PM]:

Thank you for your patience. I am sorry to hear you are having this concern with the vehicle. When was the vehicle last diagnosed at the dealership for this concern?

[redacted] 12:58:35 PM]:

let me look it up

Trisha [1:01:25 PM]:

Are you still there,[redacted] I'm still here to assist you.

[redacted] [1:02:05 PM]:

yes i am still here

[redacted] 1:02:37 PM]:

I don't remember when it was I brought this to the dealers attention

[redacted] [1:03:01 PM]:

I brought it to Moore's GMC dealership attention

Trisha [1:03:44 PM]:

Did the dealership complete an actual physical diagnostic on the vehicle, or was this just discussed?

Trisha [1:05:12 PM]:

Also, what is the current mileage on the vehicle?

Trisha [1:07:04 PM]:

Are you still there, [redacted] I'm still here to assist you.

[redacted] [1:08:12 PM]:

i have no idea if they ran a diagnoses test when I told them

[redacted] [1:08:49 PM]:

57,509

Trisha [1:09:32 PM]:

If the vehicle has not been diagnosed within the last three months for this concern, the vehicle will need a current diagnostic completed. Once this is done, you can chat back in with the case number I am going to provide, and we will be able to look further into this for you. Would you like me to locate the dealership and help set up an appointment?

Trisha [1:11:59 PM]:

Your case number is: [redacted]. May I also have the name of the dealership you contacted for this concern please?

[redacted] 1:14:33 PM]:

nope, I will contact them. Also, question if I pay to get this issue fixed and it becomes a recall will I get reimbursed?

Trisha [1:15:34 PM]:

If any paid repair ever becomes a related recall, reimbursement can be looked into.

Trisha [1:16:01 PM]:

Is there anything else I can assist you with at this time? Would you like to provide your mailing address to have under file with us for future reference?

Trisha [1:20:12 PM]:

Are you still there, [redacted] I'm still here to assist you and answer any other questions you may have at this time.

Trisha [1:22:12 PM]:

I will be ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m Eastern time. You may also call in at 1-866-790-5600. Thanks for visiting us.

Call Disconnected.

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Q3

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 05/24/18
Start date: 05/25/18

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: [redacted] State: [redacted] Zip code: [redacted]

Day phone [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Silverado Year: 2016 Current mileage: 47392

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: PENSKE CERRITOS, INDUSTRY, CA

Primary Servicing dealer/city/state: Puente Hills Chevrolet,

Acquired as ☒ new ☐ used ☐ demo ☐ leased

Is the vehicle in your possession? ☐ yes ☒ no
Date of sale or termination of lease:

Purchase/lease date: 07/03/16

Mileage at purchase/lease:

First repair attempt date: 05/17/18

First repair attempt mileage: 47392

How often is the vehicle used for business purposes (percentage): 0 %

Number of vehicles registered in California by vehicle owner/lessee:

Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no

Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

This is a safety related issue where the brake system is failing. I have had no success in getting GM to take ownership of the problem. No one will reply to emails and I can not get any call backs.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 3GCPCRECXGG[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Intermittent Brake System Failure without warning				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET

18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

PAGE 1

SERVICE ADVISOR: 100501 ADRIAN MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		167/167	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			17:00 15JUL16			CASH	30JUL16

R.O. OPENED	READY	OPTIONS:
14:38 05JUL16	09:37 30JUL16	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ORDER AND PROGRAM FOB PER DUE BILL											
CONCERN CODE:											
MISC MISCELLANEOUS											
	100275	IDB		1.00		2900	11173			111.73	111.73
1	22881480	(S)TRANSMITTER				7000	8750	0	122.81	87.50	87.50
SUBL FUEL PO#99927											
		IDB				2998	2998			29.98	29.98
167 ADD 1 FOB 1.00											
ADD 1 FOB											
AND GAS											
B TIRE PRESSURE CHECK AND INFLATION SERVICE											
CONCERN CODE:											
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE											
	100275IZERO			0.00		0	0			0.00	0.00
167 COMPLETED. FRONT 32 PSI REAR 32 PSI											
C** CUSTOMER STATES THAT THE TAILGATE IS NOT ALIGHN PROP, LOOK AT RIGHT SIDE											
CONCERN CODE:											
MISC MISCELLANEOUS											
	100275	IDB		1.00		2900	11173			111.73	111.73
167 TAIL LAMP AND TAIL GATE ADJUSTMENT 1.00 PERFORMED REQUIRED ADJUSTMENTS											

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-06-16	08:21	08:21	0.00	W	100275	A	
	08:21	08:21	0.00	W	100275	B	
	08:21	08:21	0.00	W	100275	C	

Final Service Invoice Copy

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.

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

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100501 ADRIAN MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		167/167	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			17:00 15JUL16			CASH	30JUL16

R.O. OPENED	READY	OPTIONS:
14:38 05JUL16	09:37 30JUL16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4419	22346	5800		4718	8750	7000	
4491	2998	2998		3530	34094	*******	
9999	0	*******					

COST, SALE, & COMP TOTALS 15798 34094 0

Final Service Invoice Copy

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

X _____

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Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		35875/35875	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 13OCT17			CASH	13OCT17

R.O. OPENED	READY	OPTIONS
07:47 13OCT17	09:59 13OCT17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A (17287): Frontal Airbag and Pretensioner Non Deploy											
CAUSE: .											
CONCERN CODE:											
	CAMP	CUSTOMER REQUESTS ALL CAMPAIGNS TO BE PULLED UP									
	100479		W	0.30	450	3609				36.09	36.09
						0		0	TPARTS		
						450		3609	TLABOR		
35875 9102923 0.30 Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS											
B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK											
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.											
CONCERN CODE:											
	MPI	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK									
	100479IZERO			0.00	0	0				0.00	0.00
C TIRE PRESSURE CHECK AND INFLATION SERVICE											
CONCERN CODE:											
	INFLATE	TIRE PRESSURE CHECK AND INFLATION SERVICE									
	100479IZERO			0.00	0	0				0.00	0.00
35875 COMPLETED. FRONT 35 PSI REAR 35 PSI											

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership

ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		35875/35875	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 13OCT17			CASH	13OCT17

R.O. OPENED	READY	OPTIONS:
07:47 13OCT17	09:59 13OCT17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	Campaign Event - Service Reminder					THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER FAITH FUJITA AT 562-263-2244 "THANK YOU"					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-13-17	09:42	09:42	0.00	W	100479	A	
	09:42	09:42	0.00	W	100479	B	
	09:45	09:45	0.00	W	100479	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	3609	450		4419	0	0	
1230	3609	*******		9999	0	*******	

COST, SALE, & COMP TOTALS 450 3609 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

ACCOUNTING

PENSKE CHEVROLET
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 100588 ARGELIA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		4/4	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			17:00 15JUN16			CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
14:47 02JUN16	17:37 07JUN16	STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION - BASE TIME										
CAUSE: E											
CONCERN CODE:											
	0590072	PRE-DELIVERY INSPECTION - BASE TIME									
		100664	WPDI		1.30	1560	15259			152.59	152.59
						0	0	TPARTS			
						1560	15259	TLABOR			
4	1.30	PERFORMED PRE-DELIVERY INSPECTION									
B	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
		100664	IZERO		0.00	0	0			0.00	0.00
4	COMPLETED. FRONT35 PSI REAR 35 PSI										
							THANK YOU FOR YOUR BUSINESS, WE TRULY				
							APPRECIATE IT HERE AT PENSKE				
							IF FOR ANY REASON YOU ARE NOT COMPLETELY				
							SATISFIED CONTACT THE SERVICE MANAGER				
							ARMAN MARUKIAN AT 562-263-2230				
							"THANK YOU"				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-02-16	15:51	15:52	0.02	W	100664	A	
	15:52	15:52	0.00	W	100664	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4431	15259	1560		4419	0	0	
1234	15259	*******		9999	0	*******	

COST, SALE, & COMP TOTALS 1560 15259 0

Final Service Invoice Copy

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

X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET

18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC9GG[redacted]		13016/13016	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR16 IS			17:00 02NOV16			CASH	02NOV16

R.O. OPENED	READY	OPTIONS:
09:54 02NOV16	10:33 02NOV16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER REQUESTS ALL CAMPAIGNS TO BE PULLED UP 16007 Frontal Airbag And Pretensioner Non Deploy										
	CAUSE: .										
	CONCERN CODE:										
	9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS										
	100488		W	0.30	840	3521				35.21	35.21
						0		0	TPARTS		
						840		3521	TLABOR		
	13016 RECALL 16007 9102276 0.30 VERIFIED OPEN RECALL 16007 TECH REPROGRAMMED SDM AS PER RECALL 16007										
B	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
	CONCERN CODE:										
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100488IZERO			0.00	0	0				0.00	0.00
C	TIRE PRESSURE CHECK AND INFLATION SERVICE										
	CONCERN CODE:										
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100488IZERO			0.00	0	0				0.00	0.00
	13016 COMPLETED. FRONT 35 PSI REAR 35 PSI										

Final Service Invoice Copy

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC9GG[redacted]		13016/13016	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR16 IS			17:00 02NOV16			CASH	02NOV16

R.O. OPENED	READY	OPTIONS:
09:54 02NOV16	10:33 02NOV16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

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

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-02-16	10:27	10:27	0.00	W	100488	A	
	10:27	10:27	0.00	W	100488	B	
	10:27	10:28	0.02	W	100488	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	3521	840		4419	0	0	
1230	3521	*******		9999	0	*******	

COST, SALE, & COMP TOTALS 840 3521 0

Final Service Invoice Copy

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

X _____

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Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted] [redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership

ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		18480/18480	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 03FEB17			CASH	03FEB17

R.O. OPENED	READY	OPTIONS
09:31 03FEB17	10:27 03FEB17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHEVROLET 2-YEAR MAINTENANCE										
	CAUSE: .										
	CONCERN CODE:										
	0600723		CHEVROLET 2-YEAR MAINTENANCE								
	200147WSERV			0.50		500	1188			11.88	11.88
	1 19330000		(S)FILTER			430	473	0	8.60	4.73	4.73
	1 HZFILT		HAZARDOUS WASTE FILTER								
						0	0		0.00	0.00	0.00
						430	473		TPARTS		
						500	1188		TLABOR		
	18480 0.50 REPLACE ENGINE OIL AND FILTER , ROTATE TIRES .										
B	CUSTOMER REQUESTS FULL SYNTHETIC MOBIL1.										
	CONCERN CODE:										
	MISC		MISCELLANEOUS								
	200147	CP		0.00		0	0			0.00	0.00
	9 12345885		OIL			5382	9387	0	10.43	10.43	93.87
	9 HZW		HAZARDOUS WASTE OIL								
						0	360		0.40	0.40	3.60
C	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
	CONCERN CODE:										
	MPI		CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK							
	200147IZERO			0.00		0	0			0.00	0.00
D	TIRE PRESSURE CHECK AND INFLATION SERVICE										
	CONCERN CODE:										

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership

ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		18480/18480	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 03FEB17			CASH	03FEB17

R.O. OPENED	READY	OPTIONS
09:31 03FEB17	10:27 03FEB17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	200147	CP		0.00		0	0			0.00	0.00
18480 COMPLETED. FRONT 35 PSI REAR 35 PSI											
VIP	VIP DISCOUNT										
	PARTS	CP				0	-3339			-33.39	-33.39

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-03-17	10:05	10:05	0.00	W	200147	A	
	10:05	10:06	0.02	W	200147	B	
	10:06	10:06	0.00	W	200147	C	
	10:06	10:06	0.00	W	200147	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	1188	500		4718	473	430	
4768	360	0		4401	0	0	
4701	6048	5382		4419	0	0	
3221	529	0		1230	1661	*******	
1130	6937	*******		9999	0	*******	

COST, SALE, & COMP TOTALS 6312 8069 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

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All parts are new original equipment manufacturer unless otherwise specified.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	93.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.60
TOTAL CHARGES	97.47
LESS THIRD PARTY	33.39
SALES TAX	5.29
PLEASE PAY THIS AMOUNT	69.37

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE
CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		18480/18480	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 03FEB17			VISA	03FEB17

R.O. OPENED	READY	OPTIONS
09:31 03FEB17	17:55 03FEB17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER REQUESTS FULL SYNTHETIC MOBIL1.											
CONCERN CODE:											
	MISC	MISCELLANEOUS									
		200147	CP	0.00		0	0			0.00	0.00
	9	12345885	OIL			5382	9387	0	10.43	10.43	93.87
	9	HZW	HAZARDOUS WASTE OIL								
						0	360		0.40	0.40	3.60
B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK											
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.											
CONCERN CODE:											
	MPI	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK									
		200147IZERO		0.00		0	0			0.00	0.00
C TIRE PRESSURE CHECK AND INFLATION SERVICE											
CONCERN CODE:											
	INFLATE	TIRE PRESSURE CHECK AND INFLATION SERVICE									
		200147	CP	0.00		0	0			0.00	0.00
18480 COMPLETED. FRONT 35 PSI REAR 35 PSI											
VIP VIP DISCOUNT											
		PARTS	CP			0	-3339			-33.39	-33.39

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		18480/18480	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			WAIT 03FEB17			VISA	03FEB17

R.O. OPENED	READY	OPTIONS:
09:31 03FEB17	17:55 03FEB17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

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

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-03-17	10:05	10:06	0.02	W	200147	A	
	10:06	10:06	0.00	W	200147	B	
	10:06	10:06	0.00	W	200147	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	0	0		4701	6048	5382	
4768	360	0		4419	0	0	
3221	529	0		9999	0	*******	
1130	6937	*******					

COST, SALE, & COMP TOTALS 5382 6408 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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X _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	93.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.60
TOTAL CHARGES	97.47
LESS THIRD PARTY	33.39
SALES TAX	5.29
PLEASE PAY THIS AMOUNT	69.37

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

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3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE
CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

[redacted]

** PRE-INVOICE **

SERVICE ADVISOR: 200126 ROBERTO ROMERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		25689/25689	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			17:00 04MAY17			CASH	04MAY17

R.O. OPENED	READY	OPTIONS
15:15 04MAY17	16:35 04MAY17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES REAR RIGHT TIRE IS LOOSING AIR CHECKA ND ADVISE											
CONCERN CODE:											
	01 Guest Requests Engine Diagnosis										
	100685	CP		0.00	0	3000				30.00	30.00
25689 0.20 PATCHED RIGHT REAR TIRE MOUNT AND BALANCED AS WELL AND TORQUE AT 140 FOOT POUNDS											
B CUSTOMER REQUESTS TO CHANGE ENGINE OIL AND FILTER											
CAUSE: OIL AND FILTER CHANGE											
CONCERN CODE:											
	LOF CUSTOMER REQUESTS TO CHANGE ENGINE OIL AND FILTER										
	100685	IDB		0.30	300	1120				11.20	11.20
	HZCRDT HAZARDOUS WASTE FEE CREDIT										
						0	0			0.00	0.00
	PW4 4 oz. Part Wash					0	200			2.00	2.00
	1 19330000	(S)FILTER				430	538	0	8.60	5.38	5.38
	1 HZFILT HAZARDOUS WASTE FILTER										
						0	37		0.37	0.37	0.37
	9 19259487	0W20 DEXOS OIL				3033	3789	0	5.91	4.21	37.89
	9 HZW HAZARDOUS WASTE OIL										
						0	198		0.22	0.22	1.98
25689 0.30 REPLACE ENGINE OIL OIL AND FILTER											
C CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK											
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.											
CONCERN CODE:											
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES &										

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 200126 ROBERTO ROMERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GXG/	16	CHEVROLET SILVERADO	3GCPCRECXGG[redacted]		25689/25689	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL16 IS			17:00 04MAY17			CASH	04MAY17

R.O. OPENED	READY	OPTIONS
15:15 04MAY17	16:35 04MAY17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100685IZERO			0.00	0		0			0.00	0.00
D	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100685		CP	0.00	0		0			0.00	0.00
	25689 COMPLETED. FRONT 35 PSI REAR 35 PSI										

EST: 0.00 04MAY17 15:15 SA: 200126

EST: 29.95 04MAY17 15:15 SA: 200126

CONTACT: .

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-04-17	16:27	16:28	0.02	W	100685	A	
	16:28	16:28	0.00	W	100685	B	
	16:29	16:29	0.00	W	100685	C	
	16:29	16:30	0.02	W	100685	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	3000	0		4419	1120	300	
7677	0	0		7452	200	0	
4718	538	430		4768	4024	3033	
1130	3000	*******		3530	5882	*******	
9999	0	*******					
COST, SALE, & COMP TOTALS			3763	8882	0		

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X _____

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X _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	30.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.00
LESS THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

[redacted]

OWNERSHIP/REGISTRATION (R)

TL: 31 LIC: [redacted]

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	
CHEV	2016	2016	LA	31P	EXP DT: 07/31/2017

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	XU	2	E	05099	3GCPCRECXGG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	07/18/16	19	07/18/16	4	[redacted]

[redacted]

LIENHOLDER
CAPITAL ONE AUTO FIN
PO BX 660068

SACRAMENTO
CA 95866

P*
A

AMOUNT PAID $ 513.00

AMOUNT DUE	AMOUNT RECVD				
$ 513.00	CASH :		039	6.00	
	CHCK :	513.00	060	6.00	
	CRDT :		061	8.00	
			085	6.00	
	001	43.00	086	1.00	
	002	24.00	100	3.00	
	003	154.00	154	2.00	
	004	257.00	464	1.00	
ODOM RDG/CODE	008	1.00			
000000004 A	031	1.00			

A00 071816 A00 071816 31 37253B2 509
VD3 CC 0005 0051300 CS

[redacted]

Notice of Error

- ☐ And/or relationship
- ☐ Registered Owner name wrong or misspelled
- ☐ Omitted co-buyer
- ☐ Lienholder name wrong or misspelled
- ☐ Signature missing: _____
- ☐ Printed name missing: _____
- ☐ Incorrectly reported vehicle
- ☐ Lease buyout/ VLF change
- ☐ Reg.227 submitted for vehicle 2 years/ newer
- ☐ Odometer discrepancy
- ☐ Missing, incomplete or error on VIN verification
- ☐ Documents missing: _____
- ☐ Other: _____

DMVdesk

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

07/02/16

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

HM: [redacted] WK: [redacted] DL#: [redacted]

Buyer Name and Address (including County and Zip Code)	Co-Buyer Name and Address (including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PENSKE CHEVROLET OF CERRITOS 18605 STUDEBAKER ROAD CERRITOS, CA 90703-5330

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
EW	2016	CHEVROLET SILVERADO 15	4	3GCPCRECXGG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 18670.00 is
1.90 %	$ 1246.65 (e)	$ 25002.75	$ 26249.40 (e)	$ 44919.40 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
59	437.49	Monthly beginning 08/16/2016
N/A	N/A	N/A
One final payment	437.49	07/16/2021

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

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 39481.47 (A)
     - 1. Cash Price Vehicle $ 39481.47
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable) Describe N/A $ N/A
     - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3560.53 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) DMV $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
     (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 43151.00 (1)
2. Amounts Paid to Public Officials
   - A. Vehicle License Fees -ESTIMATED- $ 257.00 (A)
   - B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)
   - C. California Tire Fees $ 8.75 (C)
   - D. Other SMOG ABATEMENT $ 20.00 (D)

   Total Official Fees (A through D) $ 521.75 (2)
3. **Amount Paid to Insurance Companies** (Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)
5. **Subtotal** (1 through 4) $ 43672.75 (5)
6. Total Downpayment
   - A. Agreed Trade-In Value Yr N/A Make N/A Model N/A Odom _____ VIN _____ $ N/A (A)
   - B. Less Prior Credit or Lease Balance (e) $ N/A (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ 8670.00 (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ 10000.00 (G)

   Total Downpayment (C through G) $ 18670.00 (6)

   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)
7. **Amount Financed** (5 less 6) $ 25002.75 (7)

SELLER ASSISTED LOAN

AUTO BROKER FEE DISCLOSURE

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term		Premium
$ N/A	Ded. Comp., Fire & Theft	N/A	Mos. $	N/A
$ N/A	Ded. Collision	N/A	Mos. $	N/A
Bodily Injury $ N/A	Limit	N/A	Mos. $	N/A
Property Damage $ N/A	Limit	N/A	Mos. $	N/A
Medical N/A		N/A	Mos. $	N/A
N/A		N/A	Mos. $	N/A

Total Vehicle Insurance Premiums $ N/A (a)

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

You may [redacted] (see bac[redacted] are not [redacted]

Buyer [redacted]

Co-Buy[redacted]

Seller [redacted]

If any in[redacted] named i[redacted]

Application for Optional Credit Insurance

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

	Term		Exp.	Premium
Credit Life	N/A	Mos.	N/A	$ N/A
Credit Disability	N/A	Mos.	N/A	$ N/A
Total Credit Insurance Premiums				$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE **SEEN A DOCTOR OR CHIROPRACTOR IN THE** LAST 6 MONTHS. (Refer to "Total **Disabilities Not** Covered" in your policy for details).
You want to buy the credit insurance.

Date _____ X N/A Buyer Signature _____ Age _____

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

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

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

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

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

HOW THIS CONTRACT CAN BE CHANGED. This

L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A

For N/A $ N/A (T)

Total Cash Price (A through T) $ 43151.00 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees -ESTIMATED- $ 257.00 (A)

B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 521.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

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

5. Subtotal (1 through 4) $ 43672.75 (5)

6. Total Downpayment

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

Model N/A Odom

VIN

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

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

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 8670.00 (E)

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

G. Cash $ 10000.00 (G)

Total Downpayment (C through G) $ 18670.00 (6)

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

7. Amount Financed (5 less 6) $ 25002.75 (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

N/A

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

You want to buy the credit insurance.

Date X N/A Age

Buyer Signature

Date X N/A Age

Co-Buyer Signature

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

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

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

1L Company N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it.

Buyer Signs X [redacted]

Co-Buyer Signs [redacted]

SE [redacted] e, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to as

X [redacted] X N/A

Bu [redacted] Co-Buyer

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

Buyer Sig [redacted] Co-Buyer Signs X N/A

OPTION: [redacted] is paid in full on or before N/A , Year N/A . SELLER'S INITIALS N/A

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

WARNING:

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

[redacted] HE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

T [redacted] ERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S [redacted] X N/A

Trac [redacted] e lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as $ [redacted] ted is an estimate.

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

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contr [redacted] nless you agree in writing to the change. You do not have to agree to any change, and it is an unfa [redacted]

Buyer Signatur [redacted] o-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# [redacted]

CUSTOMER NAME: [redacted]

VIN: 3 / G / C / P / C / R / E / C / X / G / G / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
16-40ACN-000	$ 8670.00	KDV
	$	
	$	
	$	
Total Incentive Amount Received	$ 8670.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/02/16. I acknowledge receipt of incentive(s) as described in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on t[redacted]

Purchaser/Lessee Signatur[redacted] **Date:** 07/02/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

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

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to On[redacted]th my credit or debit card information at any time, it will be kept securely on file and will be auton[redacted]ar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due[redacted]ebit card information will be provided at least 30 days prior to any charges. Current pricing and infor[redacted]ound at www.onstar.com.

Purchaser/Lessee Signature: [redacted] **Date:** 07/02/16

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

Authorized Dealer Signature: [redacted] **Date:** 07/02/16

Dealership Name: PENSK[redacted] **Dealer Code:** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *(GM379509-06012014) Rev 06-01-2014*

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

Select Incentives

Selection Criteria
Delivery Date: **2016-07-02**
VIN #: **3GCPCRECXGG[redacted]**
2016 CHEVROLET Silverado 1500
Inventory Status: **New**

Location: **LOS ANGELES (90602)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer: **UAG CERRITOS 1, LLC (20803)**

Selected Incentives
Cash Total: **$0**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
* ✓			16-40ACN-000	Chevrolet Standalone Consumer Cash Program					2016-07-01	2016-07-08	KDV		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon

The information presented on this screen is as of 2016-07-02 11:08 AM

**Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer is responsible for determining consumer eligibility for each program.*

No part of this information may be used without the written consent of General Motors

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INCENTIVE PROGRAM

DEPARTMENT: US Sales Operations - Incentives
CONTACT: GM Dealer Business Center
Phone: 1-888-414-6322
Fax: 1-866-238-7403
FILE ATTACHMENT:

1. PROGRAM NAME AND NUMBER

PROGRAM STATUS: Active
PROGRAM NUMBER: 16-40ACN
PROGRAM NAME: Chevrolet Standalone Consumer Cash Program
PROGRAM GROUP: Miscellaneous
AUDIENCE: Personal use
COUNTRY: US
LANGUAGE: English
DISPLAY REGION: National
FINANCIAL PROVIDER:
RECIPIENT: Customer
INCENTIVE CODES: KDV

2. PROGRAM DESCRIPTION

CHEVROLET IS ANNOUNCING AN INCENTIVE PROGRAM THAT IS GOOD TOWARDS THE PURCHASE OF ONE OF THE ELIGIBLE NEW AND UNUSED VEHICLES DETAILED BELOW.

GEOGRAPHY:

	Regions
Including:	NATIONAL

3. PROGRAM TIME PERIOD

Date Type	From	To	Must be met?
Delivery date	2016-07-01	2016-07-08	Y

4. ELIGIBLE MODELS/REQUIRED OPTIONS/ORDER TYPES AND ALLOWANCES

THE FOLLOWING NEW AND UNUSED GENERAL MOTORS MODELS:

2016 Model(s)	ALLOWANCES	FOOTNOTES
CHEVROLET		
Equinox excludes 1SM	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Impala (excluding Limited)	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
SS	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Silverado 1500 Crew w/1LT/2LT	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Sonic	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Spark	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Traverse excludes 1SM	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	
Trax	20% OF TOTAL FACTORY MSRP (INCLUDING DFC) FROM THE VEHICLE INVOICE	

021	GM EMPLOYEE ORDER/STOCK	N	
022	GM EMPLOYEE QRD	N	
023	GM DEALERSHIP EMPLOYEE	N	
024	GM DRIVER EDUCATION LOANER	N	
025	GMDRAC/CTA	N	
RETAIL LEASE			
015	RETAIL LEASE - INDIVIDUAL	N	
029	RETAIL LEASE - BUSINESS ORGANIZATION	N	
032	RETAIL LEASE - GM EMPLOYEE ORDER/STOCK	N	
033	RETAIL LEASE - GM EMPLOYEE QRD	N	
034	RETAIL LEASE - GM DEALERSHIP EMPLOYEE	N	
037	RETAIL LEASE - GM SUPPLIER	N	
FLEET SALE			
014	FLEET LEASING COMPANY	N	
020	RENTAL FLEET PURCHASE	N	
035	BUSINESS/ORG FLEET PURCHASE	N	
036	NON FEDERAL GOVT. FLEET PURCHASE	N	
038	BID CENTER SUPPORT FLEET PURCHASE	N	

Inventory Status	Description	Yes/No	Footnotes
	Export Units	N	
	Resale Units	N	
	Units Purchased at Auction	N	
	Promotional Units	N	
	Company Owned Vehicles Sold Through A GM Dealer	N	
	Special Event Units Purchased From GM	N	
	Units Previously Used in Driver Education-Loaner Program	N	
	Dealer Demo (With 7,500 Miles or Less)	N	
	Units Upfitted by an Approved Conversion Company	Y	
	New	Y	
	GMDRAC/CTA Short Term (w/<7500 miles)	N	

Footnotes:

9. OTHER PROGRAM GUIDELINES

A. DELIVERY DATA MUST BE RECEIVED PRIOR TO PAYMENT.
B. DELIVERIES THROUGH FLEET SECONDARY DEALER CODES ARE ELIGIBLE.

10. GENERAL POLICY GUIDELINES

A. THIS ALLOWANCE MUST BE SPELLED OUT ON THE BUYER'S ORDER, AND THE GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT FORM IS REQUIRED.
B. UPFITTED VEHICLES ARE ELIGIBLE PROVIDED THE VEHICLE WAS PURCHASED DIRECTLY FROM A GM DIVISION OR FROM ANOTHER SAME LINE GM DEALER IN THE UNITED STATES, AND PROVIDED TITLE TO THE VEHICLE WAS RETAINED BY A GM FRANCHISED DEALER THROUGH THE POINT OF SALE AND DELIVERY TO THE ULTIMATE CUSTOMER (EXCLUDING CADILLAC COACH BUILDERS).
C. CUSTOMER'S AREA OF PERMANENT RESIDENCY MUST BE SUPPORTED BY A COPY OF THE STATE REGISTRATION APPLICATION.
D. ALL GENERAL MOTORS GENERAL GUIDELINES AND DEFINITIONS OF TERMS RELATIVE TO INCENTIVE PROGRAMS THAT WERE SUPPLIED TO YOUR DEALERSHIP APPLY TO THIS PROGRAM. REFER TO THE GM DEALER SALES ALLOWANCE AND INCENTIVE MANUAL.

PE18-012

GM

3-27-2019

Q3

MANUFACTURER RESPONSE FORM
(CALIFORNIA ARBITRATION POSITION STATEMENT)

Case Number: [redacted]

Vehicle: 2016 Chevrolet Silverado

Customer Name: [redacted]

VIN: 3GCPCRECXGG[redacted]

Probable Hearing Location: Phone

Manufacturer's Position:

General Motors regrets that [redacted] is dissatisfied with his 2016 Chevrolet Silverado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have and will continue to address all concerns per the terms of the warranty.

We do not believe [redacted] 2016 Chevrolet Silverado meets the criteria of the California Lemon Law, or the General Motors Program Summary as there has been no more than 1 repair to any one concern. [redacted] 2016 Chevrolet Silverado has also been out of service for less than 1 day for warranty repairs.

All of the concerns that [redacted] has brought to the attention of the dealer in regards to his 2016 Chevrolet Silverado for brake system failure have been diagnosed to be corrected. The last time the vehicle was in a General Motors dealer on 5/17/18 all concerns were diagnosed, and Mr. [redacted] has not authorized the repairs at this time. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

We respectfully ask that Mr. [redacted] request for repurchase of his 2016 Chevrolet Silverado be denied and that Mr. [redacted] continue to work with General Motors per the terms of our written warranty coverage.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☐ By phone ☐ In person ☐ In writing

Form completed by: Darya

Date: 6/4/18

Future Contact: above

Phone: 866 7905700 x5923957 Fax: (586) 920-0768

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

CAMRF

PE18-012

GM

3-27-2019

Q3

2016 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
GXG TUNGSTEN METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE CX GG[redacted] VEHICLE INVOICE [redacted]
**********4378******13*20803S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15543 SILVERADO 1500 2WD LT CRE	38290.00	35609.70	INVOICE 05/04/16
C5W GVW RATING - 7,000 LBS	N/C	N/C	SHIPPED 05/04/16
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 05/19/16
IO6 CHEVROLET MYLINK AUDIO SYSTEM	495.00	450.45	INT COM 05/19/16
W/ 8" DIAGONAL COLOR TOUCH			PRC EFF 05/04/16
AND NAVIGATION			KEYS V0442 V0442
APPLE CARPLAY CAPABILITY			WFP-S QTR OPT-1
PROVIDED BY APPLE. AVAILABLE			BANK: FIRST HAWAI
WITH COMPATIBLE SMARTPHONES			CHG-TO 20-803
(REPLACES STD. AUDIO SYSTEM)			
L83 ENGINE, 5.3L V8 ECOTEC3	1195.00	1087.45	SHIP WT: 5099
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	HP: 45.7
PDU ALL STAR EDITION	2380.00	2165.80	GVWR: 7000
* TRAILERING EQUIPMENT PKG INCL			GAWR.FT: 3850
AUTO LOCKING REAR			GAWR.RR: 3950
DIFFERENTIAL			EMPLOY: 38956.78
* PWR SEAT ADJUSTER, DRIVER			SUPPLR: 40521.85
* LED FRONT FOG LAMPS			NTR: 1/2
* AIR CONDITIONING,			EMPINC: 2363.54
DUAL ZONE CLIMATE CONTROL			SUPINC: 798.47
* STEERING COLUMN,			
TILT & TELESCOPING			
* REMOTE VEHICLE START			
* REAR VISION CAMERA			
* REAR WINDOW DEFROSTER			
* POWER OUTLET, 110-VOLT AC			
PZX WHEELS, 18" BRIGHT-MACHINED	345.00	313.95	
ALUMINUM			
RBX 18" TIRES, ALL TERRAIN	200.00	182.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE	750.00-	682.50-	
DISCOUNT			
TOTAL MODEL & OPTIONS	42155.00	39126.85	ACT 237 39057.20
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1264.65
DEALER IMR CONTRIBUTION		421.55	ADV 261 421.55
LMA GROUP CONTRIBUTION		421.55	EXP 65A 421.55
TOTAL	43350.00	41164.95	PAY 310 41164.95
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		39325.95	

****

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.

****

PENSKE CHEVROLET OF CERRITOS

PE18-012

GM

3-27-2019

Q3

BBB AUTO LINE

June 5, 2018

[redacted]

Re: [redacted] vs Chevrolet Motor Division 3GCPCRECXGG[redacted]

Dear [redacted]

We have determined that your case is outside the jurisdiction of the BBB AUTO LINE program because we have not received your signed *Customer Claim Form.* Your case has been closed.

Please refer to the booklet *How BBB AUTO LINE Works* for further explanation of the jurisdictional requirements. If you wish to proceed through BBB AUTO LINE, please return your *Customer Claim Form*, and a new case will be opened.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
3033 Wilson Blvd
Suite 600
Arlington, VA 22201

You may fax your appeal to our office at 1.703.247.9700.

When your appeal is received in our office it will be forwarded to the manufacturer representative, who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your claim is potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if the arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in you case and may decide that the

evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Santiago Gonzalez at Extension 530

CC: [redacted]

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 05/29/2018

Information

First Nam [redacted]
Last Nam
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKBKC6FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 04/24/2017
Job Card Date: 05/29/2018
Days out of Warranty: 400

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 78,884
Miles out of Warranty: 42,876

Repair

Total Repair Cost At Warranty Rates: $1,953.75
Repair Group: Brakes
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $488.44 - $879.19
Cust/Dlr Participation Amount: $1,074.56 - $1,465.31
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

GM -Concern On A Vehicle I Own

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

Caller English

System [7:20:44 PM]:

Welcome to chat.

Anjelica [7:21:05 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Hello, Grant! Thank you for contacting us on your concern with your vehicle. My name is Anjelica. How may I assist you today?

[redacted] [7:21:28 PM]:

Dont cut me off I'm a slow typer

Anjelica [7:22:08 PM]:

I do apologize for this frustration. Our system will disconnect a chat if there has been no communication within two minutes from the initial connection. How can I assist you today, [redacted]

[redacted] 7:23:19 PM]:

Just had my 2015 tahoe checked at the dealer and they said the vacuum pump is going bad but it's not covered by the powertrain warranty why is that

[redacted] [7:24:48 PM]:

I figured since its part of the engine it's covered

[redacted] [7:25:39 PM]:

Are you there

Anjelica [7:26:01 PM]:

I do apologize for this frustration, [redacted] I can look into this for you. May I please have your VIN and mileage?

[redacted] [7:27:36 PM]:

1GNSKBKC9FR[redacted] Mileage is 47,884

[redacted] [7:29:26 PM]:

The brakes won't work if for example your in a drive thru it you have several stops in a row,this is a serious problem that should be a warranty fix it recall

Anjelica [7:30:07 PM]:

Thank you.

Anjelica [7:32:09 PM]:

I do see this vacuum pump would be covered under the bumper to bumper warranty. As you are out of this warranty this would be the reason why your repair was not covered under warranty.

Anjelica [7:32:31 PM]:

I do apologize for this frustration. I can document this for you. Can you please verify your email address, and/or phone number you provided in the pre chat form is correct, and may I please have your home address for documentation?

Anjelica [7:35:28 PM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [7:35:41 PM]:

[redacted] I really think this needs to be under the powertrain because it's an engine component!

Anjelica [7:38:26 PM]:

I understand. I do apologize but as this is not a covered component at this time this will be a customer cost.

[redacted] [7:39:46 PM]:

Is there any discount i can get to help in the cost? A veterans discount or something like that

Anjelica [7:40:37 PM]:

I would suggest speaking with the dealership you had this diagnosed at on any discounts.

[redacted] [7:41:08 PM]:

Ok thank you for your assistance

Anjelica [7:41:15 PM]:

You're welcome! Was there anything further I can assist you with today?

[redacted] [7:41:40 PM]:

No that was all thanks again

Anjelica [7:42:02 PM]:

You're welcome. Thank you for contacting GM Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are here to chat Monday through Friday from 8:00 a.m. - 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. EST. You are also able to contact us by phone if that is easier for you. We can be reached at 1-800-222-1020. Thanks for visiting us.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

RETAIL INSTALMENT CONTRACT
SIMPLE FINANCE CHARGE

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]	N/A	KING O'ROURKE CADILLAC OLDS 756 SMITHTOWN BYPASS RT 347 SMITHTOWN NY 11787

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 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/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CADILLAC ESCALADE	1GYS4BKJ2GR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

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 $ 34561.88
2.39 %	$ 2974.04	$ 48025.96	$ 51000.00	$ 85561.88

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
60	850.00	Monthly beginning 01/16/2016
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 1.00 or 5 % of the part of the payment that is late, whichever is greater.

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.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 3918.89 sales tax) $ 82355.34 (1)

2 Total Downpayment =

Your trade-in is a 2011 CADILLAC ESCALADE 1GYS4BEF5B[redacted]
Year Make Model Vehicle Identification No.

Gross Trade-In Allowance	$ 33000.00
Less Prior Credit or Lease Balance (e)	$ 5541.71
Equals Net Trade In	$ 27458.29
+ Cash	$ 7103.59
+ Other N/A	$ N/A
(If total downpayment is negative, enter "0" and see 4I below)	$ 34561.88 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 47793.46 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance		
Paid to Insurance Company or Companies		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance		
Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance		
Company or Companies		$ N/A
D Fees Paid to Government Agencies		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
E Government Taxes Not Included in Cash Price		$ N/A
F Government License and/or Registration Fees REG FEE/INSP FEE		$ 70.00
G Government Certificate of Title Fees		$ 75.00
H Government Waste Tire Management Fee		$ 12.50
I Other Charges (Seller must identify who is paid and describe purpose)		
to N/A for Prior Credit or Lease Balance (e)		$ N/A
to KING O'ROURKE C for PROCESSING FEE		$ 75.00
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A

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 unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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
N/A
Home Office Address N/A
N/A

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

Other Optional Insurance

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

☐ N/A Type of Insurance N/A Term
Premium $ N/A
Insurance Company Name N/A
N/A
Home Office Address N/A
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 N/A Date

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

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insur-

VEHICLE PURCHASE AGREEMENT [redacted]

KING O'ROURKE Automotive Group — GMC TRUCK — Smithtown

KING O'ROURKE CADILLAC
BUICK • GMC TRUCK
756 Smithtown By-pass (Rte. 347)
Smithtown, New York 11787
631.724.4700 • Fax: 631.724.1921
www.kingorourke.com

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [redacted] SALESPERSON TONY

STREET [redacted] PHONE NO. [redacted] (RESIDENCE) (BUSINESS)

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

E-MAIL: [redacted]

...DES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:

(READ OTHER SIDE)

THE VEHICLE

YEAR	NEW	USED	DEMONSTRATOR	MAKE	MODEL	SERIES
16	☒	☐	☐	Cadillac	Escalade	Hybrid

TYPE	COLOR	TRIM	V.I.N.
SUV	Silver Coast	Black	1GYS4BKJ2GR[redacted]

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

USED VEHICLE DISCLOSURE STATEMENT -THE I... SEES ON THE F.T.C. WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ESTIMATED DELIVERY DATE	DELIVERY LOCATION	STOCK NO. (IF RESERVED)
TBD	Kor	[redacted]

PRIOR USE CERTIFICATION (required by Vehicle and Traffic Law 417-A if principal prior use of the vehicle were as a police vehicle, taxicab, driver education vehicle or rental vehicle). The principal prior use of this vehicle was as: a police vehicle_____, a taxicab_____, a driver education vehicle_____, or a rental vehicle_____

THE PRICE

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Purchaser's Initials:_____ Date:_____

VEHICLE PRICE	(+)	$	VEHICLE PRICE (+)	$ 78,978
FACTORY INSTALLED EQUIPMENT	(+)		DEALER INSTALLED EQUIPMENT AND SERVICES (+)	
60 Month Finance Rates				
SUBJECT TO S TIER CREDIT WITH PRIMARY LENDER APPROVAL			DELIVERY FEE** (+)	
			TOTAL	$

THE TRADE-IN

DESCRIPTION					
YEAR	MILEAGE	MAKE	MODEL	COLOR	
	52,570	Cadillac	Escalade		
PLATE NO.	EXP. DATE	VIN			
		1GYS4BLF5BR[redacted]			
TRADE-IN IS CLEAR OF ALL LIENS EXCEPT		AMOUNT OWED	$ 5200		

LESS TRADE-IN CREDIT (-) (BUYER SEE 1 AND 6(b) ON BACK)	33,000
CASH PRICE	$

TAXES AND OTHER FEES

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

SPECIAL NOTICE TO CONSUMER

IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION THE VALUE OF ANY VEHICLE YOU MAY TRADE-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

SALES TAX	% (+)		
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE.*	(+)	75	00
REGISTRATION FEE (ESTIMATE)	(+)	TBD	
INSPECTION FEE	(+)	10	
TIRE DISPOSAL FEE**	(+)	12	50
ADMINISTRATIVE FEE***	(+)	75	00
TOTAL CASH PRICE DELIVERED		$	
PLUS BALANCE OWED ON TRADE-IN	(+)		
LESS CASH DEPOSIT SUBMITTED WITH ORDER	(-)	500	
CASH DUE ON DELIVERY		$	

*The optional dealer registration or title application processing fee ($75.00 maximum) and special plate processing fee ($8.00 maximum) is not New York Sate or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office. ***This negotiable administrative fee represents our costs in preparing your vehicle and all necessary paperwork and additional dealer profit. This fee is not mandated or imposed by the State of New York **New York State Law requires us to accept and manage waste tires from vehicles in exchange for an equal number of new tires that we sell or in... tire management and recycling fee of $2.00 for each new tire we sell. Any additional tire management recycling costs are included in the advertised price of the new tire.

I have read the terms on the back of t... [redacted] ...greement.

BUYER'S SIGNATURE: _____ DATE: 12/14/15

CO-BUYER'S SIGNATUR... _____ DATE: _____

SELLER APPROVED BY: [redacted] DATE: _____

I HAVE RECEIVED A COPY OF KING O'ROURKE'S PRIVACY NOTICE

X _____

D.P. SALES, L.I., NY (800) 87-4-LEG... ...OR CERTIFIED CHECK ONLY ON DELIVERY ...LES DELIVERY REQUIRED WITHIN 48 HOURS ...HER SIDE FOR ADDITIONAL TERMS

KING O'ROURKE CADILLAC OLDSMOBILE

KING O'ROURKE AUTO GROUP

SMITHTOWN, NEW YORK 11787

756 Smithtown By-Pass (Rt. 347) SMITHTOWN, NEW YORK 11787 www.kingorourke.com
631-724-4700

[redacted]

CASH RECEIVED FROM [redacted]

NUMBER

RECEIVED BY MARILYN POMARO
DATE 12/15/15
TIME 10:31

ACCT.	AMOUNT	CONTROL NUMBER
308	500.00	90840

PAYMENT TYPE	AMOUNT
CASH	500.00

SIGNATURE

PAGE 1

RECEIPT

KING O'ROURKE CADILLAC OLDSMOBILE

KING O'ROURKE AUTO GROUP

SMITHTOWN, NEW YORK 11787

766 Smithtown By-Pass (Rt 347) SMITHTOWN, NEW YORK 11787
631-724-4700

www.kingorourke.com

CASH RECEIVED FROM

[redacted]

[redacted]

NUMBER

RECEIVED BY MARILYN POMARO
DATE 12/18/15
TIME 09:33

ACCT.	AMOUNT	CONTROL NUMBER
220A	6603.59	90840
905	1.41	

PAYMENT TYPE	AMOUNT
CASH	6605.00

SIGNATURE

PAGE 1

RECEIPT

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [redacted]

VIN: 1 G Y S 4 B K 0 2 G R [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) XX the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
NCC	$ 0.00	NCC
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$ 0.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of FINANCE SUPPORT

AND/OR

I elect to receive REBATES.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 12/7/15 acknowledge receipt of incentive (s) as described in Item(s) 1 and release GM from any future claim or obligation for incentive (s) on this [redacted]

Purchaser/Lessee Signature: [redacted] **Date:** 12/7/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the [redacted]

Purchaser/Lessee Signature: [redacted] **Date:** 12/7/15

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

Authorized Dealer Signature [redacted] **Date:** 12/7/15

Dealership Name: KING O ROURKE CADILLAC OLDS **Dealer Code:** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are

KING O'ROURKE Automotive Group Smithtown

KING O'ROURKE CADILLAC • BUICK • GMC TRUCK
756 SMITHTOWN BY-PASS (RTE. 347)
SMITHTOWN, NEW YORK 11787
631.724.4700
631.724.1921 FAX
WWW.KINGOROURKE.COM

GMC TRUCK

[redacted]

INVOICE

SOLD TO [redacted]

ADDRESS

DATE 12/17/15

DEAL NO: [redacted]
ANTHONY M DIGIROLAMO

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.	SOURCE
2016	NEW	CADILLAC	GY	ESCALADE		[redacted]			

VIN 1GYS4BKJ2GR[redacted] NET PRICE 530 SALESMANS NUMBER 408360 MODEL NUMBER [redacted]

OPTIONAL EQUIPMENT AND ACCESSORIES		
GROUP	DESCRIPTION	PRICE
PLATE # [redacted]		

ODOMETER MILES: 10

NCC

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

"If this motor vehicle is classified as a used motor vehicle, DEALER NAMED ABOVE certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE 75.00 *$

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED ON THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

DESCRIPTION	ACCT. NO.	SALE	K	COST
N / RETAIL	431L	78436.45	-	
N / FLEET			-	
U / RETAIL			-	
U / WHSLE			-	
OTHER			-	
			-	
			-	
AFTERSALE	457		-	
EXT. WARRANTY	443		-	
NYS REQUIRED	325	12.50	-	
TIRE RECYCLE FEE			-	
			-	
SALES TAX 8.625 %	324	3918.89	-	
			-	
			-	
REGISTRATION	905	60.00	-	
TITLE FEE*	905	75.00	-	
NYS INSPECTION	13A	10.00	-	
			-	
ADMIN FEE	805	75.00	-	
TOTAL CASH PRICE		82587.84		
TOTAL TIME PRICE				
DEPOSIT	308	500.00	+	
CASH ON DELIVERY	220A	6603.59	+	
	261C		+	
TOTAL		82587.84		
	314	5541.71	-	
			+	
DUE FROM FINANCE CO	205	48025.96	+	
US BANK N A	262		+	
	300		+	
	6		-	
	78		-	
	300		+	
	6		+	
	330		-	
VALUE OF TRADE-IN(S) 3384	240	33000.00	+	
			+	
TOTAL				

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY COLOR	MODEL
1[redacted]	CADIL	GY	ESCALADE

VIN 1GYS4BEF5BR[redacted]

DEALER FACILITY NO. 7001912

to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A
to N/A	to N/A	$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 232.50 (4)

5 Amount Financed (3 + 4) $48025.96 (5)

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

GAP Waiver Notice

XX ☐ If this box is checked, and if the vehicle is a total loss because it is confiscated, damaged, or stolen, you will not be liable for the gap amount. The gap amount is the excess, if any, of (1) the amount you would owe under this contract as of the date of loss if the vehicle were not a total loss and you were to prepay the contract in full (less any refunds we get for cancelling optional insurance, maintenance, service or other contracts), over (2) the sum of (a) any past due payments and other amounts due because you broke promises in this contract and (b) the actual cash value of the vehicle immediately before the loss.

Returned Check Charge: You agree to pay a charge of $ 20 if any check you give us is dishonored.

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 2 of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.
If the actual payoff amount is more than the amount shown in 2 you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 2 Seller will refund to you any [illegible] Seller receives from the lienholder or lessor.

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

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A . Y N/A . SELLER'S INITIALS N/A

WARRANTIES

The following paragraph does not affect any warranties covering the vehicle that the manufacturer may provide or limit any rights you may have under the Lemon Laws or, for used vehicles, under the certificate of serviceability that was included in your purchase contract. The following paragraph also does not apply if the vehicle is a used vehicle you bought in New York City.

Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose.

The following notice only applies to used vehicles bought in New York City:

IMPORTANT NOTICE TO BUYER

(A) STATE LAW REQUIRES THAT SELLERS OF SECOND-HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(B) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(C) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.
(D) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 80 LAFAYETTE STREET, NEW YORK, NEW YORK 10013. COMPLAINT PHONE: (212) 964-7777.

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.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains th[redacted]s 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 [redacted] Co-Buyer Signs N/A

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from 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.

See back for other important agreements.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of the agreement. 3. Under the law, you have a right to pay off in advance the full amount due. If you do so, you may, depending on the nature of the credit service charge, either (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law, you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

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 signed it.

RETAIL INSTA[redacted]

Buyer Signs X [redacted] Date 12/17/15 Co-Buyer Signs N/A Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here N/A

Seller Signs KING O ROURKE CADILLAC OLDS Date 12/17/15 Ad[redacted] By [redacted]

Seller assigns its interest in this contract to US BANK N A

☐ Assigned with recourse

XX [redacted] ms of Seller's agreement(s) with Assignee.

☐ Assigned with limited recourse

KING O ROURKE CADILLAC OLDS

Seller [redacted] Title [redacted]

ORIGINAL LIENHOLDER

LAW FORM NO. 553-NY (REV. 4/14) U.S. PATENT NO. D466,782
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PE18-012

GM

3-27-2019

Q3

2016 ESCALADE 4WD LUXURY — GENERAL MOTORS LLC
GWT SILVER COAST METALLIC /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GY S4BK J2 GR[redacted] — VEHICLE INVOICE [redacted]
**********2321******12*23065S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
6K15706 ESCALADE 4WD LUXURY	79645.00	74468.08	INVOICE 11/16/15
GWT SILVER COAST METALLIC	495.00	435.60	SHIPPED 11/16/15
L86 ENGINE, 6.2L V8	N/C	N/C	EXP I/T 12/02/15
M5U TRANSMISSION, 8 SPD AUTOMATIC	N/C	N/C	INT COM 12/02/15
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 11/16/15
SFE WHEEL LOCK KIT (DEALER INSTALLED)	75.00	66.00	KEYS V1530 V1530 WFP-F QTR OPT-1
U42 REAR SEAT ENTERTAINMENT SYSTEM	1595.00	1403.60	BANK: ALLY - 103 CHG-TO 23-065
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	225.00	198.00	SHIP WT: 5722
VQQ ROOF RACK CROSS RAIL (DEALER INSTALLED)	250.00	220.00	HP: 52.8 GVWR: 7300
VQZ CHROME EXHAUST TIP (DEALER INSTALLED)	135.00	118.80	GAWR.FT: 3600 GAWR.RR: 4200
			EMPLOY: 75028.68
			SUPPLR: 78105.08
			NTR: 1/2
			DAN: LUX
			EMPINC: 4852.13
			SUPINC: 1775.73

TOTAL MODEL & OPTIONS	82420.00	76910.08	ACT 237 75432.48
DESTINATION CHARGE	995.00	995.00	H/B 261 2472.60
DEALER IMR CONTRIBUTION		412.10	ADV 261 412.10
LMA GROUP CONTRIBUTION		1236.30	EXP 65A 1236.30
TOTAL	83415.00	79553.48	PAY 310 79553.48

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 75886.20

****

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.

KING-O'ROURKE CADILLAC, INC.

REMIT TO ALLY NO. 103
VIN 1GYS4BKJ2GF[redacted]
$ 79553.48 INV [redacted]
DUE 12/02/15 DEALER 23-065

PE18-012

GM

3-27-2019

Q3

September 6, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $3,000.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

September 25, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $4,500.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

October 3, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $5,500.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

October 12, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $6,000.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

October 22, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $7,000.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

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3-27-2019

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PE18-012

GM

3-27-2019

Q3

Ashley Lugo (C)

From: Bonan Link <blink@allenstewart.com>
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -ERC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

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From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] .GM[redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] GM[redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433

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