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

PE18-012

GM

3-27-2019

Q3

[redacted]

John Bowman Chevrolet Inc

xtime Automobile Status Report

Prepared For

[redacted]

2016 Chevrolet SILVERADO 1500
Date February 19, 2018
VIN 3GCUKSEC1GG[redacted]
Mileage 47357
RO# [redacted]

Service Advisor

Ray Shaffer
RSHAFFER@BOWMANCHEVY.COM
248.575.5037

BOWMAN CHEVROLET

John Bowman Chevrolet Inc
6750 Dixie Hwy
Clarkston, MI 48346

John Bowman Chevrolet Inc
Service Commitment

Excellence at every turn... and every straightaway

Our dealership's primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that’s the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively between your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.

Certified Service

MULTI-POINT VEHICLE INSPECTION

John Bowman Chevrolet Inc
6750 Dixie Hwy
Clarkston, MI 48346

Phone: [redacted] Email: jsimpson@bowmanchevy.com

Customer Name: [redacted] VIN: 3GCUKSEC1GG[redacted] Date: 2/19/2018 12:48 PM

Repair Order#: [redacted] Mileage: 47357 Tag#: [redacted] License#:

✓ Checked and OK △ May Require Attention Soon ⊗ Requires Immediate Attention

✓ ○ OnStar active
✓ ○ Enrolled in OVD
✓ ○ Enrolled in DMN

✓ Service history check
✓ △ ○ Remaining engine oil life % Reset ☐ N/A ☐
✓ ○ Exterior lights (headlamps, tail lamps, turn signals, etc)

Wiper Blades

✓ LF △ ○ ✓ △ ○ RF

☐ △ ○ Rear (if applicable)
✓ △ ○ Windshield condition
☐ Cracks ☐ Chips

Check Tread Depth 32nds

✓ 8/32 or Greater △ 7/32 to 4/32 ⊗ 3/32 or Less

LF ☐ △ ○ 4/32
PSI at: ____ set to: ____ PSI
☐ Wear Pattern/Damage

RF ☐ △ ○ 4/32
PSI at: ____ set to: ____ PSI
☐ Wear Pattern/Damage

LR ☐ △ ○ 5/32
PSI at: ____ set to: ____ PSI
☐ Wear Pattern/Damage

RR ☐ △ ○ 5/32
PSI at: ____ set to: ____ PSI
☐ Wear Pattern/Damage

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

Check Battery

✓ △ ○ Battery condition
✓ △ ○ Battery cables and connections

☐ Change Engine Oil & Filter ☐ N/A

Check Fluid Levels

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

Check/Measure Front and Rear Brake Linings MM

Front ✓ 7mm or Greater △ 6mm to 4mm ⊗ 3mm or Less

LF ☐ △ ⊗ 1 mm
RF ☐ △ ⊗ 1 mm

LR ✓ △ ○ 4 mm
RR ✓ △ ○ 4 mm

Rear ✓ 4mm or Greater △ 3mm ⊗ 2mm or Less

Lowest Front Lining: _____ Lowest Rear Lining: _____

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

Additional Checks

Inspect for visible leaks and visual condition:

✓ △ ○ Fuel system (also including gas cap seating)
✓ △ ○ Engine, transmission, drive axle, transfer case
✓ △ ○ Engine cooling system
✓ △ ○ Shocks and struts – also check operation
✓ △ ○ Belts: engine, accessory, serpentine, and/or V-drive
✓ △ ○ Hoses: engine, power steering and HVAC
✓ △ ○ Engine air filter
✓ △ ○ Cabin Air Filter

✓ △ ○ Passenger compartment air filter
✓ △ ○ Steering components and steering linkage
✓ △ ○ CV drive axle boots or driveshafts and U-joints
✓ △ ○ Exhaust system components
✓ △ ○ Body components lubrication
✓ △ ○ Restraint system component check
✓ △ ○ Chassis components lubrication
✓ △ ○ Drive axle (leak/other)

Your Service Consultant: Ray Shaffer **Your Service Technician:** Larry Miller

John Bowman Chevrolet Inc
6750 Dixie Hwy
Clarkston, MI 48346

Certified Service

MULTI-POINT VEHICLE INSPECTION

Phone: [redacted] Email: jsimpson@bowmanchevy.com

Customer Name: [redacted] VIN: 3GCUKSEC1GG[redacted] Date: 2/19/2018 12:48 PM

Repair Order#: [redacted] Mileage: 47357 Tag#: [redacted] License#:

Damage Items

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

Notes

Your Service Consultant: Ray Shaffer **Your Service Technician:** Larry Miller

Initial Concerns

The service(s) listed below are the recommendations made by your technician **Larry M** as the repair necessary to resolve your initial concern.

Red: requires immediate attention.

Yellow: in need of attention soon.

Brake Vacuum Booster: BRAKE BOOSTER HAS A VACUUM LEAK, CAUSING THE LOW PEDAL PARKING IN PARKING LOTS.

Item Description

A brake vacuum booster, also known as a power brake booster is connected along with the master cylinder directly to the brake pedal. Its purpose is to amplify the available foot pressure applied to the brake pedal so that the amount of foot pressure required to stop even the largest vehicle is minimal.

Reason

If not repaired, the vacuum will not be able to amplify the foot pressure, causing the braking system to need more pressure to apply the brakes. This may also, in some cases, cause the braking system to be disabled.

Front Brake Service: FRONT BRAKES ARE GRINDING, I SHOULD BE ABLE TO TURN THE ROTORS BUT LET THE CUST. KNOW IF I CANT IT WILL BE AN ADDITIONAL $150.00

Item Description

Reason

Tires - 4: GOODYEAR WRANGLER DURATRAC P265/65R18 114S

Item Description

A tire is a round component made of rubber and reinforced with chords or belts made of several choices of materials. The tire is filled with air or

nitrogen and surrounds a wheel's rim to transfer a vehicle's load from the axle through the wheel to the ground and to provide traction on the road's surface. With only four small contact patches between you and the road you want them to be as good as they can possibly be.

Reason

According to most states' laws, tires are legally worn out when they have worn down to 2/32" of remaining tread depth. As a tire wears it's important to realize that the tire's ability to perform in rain and snow will be reduced. With 2/32" of remaining tread depth, resistance to hydroplaning in the rain at highway speeds has been significantly reduced, and traction in snow has been virtually eliminated. If rain and wet roads are a concern, you should consider replacing your tires when they reach approximately 4/32" of remaining tread depth.

If snow-covered roads are a concern, you should consider replacing your tires when they reach approximately 6/32" of remaining tread depth to maintain good mobility. Because tread depth is such an important element for snow traction, winter tires usually start with noticeably deeper tread depths than typical All-Season or summer tires. Some winter tires even have a second series of "wear bars" molded in their tread pattern indicating approximately 6/32" remaining tread depth to warn you when your tires no longer meet the desired tread depth.

Tires

Seats: LT FT SEAT LEFT REAR HAPTIC MOVEMENT MOTOR OR ACTUATOR IS OPEN

Item Description

The seats of a vehicle are cushioned supports where one can sit safely while traveling.

Reason

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Larry M** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention.

Yellow: in need of attention soon.

*2 WHEEL ALIGNMENT

Item Description

A vehicle suspension Alignment helps maintain proper tire wear and helps prevent unnecessary stress on various suspension components.

Reason

If not done, you will see uneven or rapid tire wear, pulling or drifting away from a straight line, and wandering on a straight level road. It can also cause extra load on certain suspension components, making them more likely to fail.

*FUEL INDUCTION SERVICE

Item Description

This service increases fuel economy, reduces emissions, and restores lost power. A specialized tool applies a combination of highly effective cleaners to do a complete and thorough cleaning of deposits from the fuel injectors, fuel lines, and intake valves and ports. Complete removal of combustion chamber deposits corrects the necessary balance of fuel and air needed for optimal performance and improved throttle response.

Reason

Repair Estimate

PREPARED FOR
[redacted]

Service Advisor
Ray Shaffer (971)
RSHAFFER@BOWMANCHEVY.COM

Date 02/19/2018 12:48 PM
2016 CHEVROLET SILVERADO 1500
VIN 3GCUKSEC1GG[redacted]
Mileage 47,357
RO# [redacted]

Service Name	Price
[Primary]: BI : BRAKE INSPECTION - WHEN PULLING TO A PARKING IT SEEMS LIKE NOT BRAKING AS GOOD	41.50
Brake Vacuum Booster: BRAKE BOOSTER HAS A VACUUM LEAK, CAUSING THE LOW PEDAL PARKING IN PARKING LOTS.	488.91
Front Brake Service: FRONT BRAKES ARE GRINDING, I SHOULD BE ABLE TO TURN THE ROTORS BUT LET THE CUST. KNOW IF I CANT IT WILL BE AN ADDITIONAL $150.00	164.94
[Primary]: Q1TIRE : CUSTOMER STATES CHECK TIRES SEE IF WHERE THEY AT AND NEED PRICES	33.00
Tires - 4: GOODYEAR WRANGLER DURATRAC P265/65R18 114S	1014.56
[Primary]: MPVI : PERFORM MULTI-POINT VEHICLE INSPECTION	0.00
[Primary]: DIAG : CUSTOMER STATES SERVICE DRIVE ASSIST ITS MAKING BEEPING NOISE AND IT VIBRATE	0.00
Seats: LT FT SEAT LEFT REAR HAPTIC MOVEMENT MOTOR OR ACTUATOR IS OPEN	385.13
[Primary]: TS : TRANSMISSION SERVICE	156.00
*2 WHEEL ALIGNMENT	89.95
*FUEL INDUCTION SERVICE	159.98
Printed on February 19, 2018	
Quote expires on March 21, 2018	

Subtotal	2533.97
Shop Charges	115.71
Tax	89.56
Total	**2739.24**

John Bowman Chevrolet Inc
6750 Dixie Hwy
Clarkston, MI 48346
(248) 625-5071

PE18-012

GM

3-27-2019

Q3

Fax Cover Sheet

Maita Chevrolet
9650 Auto Center Drive
P.O. Box 100
Elk Grove, Ca. 95758

Attention: GM Cust. Assistance From: Rochele / Service

Date: 06/13/18

Phone: (916) 691-2800 Ext

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 23

(case # Not provided)

Comments:

Documents requested for ~~case~~ vin # 3GCUKMEC1GG[redacted]

FAX NUMBER: 586-920-0817

DEALER Jun 14 2018 7:42AM

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

Dealer Number [redacted] Contract Number _____ R.O.S. Number [redacted] 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	MAITA CHEVROLET 9650 AUTO CENTER DR ELK GROVE, CA $5757

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 SILVERADO 15	15	3GCUKNEC7GG[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 $ 7388.00 is
11.29 %	$17705.75 (e)	$38621.69 (e)	$56977.44 (e)	$63565.44 (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	671.16	Monthly beginning 01/18/2017
N/A	N/A	N/A
One final payment	671.16	12/18/2023

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.)

A. Cash Price		
Purchase of Motor Vehicle and Accessories	$40829.76	(A)
Motor Vehicle	$39930.76	
Accessories	$ 899.00	
[illegible]	$ N/A	
[illegible]	$ N/A	
B. Documentary 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) FINISHING TOUCH	$ 605.00	(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)	$ 3229.19	(G)
H. Electronic Vehicle Registration or Transfer Charge		

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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 [illegible] on credit.

Buyer [redacted]
Co-B
Selle

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt 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 84 Mos. CNA GAP
Debt Cancellation Agreement

I want to buy a de[redacted]

Buyer Signs X _____

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.

I1 Company N/A
Term N/A Mos. or N/A Miles
I2 Company N/A
Term N/A Mos. or N/A 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 X N/A

F. EV (Jun. 14. 2018 7:43AM) $ 3250.19 (G)

G. Sales Tax (on taxable items in A through F)

H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) AVRS $ 20.00 (H)

I. (Optional) Service Contract(s)

1. (paid to) N/A $ N/A (I1)
2. (paid to) N/A $ N/A (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 (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 CNA GAP $ 595.00 (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) $ 45377.94 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATE $ 267.00 (A)
B. Registration/Transfer/Titling Fees $ 256.00 (B)
C. California Tire Fees $ 8.75 (C)
D. Other N/A $ N/A (D)

Total Official Fees (A through D) $ 531.75 (2)

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

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

5. Subtotal (1 through 4) $ 45859.69 (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): $ 1000.00 (A)
Vehicle 1 $ 1000.00 Vehicle 2 $ N/A

B. Total Less Prior Credit or Lease Balance (e) $ 2400.00 (B)
Vehicle 1 $ 2400.00 Vehicle 2 $ N/A

C. Total Net Trade-In (A–B) (Indicate if negative number) $ -1400.00 (C)
Vehicle 1 $ -1400.00 Vehicle 2 $ N/A

D. Deferred Downpayment Payable to Seller $ N/A (D)
E. Manufacturer's Rebate $ 2588.00 (E)
F. Other N/A $ N/A (F)
G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ N/A (G)

Total Downpayment (C through G) $ 7188.00 (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) $ 38671.69 (7)

Term N/A No. 7678 P. 3 Miles
Buyer X [redacted] N/A

Trade-In Vehicle(s)

1. Vehicle 1
Year 2003 Make FORD
Model EXPEDITION Odometer 303611
VIN 1FMFU18L73[redacted]

a. Agreed Value of Property	$ 1000.00
b. Buyer/Co-Buyer Retained Trade Equity	$ N/A
c. Agreed Value of Property Being Traded-In (a–b)	$ 1000.00
d. Prior Credit or Lease Balance	$ 2400.00
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity)	$ 0.00

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)	$ 1000.00 *
Total Prior Credit or Lease Balance (1d+2d)	$ 2400.00 *
Total Net Trade-In (1e+2e)	$ 0.00 *

(*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 _____

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

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 [redacted] ntract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

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

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract [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

vJun. 14. 2018[illegible] 7:43AM Vehicle 2 $ N/A

C. Total Net Trade-In (A–B) (indicate if negative number) $-1400.00 (C)
Vehicle 1 $ -1400.00 Vehicle 2 $ N/A

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

E. Manufacturer's Rebate $ 8588.00 (E)

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

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ N/A (G)

Total Downpayment (C through G) $ 7188.00 (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) $28671.60 (7)

Amount Fin[illegible] No. 7678, P. 4 in full on or before _____, Year _____.

SELLER'S INITIALS _____

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 concer[redacted] arbitrate.

Buyer Signs X [redacted]

Co-Buyer Signs X N/A

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 sho[redacted] 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" o[redacted] tract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X [redacted] 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 both [redacted]

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to 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.

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] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] 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 sign[redacted] ss 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 unila[redacted]

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 vehi[redacted] 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 12/24/18 Co-Buyer Signature X 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 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 [illegible] 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 [illegible]

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 STOCK: [redacted]

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCUKNEC7GG[redacted]	2016 SILVERAD	CHEVROLET		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We MAITA CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 12/04/2016 (MO DAY YEAR) for the amount of $41034.76 (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) $ (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 [ ][ ][ ],[ ][1][5] (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

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.

[redacted]	SIGNATURE X [redacted]	DATE 12/04/16	DL/ID OR DEALER/DISM # [redacted]
	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
BUYER'S MAILING ADDRESS [redacted]	CITY [redacted]	STATE ZIP CODE [redacted]	DAYTIME TELEPHONE NO. [redacted]

SELLER

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.

PRINT SELLER'S NAME MAITA CHEVROLET [redacted]	SIGNATURE X [redacted]	DATE 12/04/16	DL/ID OR DEALER/DISM # 618
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
SELLER'S MAILING ADDRESS 9650 AUTO CENTER DR	CITY ELK GROVE, CA	STATE ZIP CODE 95757	DAYTIME TELEPHONE NO. (916)423-2111

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/We MICHAEL MAJOR (PRINT NAME(S)) appoint MAITA CHEVROLET (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

[redacted]	DATE 12/04/16
SIGNATURE REQUIRED BY PERSON APPOINTING POWER OF ATTORNEY X	DATE

SALES SUMMARY

SALE No. [redacted] BY: SWANSON,ER DATE 12/04/2016 UNIT: NEW 16 CHEV SILV1500 STK No. [redacted]
VIN: 3GCUKNEC7GG[redacted]

BUYER: [redacted]

SALESPERSON: BARBOUR,RICHARD R SALESPERSON: MGR: VIOALES JR,RIGO

PRICE:	$ 39930.76		
COST:	$ 41600.66		
SUB TOTAL:		$	-1669.90
OVER ALLOWANCE:		$	0.00
ADDITIONS: BANK FEES (-)	$ N/A		
ADDITIONS:	$ N/A		
ADDITIONS:	$ N/A		
ADDITIONS:	$ N/A		
ADDITIONS:	$ N/A		
TOTAL ADDITIONS:		$	0.00
NET GROSS:		$	-1669.90
PACK		$	350.00
GROSS COMM.		$	-2019.90
ACCESSORIES: 1104.00 (B)	$ 524.00		
RESERVE: 17705.75	$ 1591.79	SellRate	11.29
XXXXXX GAP 895.00	$ 595.00	BuyRate	9.84
A&H: 0.00	$ 0.00		
WARRANTY: 0.00	$ 0.00		
COLLISION: 0.00	$ 0.00		
TOTAL F & I:		$	2710.79
INCENTIVE(S)			N/A
SUB TOTAL:		$	1040.89
TOTAL COMMISSION:		$	733.73
PROFIT ON SALE:		$	307.16

TRADE INFORMATION

YEAR: 2003 N/A MAKE: FORD N/A
MODEL: EXPEDITION N/A VIN: 1FMFU18L73LB[redacted] N/A
LIC No: [redacted] N/A ACV: 1000.00 N/A
NET PAYOFF: 2400.00 N/A HIGH: LOW:
GOOD UNTIL:
PAYOFF TO: SAFE CU

LOAN INFORMATION

DOWN PAYMENT ADVANCE
TRADE -1400.00 N/A CASH 8588.00 UNDER OVER 0.00 N/A
HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE

LEGAL TO BE:
ALLY
PO BX 8128
COCKEYSVILLE MD 21030

PAY VOUCHER

SALESPERSON: 284 BARBOUR,RICHARD R STK No. [redacted] MAKE-MODEL: NEW 16 CHEV SILV1500 DATE
3GCUKNEC7GG[redacted] 12/04/2016

BUYER: [redacted]

COMMISSION: 200.00 ☐ PAY

SPIFF: 50.00 ☐ HOLD FOR

TOTAL COMMISSION: 250.00 Commissionable Gross: -2019.90

PAY VOUCHER

SALESPERSON: STK No. MAKE-MODEL: DATE

BUYER:

COMMISSION: ☐ PAY

SPIFF: 0.00 ☐ HOLD FOR

DEAL# [redacted] CUST# [redacted] STOCK# [redacted]

$523.

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

FOR DEPARTMENT USE ONLY _____ CASHIER DATE LINE STAMP

2/4/19 [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)				NRM/NO
12/04/2016	12/04/2016				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016 SILVERADO	4C	FF Flexfuel	2	5325
VEHICLE IDENTIFICATION NUMBER	MC ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			OHV/MOTORCYCLE DEALERS ONLY ☐ On-Highway ☐ Off-Highway	
3GCUKNEC7GG [redacted]					
FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY) 7200	COUNTY OF RESIDENCE SACRAMENTO	

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]

(1) [redacted] LAST FIRST MIDDLE SUFFIX

☐ AND ☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted] SD	[redacted]	[redacted]	[redacted]	[redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]				

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME OF NONE, MUST PRINT "NONE" AND INITIAL

ELECTRONIC LIENHOLDER ID. #

ALLY FNCL X21				ELT# X21
BUSINESS ADDRESS PO BX 8128 COCKEYSVILLE, MD 21030	APT./STE. NO.	CITY	STATE	ZIP CODE
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]				

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes XX No

APPLICANT'S CERTIFICATION: *I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE	BUYERS	
12/04/2016	(1) X [redacted]	(2) X N/A

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the 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 XX ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	12/04/2016	41034.76
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 [ ][ ][ ],[ ][1][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 618

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	COMPANY AGENT	HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT	ADDRESS
12/04/2016	[redacted]	MAITA CHEVROLET [redacted]	9650 AUTO CENTER DR ELK GROVE, CA 95757
DATE	[redacted]	[redacted]	ADDRESS 9037 MONTOYA ST APT 2

[redacted]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

[redacted]

REGISTRATION CARD VALID FROM: 12/04/2016 TO: 12/31/2017

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2016	LK	2017	31P	31	[redacted]

BODY TYPE MODEL	MP	NO	AX	RC	UNLADEN/G/CGW	VEHICLE ID NUMBER
4C	F	XZ	2	E	05325	3GCUKNEC7GG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	PT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	12/14/16	34	12/14/16	4	[redacted]

REGISTERED OWNER

[redacted]

AMOUNT PAID
$ 523.00

AMOUNT DUE	AMOUNT RECVD	
$ 523.00	CASH :	
	CHCK :	523.00
	CRDT :	

LIENHOLDER

ALLY FNCL
PO BX 8128

COCKEYSVILLE
MD 21030

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AR0074931 EPA CAL 000170582

BUS: CELL: SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		23072/23091	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			18:00 09AUG17		0.00	CASH	23AUG17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
10:03 09AUG17	09:23 23AUG17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON TRANSMISSION SEEMS TO HAVE A 1-2 AND 2-3 ROUGH/HARD SHIFT CONDITION, HOT OR COLD, DOES NOT MAKE A DIFFERANCE, ALSO NOTED AT FREEWAY SPEEDS GOING INOT OVERDRIVE, AND ADVISE

CAUSE: RE-LEARNED TRANS ADAPTIVE FUNCTION

2810175 TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS

558 W4 (N/C)

FC: 9096 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

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

ROAD TESTED VEHICLE- VERIFIED HARSH SHIFT & AT FULL SPEED . SCAN FOR TROUBLE CODES- NONE FOUND.. ATTEMPTED TO REPROGRAM TRANSMISSION CONTROL MODULE (TCM) - CONTINUED FAILING.. TEST DROVE VEHICLE AGAIN- SAME HARSH SHIFT.. RE-LEARNED TRANSMISSION ADAPTIVE FUNCTION- SUCCESSFUL PROGRAMMING & ROAD TESTED VEHICLE OKAY, TRANS- WORKING AS DESIGNED AT THIS TIME..

****

B CHECK ON BRAKES MAKE A SQEEKING NOISE, AND A SHUDDER IS NOTED, POSSIBLE WARPED ROTORS NOTED ON LAST SERVICE VISIT

CAUSE: UNABLE TO DUPLICATE COMPLAINT

2419919 BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)

551 W4 (N/C)

FC: 9099 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

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

TEST DROVE VEHICLE- UNABLE TO DUPLICATE NOISE .. ALSO UNABLE TO DUPLICATE SHUDDER WHILE DRIVING & BRAKING..

****

C EXPECTED SERVICE DURATION 6 OR MORE HOURS

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 - From Sacramento: 423-2111
www.maitachevy.com
BAR # AND074931 EPA CAL 009170602

BUS: CLER:

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		23072/23091	[redacted]

IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
04DEC16 DD			18:00 09AUG17		0.00	CASH	23AUG17

R.O. OPENED	BOOKED
10:03 09AUG17	09:23 23AUG17

OPTIONS: SOLD-STK#[redacted] ENG:5.3 TRN:A
AXL:GU4_3.08_REAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	DUR6 DEFAULT						
		21	ISP				(N/C)

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

****

D CHECK ON RADIO WILL GO BLANK WHILE DRIVING, SOUND IS LOST. LAST TIME CONCERN WAS APPARENT WAS ABOUT 1 WEEK AGO. AND ADVISE

CAUSE INSTALLED LATEST RADIO SOFTWARE

3429969 ENTERTAINMENT/RADIO/NAVIGATION/USB -

CUSTOMER CONCERN NOT DUPLICATED (CCND)

147 MOONEY,THOMAS LIC#: Y

WA (N/C)

FC: 9096 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

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

UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. SCAN FOR TROUBLE CODES-NONE STORED.. FOUND MULTIPLE UPDATES FOR RADIO.. REPROGRAMMED RADIO WITH LATEST CALIBRATIONS.. RECHECKED WORKS OKAY AT THIS TIME.

****

E PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE. RECORD TIRE PRESSURES ON REPAIR ORDER.

AIR PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER

147 MOONEY,THOMAS LIC#: Y

ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

SET TIRE PRESSURES TO SPECS

****

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X

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

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

MAITA CHEVROLET
9850 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AR0074931 EPA CAL 000170982

BUS: CUST:

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		23072/23091	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			18:00 09AUG17		0.00	CASH	23AUG17

R.O. OPENED	BOOKED
10:03 09AUG17	09:23 23AUG17

OPTIONS: SOLD-STK:[redacted] ENG:5.3 TRN:A
AXL:GU4_3.08_REAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CALL CENTER CREATED:2017-08-08 04:48:00PM TAKEN BY KATIE BROOME							

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @ 916 691 2800.
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X _____

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074931 EPA GAL 000170362

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		20394/20400	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			16:00 08JUL17		0.00	CASH	05JUL17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
10:16 05JUL17	17:52 05JUL17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A EXPECTED SERVICE DURATION 6 OR MORE HOURS
DUR6 DEFAULT
21 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
****

B CUSTOMER STATES CLIENT STATES WHEN BREAKING GOING DOWN HILL THE VEHICLE IS SHUTTERING, CAN FEEL THROUGHT THE VEHICLE, NO SHAKE IN THE STEERING. WHEN APPLY THE BRAKES LIGHT THERE IS A SQUEEKY NOISE. REPORT
CAUSE: RESURFACED BOTH REAR ROTORS
2420762 REAR BRAKE ROTOR REFINISHING
471 W4 (N/C)
FC: 3049 PART#: 0 COUNT: 0
CLAIM TYPE: ZREG
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
TEST DROVE VEHICLE AND FOUND VIBRATION FROM REAR BRAKES WHILE STOPPING. RUN OUT IS EXCESSIVE FOR BOTH REAR ROTORS. RESURFACED BOTH REAR ROTORS. RUNOUT LEFT- 6K, RIGHT - 4K. BEFORE LEFT REAR - 19.8, RIGHT REAR - 19.9. AFTER LEFT REAR - 19.6, RIGHT REAR - 19.6. MIN 18.5.
****

C PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
AIR PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
471 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
SET TIRE PRESSURE TO 35PSI.
****

CMAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X _____

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074831 EPA GAL 000170582

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		20394/20400	[redacted]

IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
04DEC16 DD			16:00 08JUL17		0.00	CASH	05JUL17

R.O. OPENED	BOOKED	OPTIONS:
10:16 05JUL17	17:52 05JUL17	SOLD-STK: [redacted] ENG:5.3 TRN:A AXL:GU4_3.08_RBAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
EST				0.0C	05JUL17 10:16 BA 44			

CALL CENTER CREATED 2017-07-05 07:24:00AM TAKEN BY BRITTANIE MOORE

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916.691.2800.
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074931 EPA GAL 000170962

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		14493/14493	[redacted]

IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			18:00 11APR17		0.00	CASH	11APR17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A
10:26 11APR17	12:35 11APR17	AXL:GU4 3.08 REAR AXLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A EXPECTED SERVICE DURATION 1.5 HOURS
DUR1 DEFAULT
21 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
****

B PERFORM LUBE OIL AND FILTER, AND A MULTIPOINT VEHICLE INSPECTION. ROTATE TIRES AND TOP OFF FLUIDS IF NECESSARY. TOP OFF "DEF" FLUID (diesel only). OIL LIFE PERCENTAGE %_____. PRICES START AT $46.95
CAUSE: SERVICE DUE
0600723 PERFORM LUBE OIL AND FILTER, AND A MULTIPOINT VEHICLE INSPECTION. ROTATE TIRES AND TOP OFF FLUIDS IF NECESSARY. TOP OFF "DEF" FLUID (diesel only). OIL LIFE PERCENTAGE %_____. PRICES START AT $46.95
448 W4 (N/C)
1 19330000 (S)FILTER (N/C)
9 19259487 OIL (N/C)
PC: 9094
PART#: 19330000
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
PERFORMED LUBE AND OIL FILTER CHANGE.. ROTATED TIRES.. PERFORMED MULTI POINT INSPECTION
****

C PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
AIR PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
448 ISP (N/C)

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X _____

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074031 EPA CAL 000170082

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	DCENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		14493/14493	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			18:00 11APR17		0.00	CASH	11APR17

R.O. OPENED	HOOKED
10:26 11APR17	12:35 11APR17

OPTIONS: SOLD-STK:[redacted] ENG:5.3 TRN:A
AXL:GU4_3.08_REAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE C:	0.00

SET TIRE PRESSURE TO 35 PSI

CALL CENTER CREATED 2017-04-10 11:22:00AM TAKEN BY KATIE BROOME

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X _____

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074931 BPA CAL 000170962

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		7096/7096	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			16:00 04FEB17		0.00	CASH	01FEB17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
09:51 01FEB17	12:39 01FEB17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM LUBE OIL AND FILTER, AND A MULTIPOINT VEHICLE INSPECTION. ROTATE TIRES AND TOP OFF FLUIDS IF NECESSARY. TOP OFF "DEF" FLUID (diesel only). OIL LIFE PERCENTAGE %____. PRICES START AT $46.95			
CAUSE: SERVICE DUE			
0600723 PERFORM LUBE OIL AND FILTER, AND A MULTIPOINT VEHICLE INSPECTION. ROTATE TIRES AND TOP OFF FLUIDS IF NECESSARY. TOP OFF "DEF" FLUID (diesel only). OIL LIFE PERCENTAGE %____. PRICES START AT $46.95			
535 W4			(N/C)
1 19330000 (S)FILTER			(N/C)
9 19259487 OIL			(N/C)
FC: 9094			
PART#: 19259487			
COUNT: 9			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
PERFORMED LUBE OIL AND FILTER, AND A MULTIPOINT VEHICLE INSPECTION. ROTATE TIRES AND TOP OFF FLUIDS IF NECESSARY. TOP OFF "DEF" FLUID (diesel only). OIL LIFE PERCENTAGE %____. PRICES START AT $46.95			
**********			
B PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.			
AIR PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.			
528 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
SET TIRE PRESSURE TO 35 PSI			
**********			
C** INSTALL WIPPER COWL MOLDING			

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X

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

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AR0074931 EPA CAL 030170982

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		7096/7096	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
04DEC16 DD			16:00 04FEB17		0.00	CASH	01FEB17

RO OPENED	BOOKED
09:51 01FEB17	12:39 01FEB17

OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A
AXL:GU4_3.08_REAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: WIPER COWL FLEW OFF							
	2070280			WINDSHIELD WIPER ARM REPLACEMENT			
				4LT SCHMIT CODY L [redacted]			
				W4			(N/C)
	1			22999187 F VALVE			(N/C)
				FC: 1021			
				PART#: 22999187			
				COUNT: 1			
				CLAIM TYPE: WRNTY			
				AUTH CODE:			

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

INSTALLED NEW WIPER COWL MOULDING

****

CALL CENTER CREATED 2017 01 31 02:59:00PM TAKEN BY LAI SAELEE

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800.
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X _____

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074931 EPA CAL 000170982

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		2190/2190	[redacted]

IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			17:00 23DEC16	[redacted]	0.00	CASH	23DEC16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
08:01 23DEC16	10:41 23DEC16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A REPLACED CRACKED WINDSHIELD. CUSTOMER AGREED TO HAVE AFTERMARKET WINDSHIELD INSTALLED
18 EXTERIOR-BODY AND RELATED REPAIR
21 ISP (N/C)
1 132918 W/SHIELD (N/C)
SUBL REPLACE W/SHIELD/ BUCHANANS PO3 132918
PO#562405
ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
SUBLET TO BUCHANANS- REPLACED CRACKED WINDSHIELD WITH AFTERMARKET WINDSHIELD INSTALLED. (CUSTOMER AGREED TO HVE AFTERMARKET WINDSHIELD INSTALLED)

****

B PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
AIR PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.
448 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
SET TIRE PRESSURES TO SPECS 35 PSI

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074931 EPA CAL 000170882

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		478/487	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			17:00 08DEC16		0.00	CASH	10DEC16

R.O. OPENED	BOOKED	OPTIONS:
08:16 08DEC16	08:31 10DEC16	SOLD-STK:[redacted] ENG:5.3 TRN:A AXL:GU4 3.08 REAR AXLE

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER HAS DUE BILL FOR FINISHING TOUCH SEALANT							
	24	DETAIL DEPARTMENT & RELATED REPAIRS						
		298	INT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00
PERFORMED FINISHING TOUCH SEALANT..								
				**********				
B	CUSTOMER HAS DUE BILL FOR FOR SPRAY IN BED LINER							
	18	EXTERIOR-BODY AND RELATED REPAIR						
		21	INT					(N/C)
MISC ULTRA TRUCKWORKS PO# 132611								
	PO#561499							
			INT					(N/C)
SUBL MAITA RENTAL PO# 132639								
	PO#561499							
			INT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
SUBLET TO ULTRA TRUCK WORKS- SPRAYED ON ULTRA LINING UNDER THE RAIL..								
				**********				
C	PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.							
	AIR	PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.						
		21	ISP					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
SET TIRE PRESSURES TO SPECS 35 PSI								
				**********				
D**	ORDERED WINDSHIELD							
	SOP	SPECIAL ORDER PART REQUIRED FOR REPAIR, NOTIFICATION SENT UPON ARRIVAL OF PART						
		21	INT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:		0.00
WINDSHIELD CRACKED- SPECIAL ORDERED WINDSHIELD..								

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CUSTOMER COPY - ACTIVE

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074051 EPA CAL 000170582

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		478/487	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC16 DD			17:00 08DEC16		0.00	CASH	10DEC16

R/O OPENED	BOOKED
08:16 08DEC16	08:31 10DEC16

OPTIONS: SOLD-STK:[redacted] ENG:5.3 TRN:A
AXL:GU4_3.08_REAR_AXLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916.369.2800.
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CUSTOMER COPY ARCHIVE

CUSTOMER #: [redacted]

INVOICE

PAGE 1

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AR0074931 EPA GAL 000170082

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 513 VINCENT VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		6/6	

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 08SEP16		0.00	CASH	10SEP16

R.O. OPENED	BOOKED	OPTIONS: STK:[redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
18:09 08SEP16	07:59 10SEP16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PERFORM PRODUCT SAFETY RECALL FRONT AIRBAG AND PRETENSIONER NON DEPLOY
CAUSE: RECALL
9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS
148 NAKAHARA-HENRY,SKYLER LIC#: Y
W4 (N/C)
FC: 9090 PART#: COUNT:
CLAIM TYPE: ZFAT
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
PERFORMED SAFETY RECALL

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [redacted]

INVOICE

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 - From Sacramento: 423-2111
www.maitachevy.com

HOME: CONT:N/A
BUS: CELL:

BAR # ARD074931 EPA CAL 009170902

SERVICE ADVISOR: 21 MICHAEL D MOODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	16	CHEVROLET SILVERADO	3GCUKNEC7GG[redacted]		5/5	

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			18:00 25MAY16		0.00	CASH	26MAY16

R.O. OPENED	BOOKED	OPTIONS: STK:[redacted] ENG:5.3 TRN:A AXL:GU4_3.08_REAR_AXLE
09:29 26MAY16	15:00 26MAY16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PDI	.9						

CAUSE: PDI
0590072 PRE-DELIVERY INSPECTION - BASE TIME (N/C)
355 WPC
FC: 9090 PART#: COUNT:
CLAIM TYPE: ZPDI
AUTH CODE:

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

****

B DETAIL .4 / /
CAUSE: PDI
DETAIL DETAIL .4 (N/C)
21 WPC
FC: 9090 PART#: COUNT:
CLAIM TYPE: ZPDI
AUTH CODE:

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

****

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SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PE18-012

GM

3-27-2019

Q3

Advertisement

2016 GMC Sierra 1500 Crew Cab Pricing Report

Style: Denali Pickup 4D 5 3/4 ft
Mileage: 18,860

Sell To Private Party

Private Party Range
$40,817 - $43,930
Private Party Value
$42,366

Valid for ZIP Code 60068 through 06/14/2018

Vehicle Highlights

Fuel Economy: City 15/Hwy 21/Comb 17 MPG	Max Seating: 5
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 4WD	Transmission: Auto, 8-Spd Overdrive
EPA Class: Standard Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

V8, EcoTec3, 5.3 Liter

Transmission

Auto, 8-Spd Overdrive

Drivetrain

4WD

Braking and Traction

Hill Descent Control
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience

Alarm System
Keyless Entry
Keyless Start
Air Conditioning
Power Sliding Rear Window
Power Windows
Power Door Locks
Cruise Control

Steering

Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo
CD/MP3 (Single Disc)
Premium Sound
SiriusXM Satellite
Intellilink
Navigation System
Bluetooth Wireless
OnStar

Safety and Security

Park Assist
Parking Sensors
Backup Camera
Dual Air Bags
F&R Side Air Bags
F&R Head Curtain Air Bags

Seats

Heated Seats
Cooled Seats
Dual Power Seats
Leather

Roof and Glass

Deep Tinted Glass

Lighting

Daytime Running Lights
LED Headlamps

Exterior

Fog Lights
Running Boards

Cargo and Towing

Bed Liner
Towing Pkg

Wheels and Tires

Oversized Premium Wheels 20"+

Exterior Color

✓ Black

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Tip:
It's crucial to know your car's true condition when you sell it, so that you

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

can price it appropriately. Consider having your mechanic give you an objective report.

© 2018 Kelley Blue Book Co , Inc All rights reserved 6/8/2018-6/14/2018 Edition for Illinois 60068 The specific information required to determine the value for this particular vehicle was supplied by the person generating this report Vehicle valuations are opinions and may vary from vehicle to vehicle Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party Kelley Blue Book assumes no responsibility for errors or omissions (v 18061)

PE18-012

GM

3-27-2019

Q3

Chevrolet - Concern On A Vehicle I Own-Additional Info:How do I file a complaint about my 2015 Tahoe vehicle that is not a recall. Last 4# 1438

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

Caller English

System [9:13:01 AM]:

Welcome to chat.

Ashley [9:13:13 AM]:

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

Ashley [9:13:34 AM]:

I am sorry to see that you are currently experiencing a concern with your Tahoe, [redacted]. I can certainly document your complaint here.

Ashley [9:13:40 AM]:

What type of concern is your vehicle displaying?

[redacted] [9:14:47 AM]:

I had an issue in April where my breaks failed driving at a low speed. It was a costly repair but not a recall even though it has happened to others with this year and model.

Ashley [9:15:13 AM]:

I understand that may be frustrating, [redacted]. Can you please confirm the last 8 characters of your VIN and the current mileage on your vehicle?

[redacted] [9:16:05 AM]:

FR[redacted]. Mileage when occurred was 72073

Ashley [9:16:24 AM]:

Thank you very much. Was the brake repair completed by a certified Chevrolet dealership?

[redacted] [9:16:31 AM]:

Yes

Ashley [9:16:52 AM]:

Can you please confirm the name of that dealership for documentation purposes?

[redacted] [9:17:18 AM]:

Millers Apple Valley in Martinsburg,WV

Ashley [9:18:01 AM]:

Thank you, [redacted] Can you also confirm the phone number and e-mail address you provided in the pre-chat form is correct, along with your home mailing address so I can make sure we have the most up-to-date information on file?

[redacted] [9:18:28 AM]:

It was more complicated than just brakes. Brakes not issue. There was oil in the feeder line to the vacuum booster.

Ashley [9:20:08 AM]:

I certainly understand unexpected vehicle concerns can be difficult. Was that concern addressed by Apple Valley in April as well?

[redacted] [9:20:57 AM]:

That is what was addressed. The issue caused the brakes to fail at low speed.

Ashley [9:21:23 AM]:

Thank you for verifying that, [redacted] Was this vehicle purchased under your name?

[redacted] [9:23:46 AM]:

Mine and my husbands. [redacted]. My phone is [redacted]. [redacted]
Home address is [redacted]

Ashley [9:25:16 AM]:

Perfect. Thank you very much for confirming all of these details and reaching out to us in regard to this, [redacted]. We take all feedback very seriously. After looking into your specific vehicle further, I was able to confirm there is currently no additional coverage or recall associated with your VIN in regard to this. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls. However, I will be thoroughly documenting your concern to be reviewed by all of the necessary departments within Chevrolet.

Ashley [9:25:47 AM]:

The reference number from our chat is [redacted]. Do you have any additional questions for concerns at this time?

[redacted] [9:26:22 AM]:

Who can I write a formal complaint to?

Ashley [9:27:37 AM]:

This will be formally documented and reviewed by the necessary departments within Chevrolet and General Motors. However, if you would also like to write a letter as well, that can be sent to our divisional address, P.O. Box 33170 Detroit, MI 48232-5170.

Ashley [9:28:22 AM]:

When this concern occurred in your vehicle, were you able to safely pull off the road and get the vehicle towed to your dealership for service?

[redacted] [9:29:32 AM]:

Will I hear anything from them in response? I did file a report with the NTSB. It was a definite safety issue.

Ashley [9:30:33 AM]:

If this does become a recall, you will be notified via mail. However, I cannot guarantee at this time.

[redacted] [9:30:54 AM]:

Funny thing. I could safely pull over and my husband drove to dealer without issue. Problem only occurs a low rate of speed. Such S approaching a stop light. The brakes went clear to the floor. Very difficult to stop.

Ashley [9:31:21 AM]:

I understand that must of been a scary situation for you, [redacted]

[redacted] [9:32:47 AM]:

Yes. And after this occurred and could think back where little things were happening and did not realize something was wrong w car until it had no brakes during the low speed. Fast speed you were fine which made little sense to me.

Ashley [9:33:45 AM]:

We do sincerely appreciate your time and reaching out to us today. Is there anything else I can assist you with?

[redacted] [9:34:35 AM]:

No thanks for your time. You gave me the address. Is that to General Motors as the heading?

Ashley [9:34:47 AM]:

Yes. General Motors or Chevrolet.

[redacted] [9:34:56 AM]:

Great!

Ashley [9:35:23 AM]:

Again, thank you for chatting in with us here at Chevrolet Customer Assistance. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 9 p.m. and Saturdays 9 a.m. to 9 p.m. EST. I hope the rest of your day goes well!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 06/27/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2TEH9EG[redacted] **Make:** GMC
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: 03/24/2018
Job Card Date: 06/27/2018
Days out of Warranty: 95

Mileage

Component's Warranty End Mileage (Miles): 36,060
Current Mileage: 51,147
Miles out of Warranty: 15,087

Repair

Total Repair Cost At Warranty Rates: $352.45
Job Card / Repair Order : T2
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: $88.11
Cust/Dlr Participation Amount: $264.34 / 75%
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

Witte,Mark

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

Caller English

System [9:01:07 AM]:

Welcome to chat.

Emma [9:01:23 AM]:

Hi, [redacted] Thank you for contacting General Motors Customer Assistance, my name is Emma, how may I assist you?

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

My 14 Sierra has brake issues and the dealer said the vacuum pressure pump needs to be replaced

Emma [9:03:18 AM]:

My sincerest apologies. I understand the inconvenience this may have caused you.

[redacted] [9:03:30 AM]:

It's a $400 job and GM agreeded to pay 80, this is a safety issue and I feel more should be done

Emma [9:03:45 AM]:

When did you take the vehicle to the dealership?

Emma [9:04:58 AM]:

When did you take the vehicle to the dealership?

[redacted] [9:06:52 AM]:

The vehicle is still there, I don't feel I should have to pay for an issue that puts my family at risk, and this is a very common issue with GM vehicles 2014 and later

Emma [9:07:11 AM]:

May I have the current mileage of the vehicle and at least the last 8 characters of the VIN?

[redacted] [9:08:06 AM]:

50,000 miles and vin: EG[redacted]

Emma [9:08:56 AM]:

Thanks. What is the name of the dealership that you are working with?

[redacted] 9:09:27 AM]:

Parker GMC in Morehead City, NC

Emma [9:10:34 AM]:

Thank you.

Emma [9:10:46 AM]:

By the way, the information you entered into the pre-chat form for your name, email address, and phone number are accurate? May I have your mailing address?

[redacted] [9:12:14 AM]:

My neighbor has a 15 GMC Yukon with the exact same issue and the vehicle almost went into the ocean when they were unloading there boat because of this brake issue.

[redacted] [9:12:39 AM]:

[redacted]

Emma [9:13:43 AM]:

How would you like GMC to assist you? Or what exactly are you seeking for as an assistance from GMC?

[redacted] [9:15:11 AM]:

I would like the repairs covered in full by GM and for them to issue a recall because this is a major safety issue and very common issue.

[redacted] [9:16:16 AM]:

My wife almost got in a accident yesterday driving it to the dealership

[redacted] [9:17:20 AM]:

And had [redacted] kids under the age of [redacted] in the vehicle, one not being ours

Emma [9:17:25 AM]:

Your safety is our utmost concern. I have documented your concern here on our system generated service request number, [redacted].

Emma [9:18:07 AM]:

At this time, I have no guarantee, however, due to the nature of your concern, I will endorse your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns.

Emma [9:18:11 AM]:

One of our senior advisors will be contacting you by phone within 2 business days. Please keep the service request number and keep your line open.

Emma [9:18:28 AM]:

I just want to advise you that our Senior advisors do not have operation during weekends. You may expect his or her call by Tuesday.

Emma [9:18:32 AM]:

What is usually the best time that you can be reached?

[redacted] [9:19:44 AM]:

Anytime, so do I go pick up my truck and pay for the repairs? They won't let me take it if I don't pay for it and I need my truck.

Emma [9:23:21 AM]:

I cannot make a decision at this time, [redacted] What I can only advise is to wait for the senior advisor's call. Nonetheless, this is already reported to GM.

[redacted] [9:23:58 AM]:

Ok thank you!

Emma [9:24:05 AM]:

Is there anything else I can assist you with?

[redacted] [9:24:31 AM]:

No, I appreciate your time, thanks again!

Emma [9:24:34 AM]:

Thank you for contacting GMC Customer Assistance. Have a great weekend!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.Caller English
System [7:22:13 PM]: Welcome to chat.**Honey Lyn [7:22:33 PM]:** Thank you for contacting GMC Customer Assistance, my name is Honey.
Honey Lyn [7:23:22 PM]: I've read your concern in the pre-chat form and I apologize for the inconvenience. I know this is really unfortunate but now that you have me on the line I will be more than happy to assist you today.**Honey Lyn**

[7:23:48 PM]: Have you been to a GM dealership? **Honey Lyn**
[7:24:59 PM]: Thank you for chatting. I am here to assist you. [redacted] **[7:25:01 PM]:** I called them today, they told me that no recalls on it and i was out of warranty, local shop order new parts from them to repair truck. **Honey Lyn**
[7:25:21 PM]: I can understand how you feel right now and I appreciate you giving us the chance to help you. **Honey Lyn**
[7:25:37 PM]: May I know

where is the vehicle right now? [redacted] **[7:26:20 PM]:** I just picked it up from shop, **Honey Lyn [7:26:52 PM]:** Was it a dealership or a local shop? [redacted] **[7:27:24 PM]:** They replaced new vacuum pump and belt, the concern is loss of brake fuction. Local shop is Tilden of centereach. [redacted] **[7:28:21 PM]:** If i did not have side road i would have crashed, mehcanic was shocked at brake from vacuum pump. **Honey Lyn**

[7:28:39 PM]: We wouldn't want any customer to experience what you've described to me right now, Jaime. **Honey Lyn [7:28:53 PM]:** Thank you for bringing this concern to GMC's attention [redacted]
[7:30:07 PM]: As if right now i am not allowing any of my family members to drive truck. This was very horrible moment. And gmc needs to look into problem. **Honey Lyn [7:30:16 PM]:** Who's the registered

owner of this vehicle, please? [redacted] **[7:31:54 PM]:** I understand things go bad, but to loose brake functions , with a belt breaking. There is a problem , please have someone look into issue and get back to me. Thank you [redacted] **[7:32:25 PM]:** I am [redacted] purchased new from dealer 3 1/2 ago. **Honey Lyn [7:33:32 PM]:** Thank you for the information. **Honey Lyn [7:33:52 PM]:** I will create a case file about this issue. **Honey**

Lyn [7:33:58 PM]: While I am looking into this, may I have your home address? This is to ensure our records are up to date and accurate for recall purposes. [redacted]

[7:34:45 PM]: [redacted] **Honey**

Lyn [7:34:54 PM]: Thank you.

Honey Lyn [7:34:55 PM]: We understand that you do not expect this issue to happen at this point and we know that our customers believe our vehicles to function as designed. Please

accept our sincere apologies on behalf of GMC for the frustration this matter has caused you. **Honey Lyn [7:35:53 PM]:** In order for us to better understand that current condition of your vehicle, we do need an official dealer diagnosis performed in the last 60 days. Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the

failure, complete nature of the concern, and estimated cost of repairs. **Honey Lyn [7:36:31 PM]:** We here at the Customer Assistance Center are not able, nor equipped to make any specific or conclusive diagnosis or technical advice as to why a component failed. It is for this reason that we rely heavily on the service staff at the GMC dealership to provide our customers with any type of mechanical diagnosis or recommendations. [redacted]

[redacted] **[7:38:20 PM]:** I understand , right now local shop fixed issue , as i can tell i just drove it home, but i can bring it down to local dealer. To have them inspect it. **Honey Lyn [7:38:35 PM]:** Upon checking the VIN, I also found recalls on this vehicle. [redacted] **[7:39:14 PM]:** Yes when i called dealer he told me , i was not aware ifvthem , never got notices. **Honey Lyn [7:39:54 PM]:** I understand where you are coming from. We

can request a towing service to the dealership. Only our dealership can fix the recalls. This recalls will be serviced at no cost toy ou. **Honey Lyn [7:41:22 PM]:** Recalls such as, the Loss of power steering, Frontal airbag and Seat Belt Lap Anchor. This might help resolve the issue that you've had. **Honey Lyn [7:41:48 PM]:** How many mileage do you have? [redacted] **[7:41:51 PM]:** I can drop it off , brakes seem like they are working right

now , but very concered about future issues , if belt breaks again. [redacted]
[7:42:04 PM]: I have 89 k
Honey Lyn [7:43:33 PM]: Thank you. I understand where you are coming from, [redacted] We will be more than happy to get a dealership who can fix recall. [redacted]
[7:44:21 PM]: I would like to drop off at nearrest dealer , along w recalls to look into matter of vacuum pump and loss of brakes. Ii cost $900 in

repairs. But to think this could happen again is scary. **Honey Lyn [7:44:42 PM]:** If you need a towing assistance. I can provide you the roadside department number and you can request towing that will cover under your Powertrain warranty and since you are afraid to drive it to the dealership.**Honey Lyn [7:45:14 PM]:** I understand how frustrating this situation is for you. I’m sorry you feel this way, Jaime.**Honey Lyn [7:45:43 PM]:** To which

dealership are you planning to drop it off? [redacted]
[7:46:50 PM]: I can drive it , at slow speeds brakes seem fine now that it got new belt , [redacted] i think in smithtown.
Honey Lyn [7:48:16 PM]: Thank you. I'm just making sure if you can drive it there. **Honey Lyn [7:48:48 PM]:** I already created a case file about the issue. This is to ensure you that GM will be aware of your concern. [redacted]
[7:48:54 PM]: Is my truck

under powertrain warranty?
Honey Lyn [7:49:10 PM]: This will be available also to our Engineering Department. If they find out that this is a common issue among owners, we either release a recall or extend the warranty. And if there will be recall or special coverage for that issue. All reasonable and customary cost should be considered for possible reimbursement. [redacted] **[7:49:46 PM]:** Ok thank you , do i call dealer , in

am? **Honey Lyn [7:49:56 PM]:** The Powertrain warranty will end on 07/29/2019 or 100,000 miles whichever comes first. **Honey Lyn [7:50:23 PM]:** Also, you may visit our recall website below for future recall inquiry.**Honey Lyn [7:50:27 PM]:** http://www.my.gm.com/recalls **Honey Lyn [7:50:54 PM]:** Is there anything else aside from this? [redacted] **[7:52:49 PM]:** No thank you i will call dealer in am **Honey Lyn**

[7:53:32 PM]: I'm sorry. Yes, please call the dealership to set up an appointment.**Honey Lyn [7:53:51 PM]:** Do you have their contact information? [redacted] **[7:54:05 PM]:** Yes thanks**Honey Lyn [7:54:08 PM]:** Thank you for chatting with GMC today! Have a great day! 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.Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 07/03/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2VEC3EG[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 06/20/2017
Job Card Date: 07/03/2018
Days out of Warranty: 378

Mileage

Component's Warranty End Mileage (Miles): 36,014
Current Mileage: 62,085
Miles out of Warranty: 26,071

Repair

Total Repair Cost At Warranty Rates: $700.00
Job Card / Repair Order : TIER2
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: $140.00 - $280.00
Cust/Dlr Participation Amount: $420.00 - $560.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: [redacted]

Service Agent: PARAMUS CHEVROLET, INC.

Contact Name: Ron Muller

Phone Number: 2012617100

Fax Number: (201) 261-5090

Contact Email Address: rcarbia@paramuschevy.com

Job Card*: [redacted]

Job Card Date: 08/31/2018

Reference Number: [redacted]

VIN: 1GNSKCKC8GR[redacted] Investigate Vehicle History

Odometer: 34968

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 729.55

Part Numbers:

Net Item Type	Amount
Sublet	770.17
<Make Selection>	

Net Item Total: 770.17

Tax: 0

Deductible: 0

Total Before Taxes: 1,499.72

Auth Code:

◉ Accept ○ Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Sep 11 16:11:17 EDT 2018	Please include your Pre Auth ID when you submit your claim.
Maureen Nancarrow	Tue Sep 11 16:11:01 EDT 2018	Please include your Pre Auth ID when you submit your claim.
Maureen Nancarrow	Tue Sep 11 09:20:39 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign

Created By	Comment	From	Assigned To

Comments:

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSKCKC8GR[redacted]	[redacted]	2018-09-11

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KATHLEEN DOYLE 701	TAG NO. [redacted]	INVOICE DATE 06/06/18	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,029	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/03/16	DELIVERY MILES 3,000	
	VEHICLE I.D. NO. 1GNSKCKC8GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 32031	

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

J# 1 07CVZCKBRAKES CHECK BRAKES TECH(S):831 WARRANTY

CUSTOMER STATES ONLY WHEN DRIVING SLOW LIKE PARRELL
PARKING, WHEN HITTING BRAKES AND STEPPING ON THEN
THEY WONT STOP. HAPPENS WHEN PULLING INTO SPOTS OR
IF YOU HAVE TO INCH UP. CUSTOMER NOTICED PEDAL VERY
SOFT AND GOING TO THE FLOOR. WHEN REVERSING INTO A SPOT
SLOWLY THEY WOULDNT STOP AND ENDED UP HITTING CAR.
VACUUM PUMP FOR BRAKE SYSTEM NOT MAKING ENOUGH VACUUM
FOR POWER ASSIST.
REPLACED THE VACUUM PUMP

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	12669488	PUMP 3.280 V			WARRANTY
JOB # 1	1	88864006	0W20DEXOS 8.800 P			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZMOMPI NO MPI NEEDED TECH(S):831 WARRANTY

MPI NOT NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	93466		06/06/18	SHUTTLE		INTERNAL

TOTAL - SUBLET 0.00

COMMENTS----------

CUSTOMER REQUESTED A LOANER Call Center Appt created 2018-05-30 04:
17:00pm taken by Cynthia Garcia wants vehicle to be inspected to se
e if any parts need to be ordered , she will be here Wednesday June
6th to have it diag first then come back on the 14th

PARAMUS AUTOMALL CHEVROLET
Expert Service Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

The Reynolds and Reynolds Company (Dayton, Ohio)
SF601622.0 (09/13)

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
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Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: KATHLEEN DOYLE 701	TAG NO. [redacted]	INVOICE DATE: 06/06/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 32,029	COLOR: WHITE/	STOCK NO.
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE: 09/03/16	DELIVERY MILES: 3,000
	VEHICLE I.D. NO.: 1GNSKCKC3GR [redacted]		CLERK DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE: 06/06/18	
HOME/CELL PHONE	BUSINESS PHONE	COMMENTS		MO: 32031

TOTALS----------

```
**********************************************************************
* NEXT RECOMMENDED SERVICE:                                          *
* 10/17/2018 /  39031 MI 48CVZLOFROTATE  LOF & ROTATE TIRES          *
**********************************************************************
```

Get your status updates by TEXT
Ask your Service Advisor to OPT you in.

$45 per day storage after completion is not picked up
Parts designated with an (*) indicates lifetime
guarantee applies to customer pay repairs.
**********CHEVROLET SURVEY**********
If you receive a survey from Chevrolet please complete it.
It is important to us that everyone is COMPLETELY SATISFIED
Please call Bill Brunner at 201-261-7100 ext. 201
if you are not COMPLETELY SATISFIED.

To make your next appointment call 201-261-7100
or go to www.ParamusChevrolet.com/ServiceApptForm

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**

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL CHEVROLET

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Goodwrench SERVICE Plus

Thank You For Your Business

SUBJECT TO CORRECTION PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

RO COPY

[END OF INVOICE] 02:11pm

The Reynolds and Reynolds Company FORM NO. SF601822 O (0313)

PE18-012

GM

3-27-2019

Q3

PE18-012

GM

3-27-2019

Q3

2016 TAHOE 4WD LTZ — GENERAL MOTORS LLC
G1W IRIDESCENT PEARL TRICOAT /V8G
H2Y COCOA/DUNE — RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SKCK C8 GR[redacted] — VEHICLE INVOICE [redacted]
**********2137******13*02098S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15706 TAHOE 4WD LTZ	64610.00	60087.30	INVOICE 11/10/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	SHIPPED 11/10/15
G1W IRIDESCENT PEARL TRICOAT	995.00	905.45	EXP I/T 11/26/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	INT COM 11/27/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 11/09/15
NE1 50-STATE EMISSIONS	N/C	N/C	KEYS XXXXX XXXXX
NHT MAX TRAILERING PACKAGE:	500.00	455.00	WFP-S QTR OPT-1
* REAR AXLE, 3.42 RATIO			BANK: TD BANKNORT
* TRAILER BRAKE CONTROLLER			CHG-TO 02-098
* TRANSFER CASE 2-SPEED			
PCJ SUN, ENTERTAINMENT, DESTINATIO	2760.00	2511.60	SHIP WT: 5619
PACKAGE:			HP: 45.7
* POWER SUNROOF			GVWR: 7300
* REAR SEAT ENTERTAINMENT			GAWR.FT: 3600
* ADD'L 9 MONTHS XM RADIO			GAWR.RR: 4300
RD2 WHEELS, 20" CHROME	400.00	364.00	EMPLOY: 64969.80
(REPLACES STANDARD WHEELS)			SUPPLR: 67618.75
R6M NEW JERSEY COST SURCHARGE	0.00	135.00	NTR: 1/2
UHS 8" DIAGONAL RECONFIGURABLE	875.00	796.25	DAN: NONE
CLUSTER WITH HEAD UP DISPLAY			EMPINC: 4143.52
VQQ ROOF RACK CROSS RAILS	250.00	227.50	SUPINC: 1494.57
(DEALER INSTALLED)			
VRV SPLASH GUARDS	320.00	291.20	
(DEALER INSTALLED)			
VV4 4G LTE WI-FI(R) HOTSPOT WITH	0.00	0.00	
LIMITED DATA TRIAL AND MORE.			
(SUBJECT TO TERMS SEE			
ONSTAR.COM)			
Y66 ADAPTIVE CRUISE CONTROL	995.00	905.45	
AUTOMATICALLY ADJUSTS SPEED			
* ADAPTIVE CRUISE CONTROL			
* COLLISION AVOIDANCE SENSOR			
1SZ SUN, ENTERTAINMENT AND	500.00-	455.00-	
DESTINATIONS PACKAGE DISCOUNT			
TOTAL MODEL & OPTIONS	71205.00	66223.75	ACT 237 65282.60
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2136.15
DEALER IMR CONTRIBUTION		712.05	ADV 261 712.05
LMA GROUP CONTRIBUTION		1068.08	EXP 65A 1068.08
TOTAL	72400.00	69198.88	PAY 310 69198.88
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		66093.58	

****

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.

****

OASIS CHEVROLET, L.L.C.

PE18-012

GM

3-27-2019

Q3

Customer's Answers to TCL/PAC Questions

1.) Did you make the dealer aware of the accident and if so, when?

Answer: Customer states, Yes. When we took it in, my wife made them aware of the accident.

2.) May we request Site photos of the incident location and direction of travel?

Answer: Customer states, Yes. I will send them to you today.

3.) Did you have previous brake concerns and if so describe?

Answer: Customer states, no we didn't have previous concerns with brakes.

4.) What did you mean by inoperable brakes when you stepped on the pedal? Did the pedal go to the floor? Did the pedal get hard? Did the pedal feel normal but vehicle did not stop?

Answer: Customer states, the pedal was hard and not stopping the car. I pressed as hard as I could. We made an appointment with the Dealer after this happening and they made an appointment for when a loaner would be available. The issue occurred again about three days later, when my wife was going forward into a parking space in a parking lot. She pressed the brake pedal hard as she could to stop the vehicle but the brakes would not stop right away. Vehicle eventually, stopped before hitting anything. When this occurred, we took the vehicle straight into the Dealer right away, even though they were unable to provide a loaner to us. That's when we told them about the incident.

5.) Was the steering system working properly at the time of incident? If not, describe the steering condition.

Answer: Customer states, Yes. Steering system seems to be working fine.

6.) Any previous brake concerns? If so, when and how often. Describe the event(s).

Answer: Customer states, there were no previous brake concerns with vehicle.

PE18-012

GM

3-27-2019

Q3

TCL/PAC Dealer Questions:

1) Please provide the dealer RO for the alleged repairs? **Repair Order for vacuum pump provided to PAC**

2) What were the test results or tech notes that confirmed your diagnosis? **Tech notes are included on the Repair order**

3) Was the Dealer able to duplicate the condition? **The Dealer did not duplicate the issue, but they did verify defective vacuum pump**

4) Did the customer tell the dealer the brakes failed causing an accident at any time? **Yes, the Customer did.** If **s**o was it when they first dropped it off? After diagnosis? or after repairs completed? **When the Customer dropped the vehicle off for the brakes to be inspected.**

PE18-012

GM

3-27-2019

Q3

G & C AUTO BODY

gncautobodyinc@aol.com
302-310 BROADWAY, PASSAIC, NJ 07055
Phone: (973) 471-5428
FAX: (973) 471-5449

Workfile ID: 4bcaad4f
Federal ID: 222205512

Rick

Preliminary Estimate

Customer: [redacted]

Job Number:

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[redacted]

Inspection Location:
G & C AUTO BODY
302-310 BROADWAY
PASSAIC, NJ 07055
Repair Facility
(973) 471-5428 Day

Insurance Company:

VEHICLE

2016 CHEV Tahoe LTZ 4WD 4D UTV 8-5.3L Flex Fuel Direct Injection

VIN: 1GNSKCKC8GR[redacted]
License:
State:

Interior Color:
Exterior Color:
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals
DECOR
Dual Mirrors
Body Side Moldings
Privacy Glass
Console/Storage
CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Dual Air Condition
Navigation System
Backup Camera w/Parking Sensors
Remote Starter
Home Link
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction
Blind Spot Detection
Lane Departure Warning
ROOF
Luggage/Roof Rack
SEATS
Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
Power Third Seat
WHEELS
20" Or Larger Wheels
PAINT
Three Stage Paint
OTHER
Fog Lamps
Signal Integrated Mirrors
TRUCK
Trailer Hitch
Trailering Package
Running Boards/Side Steps
Power Trunk/Gate Release

Preliminary Estimate

Customer: Paramus **Job Number:**

2016 CHEV Tahoe LTZ 4WD 4D UTV 8-5.3L Flex Fuel Direct Injection

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**REAR BUMPER**							
2			O/H rear bumper				2.4	
3	<>	Repl	Bumper cover	23324503	1	759.95	Incl.	3.0
4			Add for Three Stage					2.1
			SUBTOTALS			**759.95**	**2.4**	**5.1**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				759.95
Body Labor	2.4 hrs	@	$ 52.00 /hr	124.80
Paint Labor	5.1 hrs	@	$ 52.00 /hr	265.20
Paint Supplies	5.1 hrs	@	$ 32.00 /hr	163.20
Body Supplies	2.4 hrs	@	$ 2.50 /hr	6.00
Subtotal				1,319.15
Sales Tax	$ 1,319.15	@	6.6250 %	87.39
Grand Total				**1,406.54**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**1,406.54**

MyPriceLink Estimate ID: 4547369496310087 68

You are hereby authorized to make the specified repairs. I understand that payment in full will be due upon release of vehc. including any supplements and hereby grant you and/or your employees, permission to operate the vehc. here in described on street, highways, etc. For the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amt. of repairs thereto. You will not be held responsible for loss or damaged to vehc. or articles left in vehc. In case of fire, theft, accident, or any other cause beyond your control, including any prior unrelated damages (acknowledment of unrelated prior damages)_____,

Authorization:_____Date_____
Final payment will be certified check, or insurance check, or cash.
I have inspected my vehicle, which was repaired to my satisfaction: _____

Direction To Pay Authorization: _____

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

PE18-012

GM

3-27-2019

Q3

SERVICE FAX COVER SHEET

This fax contains 7 pages including cover

Fax # 586-920-0860

Date 8/31/18

To [redacted] – CASE # [redacted]

Dept. SM

From JASPER LEWIS

Dept. SERVICE (201-261-7100 x 276)

Message

THE REPAIRS IS COMPLETED ON THE ABOVE CASE. ATTACHED IS A COPY OF THE DOCUMENTS YOU HAVE REQUESTED TO PROCESS PAYMENT.

Please call if all pages are not received THANK YOU.

201-261-7100 Ext 276

Service Department Fax # 201-778-3980

Rick Carbi

From: GMBRCPAC@gm.com
Sent: Wednesday, August 29, 2018 3:23 PM
To: Rick Carbia
Subject: PAC Case Final Resolution [redacted]1GNSKCKC8GR[redacted] [redacted]

Thank you fo assisting us with the review of this Product Assistance Claims (PAC) case.

Customer Na ne: [redacted]

Vehicle YMM 2016 Chevrolet Tahoe

VIN: 1GNSKC CC8GF[redacted]

SR Number: [redacted]

Once the veh cle has been retrieved, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be generated and provided to you in order to be compensa ed for the inspection assistance using Labor Op codes 0600016 for inspection/labor time, and 0600146 for rental covera e.

If you need a ything from PAC, please contact 866-446-6963, extension 5921581. You can reply directly to this email with any atta hments or fax to (586)920-0860. Use the Service Request number for reference. Please consult Service Bulletin 18-N -099 for further details about PAC case handling.

Thank you,
Chevrolet Pro luct Assistance Claims
[SR:8-43597B 1771]

This message and any attachments are intended only for the use of the addressee and may contain information that is privileged and confidential. If the reader of the message is not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, notify the sender immediately by return email and delete the message and any attachments from your system.

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CUSTOMER NO. [redacted]

CELL: [redacted]

ADVISOR: MICHEAL CELENTANO 786	TAG NO. [redacted]	INVOICE DATE: 08/31/18	
LABOR RATE	LICENSE NO.	MILEAGE: 34,968	COLOR: WHITE/
YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE: 09/03/16	STOCK NO.
VEHICLE I.D. NO: 1GNSKCKC8GR [redacted]		GM/MS DEALER NO.	DELIVERY MILES: 3,000
F.T.E. NO.	P.O. NO.: G & C	R.O. DATE: 08/22/18	PRODUCTION DATE: REPRINT# 2
COMMENTS			MO: 34968

LABOR & PARTS----------
JOB # 1 SOLVZ0156 [redacted]
AS PE[illegible] GM PAC, DUE TO FAILURE OF A BRAKE PUMP REPLACED,
THEN BRAKES FAILING THE REAR BUMPER AND QUARTER PANEL DAM
. CAS[illegible] 8-4359780771 PAC AUTHORIZATION IS ATTACHED TO THIS
REPAI[illegible]. SENDING VEHICLE TO OUR FACTORY BODYSHOP TO REPAIR
VEHIC[illegible]E $1406.54

PARTS	QTY	F	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23324503	FASCIA 7.831 N	804.55	804.55	804.55
JOB # 1	-1		23324503	CORE RETURN	75.00	75.00	-75.00
				JOB # 1 TOTAL PARTS			729.55
				JOB # 1 TOTAL LABOR & PARTS			729.55

JOB # 2 [redacted]
Multi Point Vehicle Inspection

PARTS	QTY	F	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS			0.00

JOB # 3 [redacted]
SERVICE RENTAL

PARTS	QTY	F	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	94594		08/31/18	REPL R BUMPER		676.99
				TOTAL SUBLET		676.99

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1800.00 (+TAX)

COMMENTS----------
XO30N34WLN:CUSTOMER REQUESTED A LOANER Call Center Appt created 201
8-08-06 05:25:00pm aken by Jalynn Torres

SERVICE Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:32am

The Reynolds and Reynolds Company (Form Only)
RR601922 O (09/15)

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
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7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: MICHEAL CELENTANO 786	R.O. NO. [redacted]	INVOICE DATE: 08/31/18
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 34,968
	COLOR: WHITE/	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE: 09/03/16	DELIVERY MILES: 3,000
	VEHICLE I.D. NO.: 1GNSKCKC8GR [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.: G & C	R.O. DATE: 08/22/18
	COMMENTS		REPRINT# 2

TOTALS---------- MO: 34968

****
* NEXT RECOMMENDEI SERVICE:
* 01/02/2019 / 4( )68 MI 48CVZLOFROTATE LOF & ROTATE TIRES
****

Get your status u lates by TEXT
Ask your Service A lvisor to OPT you in.

$45 per day storag after completion is not picked up
Parts designated w th an (*) indicates lifetime
guarantee applies o customer pay repairs.
**********CHE ROLET SURVEY**********
If you receive a s rvey from Chevrolet please complete it.
It is important to us that everyone is COMPLETELY SATISFIED
Please call Bill B unner at 201-261-7100 ext. 201
if you are not COM LETELY SATISFIED.

To make your next ppointment call 201-261-7100
or go to www.Param sChevrolet.com/Service

TOTAL LABOR....	0.00
TOTAL PARTS....	729.55
TOTAL SUBLET...	676.99
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	93.18
TOTAL INVOICE $	**1499.72**

CUSTOMER SI NATURE

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL CHEVROLET
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Goodwrench SERVICE Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ACCOUNTING COPY

[END OF INVOICE] 07:32am

The Reynolds and Reynolds Company (DAYTON, OH)
SF601822 D (DMS)

G&C Bodyshop

PARAMUS CHEVROLET
THE RIGHT CHOICE
194 Route 17 North, Paramus, NJ 07652
(201) 261-7102 • (201) 261-6747 FAX
ParamusChevrolet.com

Service Dep [redacted]
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 3:30 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 3:30 p.m. Saturday

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
~~48CVZLOFROTATE~~	~~LOF & ROTATE TIRES~~	~~MI~~	~~39.95~~	~~48CVZCABIN~~	~~CABIN FILTER~~	~~MI~~	~~50.00~~
48CVZAIRFILTER	AIR FILTER	MI	50.00	48CVZTHBODY	THROTTLE BODY CLEAN	MI	145.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/18	[redacted]	32029	701	831	W	07CVZCKBRAKES	CHECK BRAKES
				831	W	01CVZNOMPI	NO MPI NEEDED
03/12/18		28719	701	91	W	50CVZMISC	MISC.
				91	C	01CVZ0027PT	MULTI-POINT INSPECT
01/19/18		26902	701	91	W	11CVZ	SERVICE RENTAL
				34	I	01CVZ0027PT	MULTI-POINT INSPECT

SALESPERSON NO

SERVICE

STATE REG# 4726

HAT # [redacted] 1GNS KCKC8GR [redacted] CHEVROLET TRUCK/TAHOE/4DR 4WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

CUST [redacted] | SERVICE CONTRACT | 08/03/16 | DELI [redacted] | 08/24/18

VEHICLE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO | CVZZ | AIR COND. | P.S. Y | TRANS | MILEAGE 34,908 | ADVISOR 286 | ASSIGNED NICHOLAS CELENTANO

NIGHT DROP

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed shipping of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other causes beyond your control; that an owner's mechanic's lien is hereby acknowledged on the above vehicle for the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting same.

PRIORITY

X

CELL: [redacted]

LABOR RATE

X [redacted] 12pm 8/24/18

See original for client signature not written clear enough.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 350.00

X _____

COMMENTS:
X030N34WLN: CUSTOMER REQUESTED A LOANER Call Center Appt created 201
8-08-06 05:26: 0pm taken by Jalynn Torres

1 W 50CVZ SC MISC. PENDING
AS PER GM P. C, DUE TO FAILURE OF A BRAKE PUMP REPLACED,
THEN BRAKE: FAILING THE REAR BUMPER AND QUARTER PANEL DAM

2 C 01CVZ 27PT MULTI-POINT INSPECT PENDING
Multi-Point Vehicle Inspection

3 W 11CVZ SERVICE RENTAL PENDING
SERVICE RENTAL

$129.95

676.93

[redacted]

[redacted]

PARAMUS CHEVROLET
THE RIGHT CHOICE

194 Route 17 North, Paramus, NJ 07652
(201) 261-7102 • (201) 261-6747 FAX
ParamusChevrolet.com

Service De[redacted]
7:00 a.m. - 7[redacted] Friday
7:00 a.m. - 3:30 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 3:30 p.m. Saturday

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
48CVZLOFROTATE	LOF & ROTATE TIRES	MI	99.95	48CVZCABIN	CABIN FILTER	MI	50.00
48CVZAIRFILTER	AIR FILTER	MI	50.00	48CVZTHBODY	THROTTLE BODY CLEAN	MI	145.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/18	[redacted]	32029	701	831	W	07CVZCKBRAKES	CHECK BRAKES
				831	W	01CVZNOMPI	NO MPI NEEDED
03/12/18		28719	701	91	W	50CVZMISC	MISC.
				91	C	01CVZ0027PT	MULTI-POINT INSPECT
01/19/18		26902	701	91	W	11CVZ	SERVICE RENTAL
				34	I	01CVZ0027PT	MULTI-POINT INSPECT

SALESPERSON NO

SERVICE

STATE REG# 4726

HAT # 1GNS[redacted] CHEVROLET TRUCK/TAHOE/4DR 4WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

CUS[redacted] | SERVICE CONTRACT | 09/03/16 | DELIV[redacted] | 06/06/18

WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO CVZZ | AIR COND. | P S/Y | TRANS | MILEAGE 34,968 | ADVISOR 701 | ENGINEAL CELENTANO

NIGHT DROP ☐

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you [redacted] in case of fire, theft or other cause beyond your control; to secure the amount of repairs thereto; that your employees [redacted] of testing and/or inspecting such vehicle.

X [redacted]

TOTAL 350.00

X [redacted]

COMMENTS:
X030N34WLN: CUSTOMER REQUESTED A LOANER Call Center Appt created 201
8-08-06 05:25: 0pm taken by Jalynn Torres

1 50CVZ[redacted]SC MISC. PENDING
CUSTOMER S ATES:BODY SHOP DAMAGE. REPLACE BUMPER

2 C[redacted] 01CVZ[redacted]7PT MULTI-POINT INSPECT PENDING
Multi-Point Ve icle Inspection

3 C[redacted] 11CVZ[redacted] SERVICE RENTAL PENDING
SERVICE REN AL

[redacted]

HARD COPY

[redacted]

G & C AUTO BODY

gncautobodyinc@aol.com
302-310 BROADWAY, PASSAIC, NJ 07055
Phone: (973) 471-5428
FAX: (973) 471-5449

Workfile ID: 4bcaad4f
Federal ID: 222205512

Customer: [redacted]

Job Number:

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #: RO# [redacted]
Days to Repair: 0

Owner: [redacted]

Inspection Location:
G & C AUTO BODY
302-310 BROADWAY
PASSAIC, NJ 07055
Repair Facility
(973) 471-5428 Day

Insurance Company:

VEHICLE

2016 CHEV Tah : LTZ 4WD 4D UTV 8-5.3L Flex Fuel Direct Injection

VIN: 1GNS CKCBGR[redacted] Interior Color:
License: Exterior Color:
State: Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSM SSION
Automatic Transmission
Overdrive
4 Wheel D ive
POWER
Power Ste ring
Power Bra es
Power Wi dows
Power Lo s
Power Mi ors
Heated M rors
Power Dri er Seat
Power Pa enger Seat
Memory P ckage
Power Ad stable Pedals
DECOR
Dual Mirr s
Body Side Moldings
Privacy Gl ss
Console/S orage
CONVEN ENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Dual Air Condition
Navigation System
Backup Camera w/Parking Sensors
Remote Starter
Home Link
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction
Blind Spot Detection
Lane Departure Warning
ROOF
Luggage/Roof Rack
SEATS
Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
Power Third Seat
WHEELS
20" Or Larger Wheels
PAINT
Three Stage Paint
OTHER
Fog Lamps
Signal Integrated Mirrors
TRUCK
Trailer Hitch
Trailering Package
Running Boards/Side Steps
Power Trunk/Gate Release

Customer: [redacted]

Job Number:

2016 CHEV Tah e LTZ 4WD 4D UTV 8-5.3L Flex Fuel Direct Injection

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	#	Repl	rear bumper cover		1		2.9	
2	#	Refn	cover					1.8
3	#		three stage paINT		1	-0.90		
				SUBTOTALS		**-0.90**	**2.9**	**1.8**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				-0.90
Body Labor	2.9 hrs	@	$ 131.99 /hr	382.77
Paint Labor	1.8 hrs	@	$ 131.99 /hr	237.58
Paint Supplies	1.8 hrs	@	$ 32.00 /hr	57.60
Subtotal				677.05
Sales Tax	$ -0.90	@	6.6250 %	-0.06
Grand Total				**676.99**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**676.99**

MyPriceLink Es imate ID / Quote ID:
[redacted]D 3768 /

You are heret / authorized to make the specified repairs. I understand that payment in fu will be due upon release of vehc. including any supplements and hereby gi ant you and/or your employees, permission to operate the vehc. here in described on street, highways, etc. For the p rpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to sec re the amt. of repairs thereto. You will not be held responsible for loss or damaged to vehc. or articles left in vehc. I n case of fire, theft, accident, or any other cause beyond your control, including any prior unrelated damages (ack owledment of unrelated prior damages)_____.

Authorization: _____Date_____
Final payment will be certified check, or insurance check, or cash.
I have inspect d my vehicle, which was repaired to my satisfaction: _____

Direction To P y Authorization: _____

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 07/18/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKSEC9EG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 10/30/2017
Job Card Date: 07/18/2018
Days out of Warranty: 261

Mileage

Component's Warranty End Mileage (Miles): 36,024
Current Mileage: 64,000
Miles out of Warranty: 27,976

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Job Card / Repair Order : tier2
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: $250.00 - $450.00
Cust/Dlr Participation Amount: $550.00 - $750.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 07/16/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

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

Time

Component's Warranty End Date: 01/24/2018
Job Card Date: 07/16/2018
Days out of Warranty: 173

Mileage

Component's Warranty End Mileage (Miles): 36,013
Current Mileage: 62,000
Miles out of Warranty: 25,987

Repair

Total Repair Cost At Warranty Rates: $673.00
Job Card / Repair Order : TIER2
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: $134.60 - $269.20
Cust/Dlr Participation Amount: $403.80 - $538.40
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

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

Caller English

System [9:53:45 AM]:

Welcome to chat.

Gabrielle [9:53:59 AM]:

Thank you for contacting GM Customer Assistance, [redacted]! My name is Gabrielle. I see that you have a concern with your vehicle. How may I assist you today?

[redacted] [9:55:58 AM]:

Good Morning Gabrielle, last week my break booster and master cylinder went in my truck. The truck only has 33,000 miles but the warranty expired in February. The GM dealer that I brought the truck to said that he has seen this in 4 other similar models. Since this is a safety concern "IE" breaking system. Shouldn't this be a recall?

[redacted] [9:56:41 AM]:

After doing some reading online, it has happened to others as well, they just got it replaced before their 36,000 miles

Gabrielle [9:59:15 AM]:

Good morning, I apologize for the concern you are having with your vehicle. Although other customers may experience the same concern, it possible that it is caused by a different reason. If you would like, you can report the concern to the National Highway traffic Safety Administration. We work with that team to create and release recalls. You can reach them at 888-327-4236.

Gabrielle [9:59:39 AM]:

I would like to document the concern you had with your vehicle. Can you provide your VIN, current mileage, and home mailing address?

[redacted] [10:00:56 AM]:

VIN- 3GTU2UEC6FG[redacted] CURRENT MILEAGE 33387 AND HOME MAILING [redacted]

Gabrielle [10:01:48 AM]:

Thank you. Is the information you entered into the pre chat form accurate?

[redacted] [10:02:01 AM]:

Yes.

[redacted] [10:02:42 AM]:

Is there anything else I can provide you?

Gabrielle [10:04:46 AM]:

That is all, thank you. Again we do recommend that you report the concern to the team above. I will also be documenting the concern in our system as GM does go over all documentation. For your records the case number is [redacted]. We recommend that you keep all receipts for the repair. That way if a recall does get issued, you can submit for reimbursement.

[redacted] [10:05:33 AM]:

Thank you for your assistance

Gabrielle [10:05:56 AM]:

You are welcome. At this time is there anything else I can assist you with?

[redacted] [10:06:04 AM]:

no thanks

Gabrielle [10:06:24 AM]:

Thank you for contacting GMC Customer Assistance. I appreciate you taking the time to chat in with us today and allowing me the opportunity to answer your vehicle questions. If you have any further questions or concerns, please do not hesitate to chat back in with us. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm, Eastern Standard Time. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 07/19/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKSEC2FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 07/22/2018
Job Card Date: 07/19/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,085
Current Mileage: 51,299
Miles out of Warranty: 15,214

Repair

Total Repair Cost At Warranty Rates: $1,000.00 **Job Card / Repair Order :** Tier2
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: $250.00 - $450.00 **Cust/Dlr Participation Amount:** $550.00 - $750.00
Agreed upon Customer/Dealer Participation Amount:

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PE18-012

GM

3-27-2019

Q3

Recipient Data:
Time Finished: 2018-07-16 17:08:40 EDT
IP: 198.208.47.92
ResponseID: R [redacted]
Link to View Results: Click Here
[redacted]
URL to View Results:
[redacted]

Response Summary:

Family / Friend Information (Required)
Customer First Name [redacted]
Customer Last Name [redacted]
Customer Phone Number [redacted]

Involved Dealership Golling Buick/GMC
Vehicle Identification Number (VIN) 3GTU2VECXFG[redacted]

(Optional)
Customer City [redacted]
Customer State [redacted]
Customer Zip Code [redacted]

Please provide a brief description of the problem
2 issues present. Their truck, 2015 Sierra, has now about 74k miles on it and there are 2 major repairs that are needed, both seemingly stem from either poor design or product quality. The first is an issue for which engine oil intrudes the vacuum pump and causes a loss of brake boost for a period of time. This seems to be a safety issue to me so before I submitted a SUFS, I verified with the brake team that there have been a number of SUFS submitted for this same issue already but I would be more than willing to file another if necessary. Dealer has quoted $1295 to replace components as listed under the bulletin for this issue which include the brake master cylinder, booster, vacuum pump and lines from the vacuum pump to the booster.

The second issue is the air conditioning doesn't work because the condenser cracked at the welds. Quote to fix this is $1050. Not pertinent to the current issue but an interesting note, they have had A/C issues with 2 of the 3 Yukons they have owned is the third vehicle they have had that had the A/C go out due to a condenser issue.

In short, there is about $2350 dollars in repairs for these two issues, one of which I would consider a safety issue. Both seem to be related to the quality of our vehicle, not to wear and tear or misuse. We stand to lose this person as a customer with the history and experience he has had with GM vehicles, especially with the costly repairs to the subject vehicle here. This is why I am submitting this concern.

Is this a safety issue?
Yes

Has a Speak Up For Safety report been submitted?

Yes

Employee Information

Employee First Name James

Employee Last Name Roell

Employee Phone Number 810-602-8331

Employee Email james.roell@gm.com

PE18-012

GM

3-27-2019

Q3

Recipient Data:
Time Finished: 2018-07-16 17:08:40 EDT
IP: 198.208.47.92
ResponseID [redacted]
Link to View Results: Click Here
[redacted]
URL to View Results:
[redacted]

Response Summary:

Family / Friend Information (Required)
Customer First Name [redacted]
Customer Last Name [redacted]
Customer Phone Number [redacted]

Involved Dealership Golling Buick/GMC
Vehicle Identification Number (VIN) 3GTU2VECXFG[redacted]

(Optional)
Customer City Clarkston
Customer State MI
Customer Zip Code 48348

Please provide a brief description of the problem
2 issues present. Their truck, 2015 Sierra, has now about 74k miles on it and there are 2 major repairs that are needed, both seemingly stem from either poor design or product quality. The first is an issue for which engine oil intrudes the vacuum pump and causes a loss of brake boost for a period of time. This seems to be a safety issue to me so before I submitted a SUFS, I verified with the brake team that there have been a number of SUFS submitted for this same issue already but I would be more than willing to file another if necessary. Dealer has quoted $1295 to replace components as listed under the bulletin for this issue which include the brake master cylinder, booster, vacuum pump and lines from the vacuum pump to the booster.

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Is this a safety issue?
Yes

Has a Speak Up For Safety report been submitted?

Yes

Employee Information

Employee First Name James

Employee Last Name Roell

Employee Phone Number 810-602-8331

Employee Email james.roell@gm.com

PE18-012

GM

3-27-2019

Q3

GMC - Concern On a Vehicle I Own-Additional Info:FR[redacted]

how do i get service assistance for my yukon?

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

Caller English

System [1:33:05 PM]:

Welcome to chat.

Allyson [1:33:23 PM]:

Thank you for contacting GMC Customer Assistance,[redacted] My name is Allyson. I see that you have a concern with your vehicle. Please allow me 1-3 minutes to review your pre-chat notes.

Allyson [1:34:18 PM]:

Thank you for your inquiry! I would be happy to locate a dealership in your area and provide you with their web-site and/or phone number to schedule service. What type of service are you looking to have performed?

[redacted] [1:35:32 PM]:

I am capable of scheduling my own service. the problem is in fact that I need service after 6 trips to the previous certified service center.

[redacted] [1:36:06 PM]:

obviously, i am not going back to Hayes service in Baldwin.

Allyson [1:38:05 PM]:

I appreciate you clarifying that for me,[redacted]. I am so sorry to hear that it took six trips to a dealership for the vehicle to be repaired. Although we do recommend working with your selling dealership, you can certainly go to any GMC dealership for service that you would like. I do see that you had a case with one of our Senior Advisors, Andrea in regards to this issue.

[redacted] [1:39:32 PM]:

I do have a case and no resolution, i have asked to be contacted by Andrea's supervisor at least three times now , , with no reply

[redacted] [1:42:21 PM]:

can you get me in touch with a supervisor? Please?

Allyson [1:43:25 PM]:

Based on the information I am seeing, your vehicle has been repaired. If you are still experiencing an issue, you can certainly go to another dealership for service. As you have requested a supervisor multiple times, I can escalate your request to my supervisor. He will be able to get in touch with Andrea's supervisor.

[redacted] [1:44:11 PM]:

I hope that helps. But I am losing faith in GMC , very rapidly

[redacted] [1:44:45 PM]:

do I have any other options , for assistance?

Allyson [1:44:55 PM]:

To clarify, is your vehicle repaired?

[redacted] [1:45:09 PM]:

No.

[redacted] [1:45:38 PM]:

I am experiencing electronic drive issues that I think are related to the six repair visits.

Allyson [1:48:28 PM]:

Thank you. I can certainly understand how this would be frustrating. The information you have provided is being documented in your case. This complaint will be reviewed by the appropriate departments within GMC that deal directly with our dealers and our contracts with them. We take customer feedback, especially in regards to our network of dealers, very seriously. We take any and all appropriate actions to resolve any concerns with customer satisfaction, dealer contractual obligations, etc. Our contacts with our dealers are proprietary, and any and all actions we take against them are kept internal. As with any employee or contractual partner, if would not be appropriate to publicly expose any actions taken against one of our employees or contractual partners. I hope you understand. Our warranties are in place to ensure that a customer is not responsible for manufacturer's defects. As you are stating that the issue was caused by one of our independently owned and operated businesses, you would need to work directly with their management and/or legal staff. The Customer Experience Manager at Hayes Chevrolet is Andy Lammers. Andy can be reached, by name, at (706) 776-1144.

[redacted] [1:49:51 PM]:

CAN I PLEASE ask you to have a supervisor call me, Please.

Allyson [1:50:08 PM]:

Yes. Your request has been escalated. Do you have any additional questions?

[redacted] [1:50:17 PM]:

No,

Allyson [1:50:28 PM]:

Thank you for taking the time to chat in with GMC Customer Assistance and allowing me the opportunity to assist you! If you have any additional questions or concerns, please feel free to contact us back. We are here to chat Monday - Friday, from 8 am - 9 pm EST, and Saturday, from 9 am - 9 pm EST. You may also call in at 1-866-790-5600. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

- [redacted]

General Motors - Policy Evaluation Tool

Date: 08/02/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKREC9FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/20/2018
Job Card Date: 08/02/2018
Days out of Warranty: 163

Mileage

Component's Warranty End Mileage (Miles): 36,011
Current Mileage: 52,674
Miles out of Warranty: 16,663

Repair

Total Repair Cost At Warranty Rates: $512.18
Repair Group: Brakes
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: $0.00 *
Cust/Dlr Participation Amount: $512.18
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

November 2, 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 have received your counter-offer, dated 10/26/18. After further review, we do not believe that additional adjustment of our settlement offer, dated 10/22/2018 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

Ashley Lugo (C)

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] GM [redacted]
Attachments: 6.Offer 2.pdf

Importance: High

Good afternoon,

Please see attached

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: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: Casey 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 -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, 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] V .GM [redacted]

Here's the sales documents.

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, 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
FAX(586)920-0831

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PE18-012

GM

3-27-2019

Q3

June 12, 2018

Bona Link, Esq.
Allen Stewart
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: Tomeica

Dear Mr. Link:

This is to advise that General Motors is in receipt of the above referenced case dated May 31, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: repair orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

Ashley Lugo (C)

From: Kaitlyn Keller <kkeller@kingorourke.com>
Sent: Tuesday, July 24, 2018 4:59 PM
To: Monica Velasquez (C)
Subject: [EXTERNAL] RE [redacted] - GR[redacted]

Monica,

CarFax comes up clean for accidents, only damage done to vehicle was when we had it here, 5.18.18, one of my technicians accidentally backed it into another vehicle. The right rear bumper was scuffed and the taillight was cracked, all of which we fixed here at our in-house body shop. To my knowledge and my advisor's knowledge there are no aftermarket mods done to the vehicle. If there's anything else I can help you with please always feel free to reach out to me!

Kind Regards,

Katie Keller
KING O'ROURKE AUTO GROUP
756 Smithtown By Pass
Smithtown, NY 11787
631.724.4700 ext. 104
kkeller@kingorourke.com
www.kingorourke.com
www.kingorourkecadillac.com

Want to keep updated with our latest specials, news & events? Like Us on *and Follow Us on*

BUICK | GMC

Cadillac

From: Monica Velasquez (C) [mailto:monica.velasquez@gm.com]
Sent: Tuesday, July 24, 2018 1:31 PM
To: kkeller@kingorourke.com
Subject: [redacted] - GR[redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GYS4BKJ2GR[redacted]
Y,M,M: 2016 Cadillac Escalade

Katie,

Few more questions and I'll be out of your hair.

Are you aware of any accidents or aftermarket mods with this vehicle?
Is the vehicle currently at the dealership?

Thank you in advance!

Sincerely,
Monica
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5912003
FAX: (586) 920-0495

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

September 14, 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:

On 9/6/18 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client at your earliest opportunity. If your client agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

PE18-012

GM

3-27-2019

Q3

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Reference Number: [redacted]

Release Date: February 2018
Revision: 04

Revision Description: This bulletin is being revised to remove the screenshot attachment requirement in the Service Procedure and Warranty Information sections. Please discard all previous copies of bulletin 16007-03.

Attention:	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
Correction	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

Parts

Note: If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
	Customer Reimbursement Approved	0.2	ZFAT	***
	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

** Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

*** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

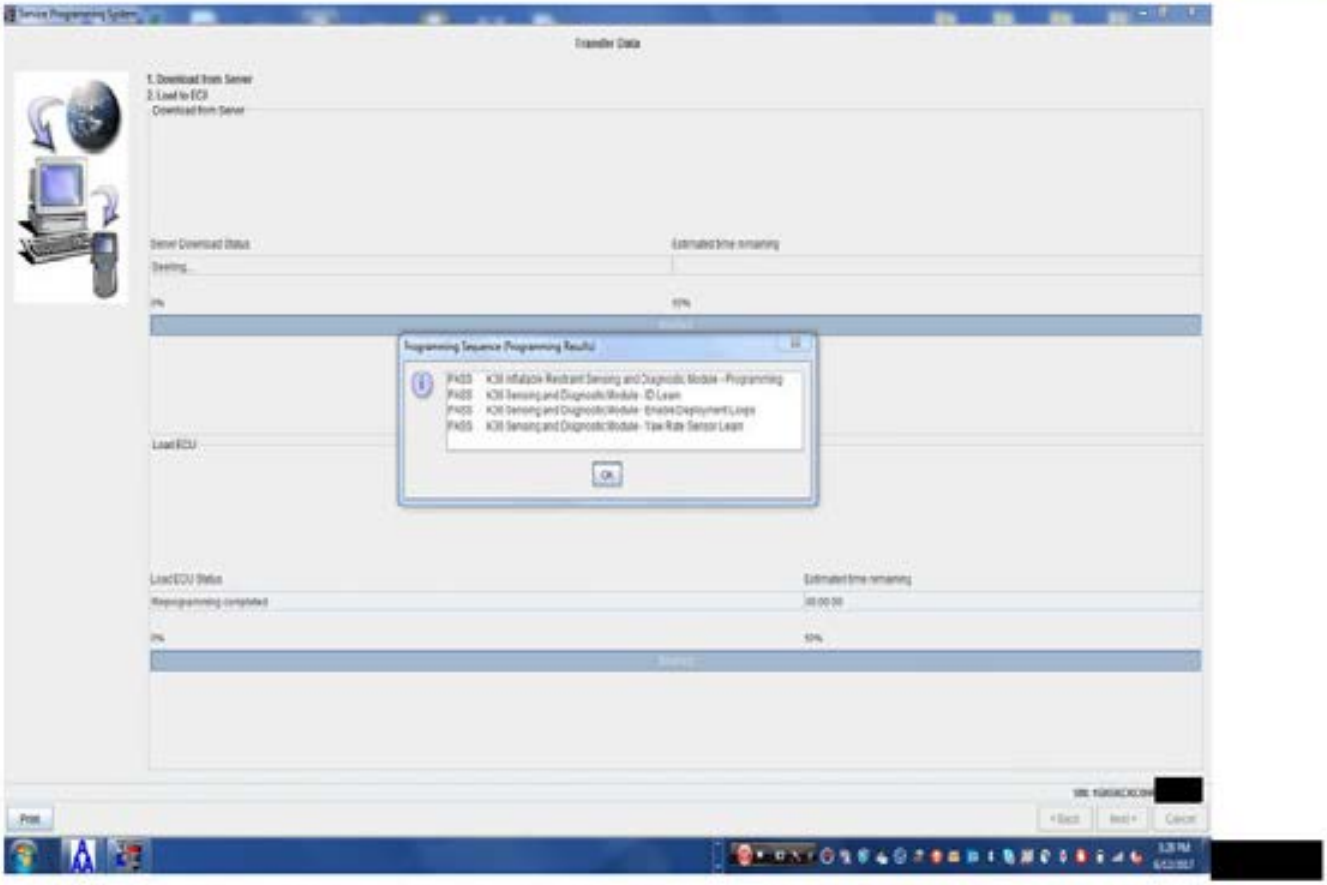
Programming SDM

Note: If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
- Record and clear all DTC's in the vehicle before reprogramming the SDM.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.



2.1 To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

Important: The screen above should show all "PASS" or "SKIPPED" and/or PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

Unable to Program SDM

SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
- If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.

1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.

Parameter Name	Value	
Vehicle Identification Number (VIN)	[redacted]	
End Model Part Number	13594413	
Base Model Part Number	13598221	
Manufacturer's Traceability Number	K115081390P49A00	
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9721	
Software Part Number	13518000	
Calibration Part Number 1	84219721	
Calibration Part Number 2	23207204	
Diagnostic Data Identifier	0B11	
Software Module 1 Identifier	0	Counts
Software Module 2 Identifier	0	Counts
High Voltage Disable Requested - Crash Event Detected	No	
Transmitting Acceleration Sensor Reading on Bus	Enabled	

4582839

Note: "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".
   - If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
   - If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

October 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

What will we do?

Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 16007

PE18-012

GM

3-27-2019

Q3

Service Update
28770 4WD IPS Drift DTC C0398 - 4HI Lock-Up

Reference Number: [redacted]

Release Date: January 2017
Revision: 00

Attention:	This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade / Escalade ESV	2016	2016	NQH	Transfer Case
Chevrolet	Silverado LD	2015	2016	NQH	Transfer Case
Chevrolet	Suburban	2016	2016	NP0/NQH	Transfer Case
Chevrolet	Tahoe	2016	2016	NP0/NQH	Transfer Case
GMC	Sierra LD	2015	2016	NQH	Transfer Case
GMC	Yukon / Yukon XL	2016	2016	NP0/NQH	Transfer Case

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	A "Service 4WD" message may be displayed on the Driver Information Center and DTC C0398 may be set. Concurrently, the vehicle is permanently locked in 4HI and cannot be shifted shift out of it while the code is present. If the code is cleared, this scenario may repeat if the transfer case is in "Auto" mode and driven for approx. 2 or more hours. Customers will likely notice that the steering wheel is harder to turn, the engine will feel like it has lost power and the tires may squeal when turning in a parking lot.
Correction	Dealers are to reprogram the Transfer Case Control Module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102844	Transfer Case Control Module Reprogramming with SPS	0.4	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Some modules will require additional programming/setup events to be performed before or after programming.
- Some vehicles may require the use of a CANDi or MDI module for programming.

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- Review the appropriate service information for these procedures.
- DTCs may set during programming. Clear DTCs after programming is complete.
- Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.

To program a replacement or an existing control module, perform the following procedure:

Important:

- If the vehicle DOES NOT have any service 4 wheel drive messages, continue to step 1.
- If the vehicle has a service 4 wheel drive message and the ONLY "C" code in the transfer case control module is C0398, continue to step 1.
- If there are ANY other "C" codes in the transfer case control module, refer to SI for diagnostics and complete any repairs prior to reprogramming as current diagnostic trouble codes may inhibit the relearn from being completed. If you receive the warranty information after programming, the module has successfully programmed and reprogramming it again will not help the relearn to complete.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module-Programming and follow the on-screen instructions. Refer to *Transfer Case Control Module Programming and Setup* in SI.
3. At the end of programming, clear DTC's.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

PE18-012

GM

3-27-2019

Q3

Special Coverage Adjustment
17016 Steering Wheel Chrome Rough Edge

Reference Number: [redacted]

Release Date: April 2017
Revision: 00

Make	Model	Model Year From	Model Year To	RPO	Description
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 26, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to April 26, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to replace the steering wheel chrome trim bezel with an improved chrome trim bezel.

Parts

Quantity	Part Name	Part No.
1	Cover – Steering Wheel Spoke	22955985
1	Cover – Steering Wheel Spoke	22955986
1	Cover – Steering Wheel Spoke	22955987
1	Cover – Steering Wheel Spoke	23168663
1	Cover – Steering Wheel Spoke	23168664

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which steering wheel spoke cover to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Steering Wheel Spoke Cover Replacement	0.7	ZREG	N/A

Service Procedure

Replace the steering wheel spoke cover. Refer to *Steering Wheel Spoke Cover Replacement (Cadillac)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Special Coverage Adjustment
17016 – Steering Wheel Chrome Rough Edge

May 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade or Escalade ESV, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade or Escalade ESV within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17016

PE18-012

GM

3-27-2019

Q3

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

Reference Number: [redacted] **Release Date:** July 2018
Revision: 04

Revision Description: This bulletin has been revised to include a labor time increase in the warranty information section and to remove the locally obtained parts information in the parts section. Please discard all copies of 17336-03.

Attention:	This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US) 10953485 (Canada)
Use Specified Amount in SI	Air Conditioning Refrigerant (R-1234YF)	19260234 (US) 19260235 (Canada)

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Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)
1 (If Required)	Air Conditioning Condenser Shield Assembly	84375798
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron HP ATF)	19355656 (US) 19353430 (Canada)
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron VI ATF)	88864060 (US) 19264717 (Canada)
1	A/C Compressor & Condenser hose seal (16MM OD x 8MM ID)	52477087
1	A/C Compressor & Condenser hose seal (19MM OD x 11MM ID)	52474373

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement Chevrolet Tahoe and Suburban Cadillac Escalade GMC Yukon ADD: Evacuate and Recharge with R134A Evacuate and Recharge with R1234YF	 3.2* 2.6* 3.0* 0.3 1.2	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The labor time includes air conditioning system leak testing, air conditioning condenser replacement, patch installation (if necessary), and transmission fluid auxiliary cooler pre-fill.

** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

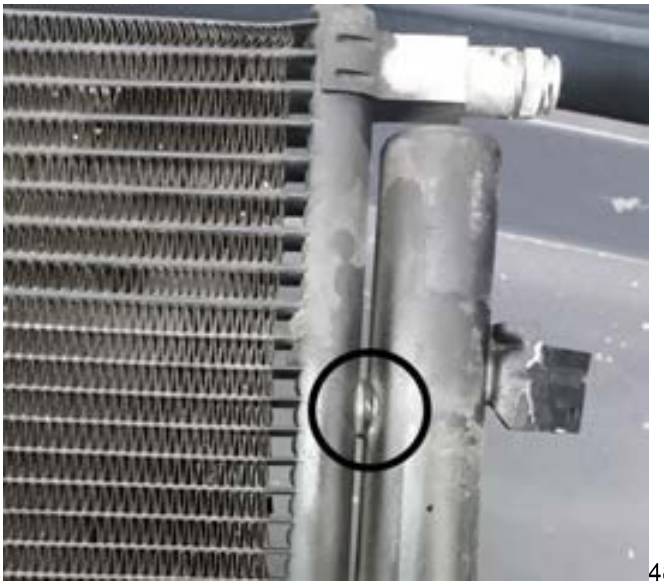
Service Procedure

Note: This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.

4873592

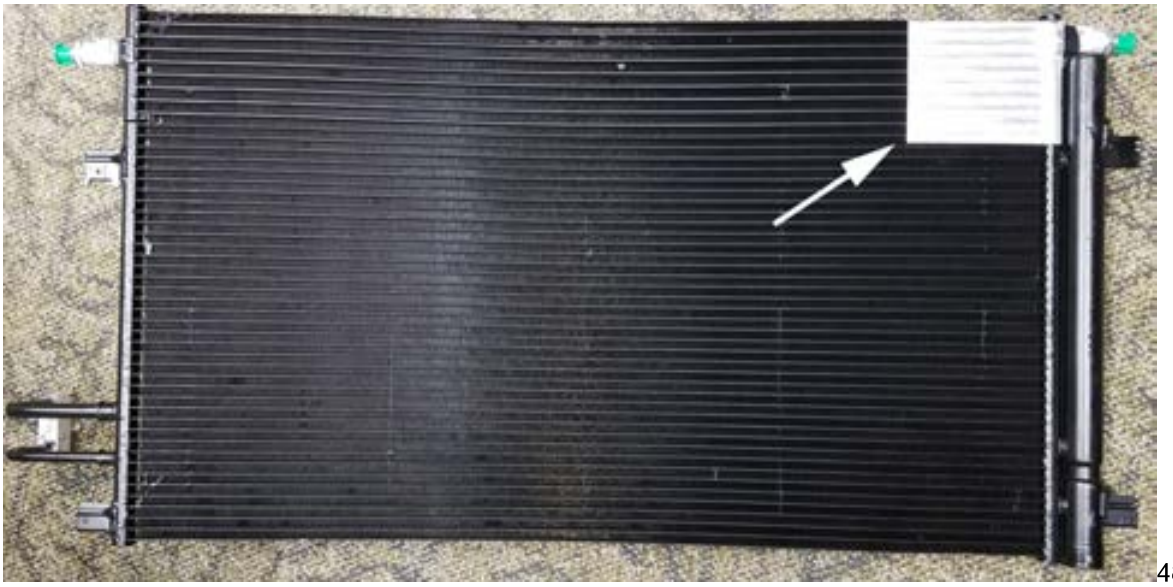
Cadillac Escalade shown. Other models are similar.

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.


4873594

Note: General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
   - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Remove the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.


4892394

4. Verify if an air conditioning condenser shield assembly is installed on the NEW air conditioning condenser as shown above.
    - If an air conditioning condenser shield assembly is installed, proceed to the next step.

4892397

    - If an air conditioning condenser shield assembly is NOT installed, install the air conditioning condenser shield assembly as shown in the picture above.
5. Remove one of the plugs from the transmission fluid auxiliary cooler fitting.
6. Fill the transmission fluid auxiliary cooler full of transmission fluid.
7. Install the plug back into the transmission fluid auxiliary cooler fitting.
8. Install the NEW air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17336

PE18-012

GM

3-27-2019

Q3

Tomeica Dudley (C)

From:	Tomeica Dudley (C)
Sent:	Tuesday, June 12, 2018 2:59 PM
To:	'blink@allenstewart.com'
Subject:	Notification of a NISM for SR# [redacted]
Attachments:	PC Ackn Letter.pdf

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GYS4BKJ2GR[redacted]
Y,M,M: 2016 Cadillac Escalade

Dear Mr. Link

Good Afternoon, see attachments

Sincerely,
Tomeica | Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5911996
FAX: (586) 920-0591

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number."

PE18-012

GM

3-27-2019

Q3

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GYS4BKJ2GR[redacted]
Y,M,M: 2016 Cadillac Escalade
Lawsuit:
****
Law Firm Info: Allen Stewart
PC: Bonan Link
P#: 214-965-8717
F#: 214-965-8701
E: blink@allenstewart.com
A: 325 North St. Paul Street Suite 4000
Dallas,Texas 75201
Date on Demand/Complaint Letter: 05/31/2018
In-Service Date: 12/17/2015
****
CAM: Robert Kropp
P: 805-279-3659
E: robert.m.kropp@gm.com

****
BRM: Steve Franklin
P: 805-208-9245
E: steve.franklin@gm.com
****
Legal Assistant
Rocky Farias
512-389-7057
rocky.farias@gm.com
CC: nora.valverde@gm.com
****
VIN Scan
Comments: Previous SR's Found: Yes/No
[redacted]- DLR - VOC
Opened-5/1/2018-5/1/2018
Concern - N/A
Resolution - N/A
[redacted] -Tier 2
Opened-5/9/2018--5/25/2018
Concern - Complaint Vehicle-Multiple vehicle issues
Resolution - While I was still explaining he hung up the phone.

Open Recalls- Y/N
Branded Title/ Warranty Block – No
Previous Goodwill-No
****
Selling Dealer Name: KING-O'ROURKE CADILLAC, INC.
BAC: [redacted]
A:756 SMITHTOWN BY PASS
SMITHTOWN, NY 11787-5023
P: 631-724-4700

Service Manager: Joe LaFrance
E: jlafrance@kingorourke.com

DMA: Ken,Leamon
P: 620-960-9496
E: kenneth.leamon@gm.com
****
LC: Erskine Law Group
PC: Mary Arens
E: mary.arens@erskinelaw.com
A: 3995 E. La Palma Ave
P: 949-777-6032
F: 248-601-4497
****
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Advertisement

2015 Cadillac Escalade ESV - What Your Car is Worth

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Current Pricing

	Rough	Average	Clean	Outstanding
TRADE-IN	$26,172	$29,553	**$34,169**	$36,023
PRIVATE PARTY	$29,144	$32,925	**$37,919**	$39,864

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2015 Cadillac Escalade ESV

Luxury 4dr SUV w/ Prod. End 10/14

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	**$36,403**	**$40,147**	**$43,467**
Optional Equipment	**$63**	**$74**	**$85**
Split-Folding Second Row Seat	**$0**	**$0**	**$0**
Rear Audio Controls	**$63**	**$74**	**$85**
Rear Split Bench Seat	**$0**	**$0**	**$0**
Color Adjustment - Black Raven	**$44**	**$48**	**$52**
Regional Adjustment - for Zip Code 17225	**$-91**	**$-100**	**$-109**
Mileage Adjustment - 65,098 miles	**$-2,250**	**$-2,250**	**$-2,250**
Condition Adjustment - Clean	**$0**	**$0**	**$0**
Total	$34,169	$37,919	$41,245

Buying a Certified Used Vehicle — **Dealer Retail**

Certified Used Price — Vehicle not eligible for certification.

Ad

[redacted]

3 of 4 For Sale

Near Greencastle, PA 17225

Used 2015 Cadillac Escalade ESV Luxury

$54,000

25,245 mi

Stock: [redacted]

VIN: 1GYS4SKJ7FR[redacted]

Gene Latta Ford (40 mi)

Check Availability

Used 2015 Cadillac Escalade ESV Luxury

$53,998

31,074 mi

VIN: 1GYS4SKJ9FR[redacted]

Check Availability

Used 2015 Cadillac Escalade ESV Premium

$55,850

39,109 mi

VIN: 1GYS4TKJ6FR[redacted]

Check Availability

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ROBERT M. SILVERMAN[*,**]
CRAIG THOR KIMMEL[*,**]

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

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. MERRITT[*,**,***]
ROBERT A. RAPKIN[*]
ANGELA K. TROCCOLI[**]
AMY L. BENNECOFF GINSBURG[*,**,***,****]
W. CHRISTOPHER CONDRONIS[**]
JASON L. GRELLER[*,**]
SHANNON R. HARKINS[*]
CHAD P. DOMAN[*]
RACHEL P. STEVENS[**]
JOSEPH C. KOEFFEL[*]
RICHARD J. ALBANESE[*]
KAREEM R. SEIFELDIN[*]
ZACHARY A. ZAWROTNY[*]
STEPHEN D. SILVERMAN[*]

1-800-LEMON LAW
www.lemonlaw.com

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Ambler, PA 19002
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F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1900 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 3, North Salisbury, NH 03857, P (603) 764-5566, F (603) 764-5567
NEW YORK OFFICE, 1001 Avenue of the Americas, 15th Floor, New York, NY 10018, P (212) 519-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (866) 863-1609
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

October 10, 2018

VIA TELEFAX ONLY (866-215-6750)

Brittany Adame, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Ms. Adame:

Please be advised our client hereby accepts GM's most gracious offer to settle his underlying claims against GM for $10,000.00. This will further confirm our separate settlement of my firm's bill of fees and costs for $2,000.00. The car has about 58000 miles on the odometer and attached is the current Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

[redacted]

PENNSYLVANIA VEHICLE REGISTRATION

PennDOT is proud to provide you with your new registration credential.

PLEASE SIGN YOUR CREDENTIAL - To validate your credential, you need to sign your name in ink as indicated below. The registration must be available when the vehicle is in use.

DID YOU CHANGE YOUR ADDRESS? - It is important that we have your current address, and the law requires that any changes be reported to PennDOT within 15 days. Please notify PennDOT of any address change by writing to: PennDOT, Bureau of Motor Vehicles, Harrisburg, PA 17104-2516. Please include the following information with your change of address request: your full street address (including P.O. box number, rural delivery, route number or apartment number, if applicable), city, state and zip code. Please remember P.O.box numbers may be used in addition to the actual address, but cannot be used as the only address. You may also change your address online at Online Services Center at WWW.DMV.PA.GOV.

PENNSYLVANIA'S LITTERING LAWS - As a reminder, Pennsylvania has laws against littering on our roadways and on public and private property. Under law, PennDOT is required to include this statement on vehicle credentials to remind motorists of littering laws. By signing your registration credential, you acknowledge that you have received notice of this provision.

Section 3709 of the Pennsylvania Vehicle Code provides for a fine of up to $300 for dropping, throwing or depositing, upon any highway, or upon any other public or private property without the consent of the owner thereof or into or on the waters of this Commonwealth from a vehicle, any waste paper, sweepings, ashes, household waste, glass, metal, refuse or rubbish or any dangerous or detrimental substance, or permitting any of the preceding without immediately removing such items or causing their removal.

For any violation of Section 3709, you may be subject to a fine of up to $300 upon conviction, including any violation resulting from the conduct of any other persons operating, in possession of or present within the vehicle with your permission, if you do not with reasonable certainty identify the driver of the vehicle at the time the violation occurred.

PLEASE DRIVE SAFELY AND REMEMBER TO BUCKLE UP

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2019 **VALID: 06/18/2018**

PLATE:	[redacted]
TITLE:	[redacted]
VIN:	1GYS4SKJ4FR[redacted]
YR/MAKE:	2015 CADILLAC
TYPE:	SW
WID:	[redacted]

[redacted]

[redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

Brittney Mainord (C)

From: dvolk@dennymenholtcody.com
Sent: Tuesday, August 07, 2018 4:37 PM
To: Brittney Mainord (C)
Cc: dvolk@dennymenholtcody.com
Subject: [EXTERNAL] [redacted]
Attachments: [redacted].pdf

PER YOUR REQUEST

PE18-012

GM

3-27-2019

Q3

September 12, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2015 Cadillac Escalade ESV and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $5,000 plus fees of $2,000.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

Product Safety Recall
18289 Loss of Steering Assist

Reference Number: [redacted]

Release Date: September 2018
Revision: 00

Attention:	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. Vehicles involved in this recall were placed on stop delivery September 7, 2018. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2015		
Chevrolet	Silverado LD	2015	2015		
Chevrolet	Suburban	2015	2015		
Chevrolet	Tahoe	2015	2015		
GMC	Sierra LD	2015	2015		
GMC	Yukon	2015	2015		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.
Correction	Dealers will perform a reflash of the EPS module software.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Power Steering Control Module Reprogramming with SPS	0.3	ZFAT	N/A
[redacted]	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZFAT	**
[redacted]	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

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Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

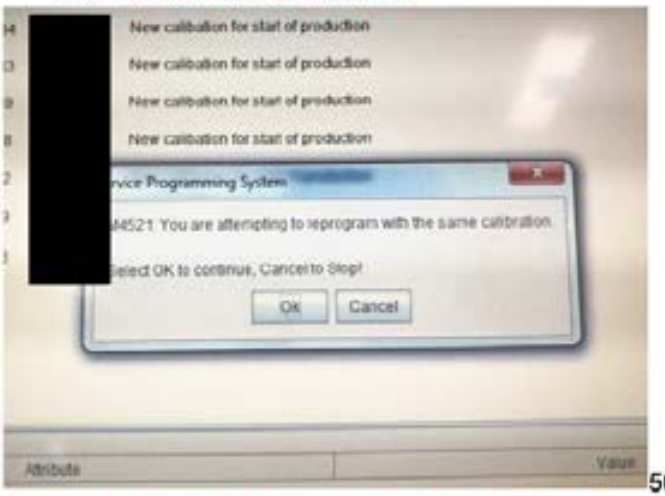
- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install a GM Authorized Programming Support Tool to maintain system voltage. Refer to https://www.gmdesolutions.com/ for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete, Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



5045242

Note: If the Same Calibration/Software Warning is noted on the SPS controller screen, select "OK" and continue programming.

Note: If the customer states they have experienced a loss of assist or other electrical issues, refer to 18-NA-161 for additional diagnostic and remedy information. Repairs performed in 18-NA-161 are not covered in field action bulletin 18289. Payment for diagnostic and repair work performed in 18-NA-161 is warranty, customer pay or goodwill.

1. Reprogram the Power Steering Control Module. Refer to *Power Steering Control Module and Setup* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

PE18-012

GM

3-27-2019

Q3

ROBERT M. SILVERMAN*^
CRAIG THOR KIMMEL*^

* Member, PA Bar
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NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 2, North Salem, NJ 03857, P (401) 764-5560, F (401) 764-5567
NEW YORK OFFICE, 1001 Avenue of the Americas, 15th Floor, New York, NY 10018, P (212) 710-7543, F (877) 619-2515
BUFFALO, NY OFFICE, 2307 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-4112, F (800) 803-1609
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 967-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. MERRITT*^
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AMY L. BENNECOFF GANSLER*^
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RICHARD J. ALEXANDER*
KAREEM R. SEIFELDIN*
ZACHARY A. ZAWROTNY*
STEPHEN D. SILVERMAN*

October 10, 2018

VIA TELEFAX ONLY (866-215-6750)

Brittany Adame, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Ms. Adame:

Please be advised our client hereby accepts GM's most gracious offer to settle his underlying claims against GM for $10,000.00. This will further confirm our separate settlement of my firm's bill of fees and costs for $2,000.00. The car has about 58000 miles on the odometer and attached is the current Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

[redacted]

PE18-012

GM

3-27-2019

Q3

October 02, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2015 Cadillac Escalade ESV and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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A cash settlement of $6,000 plus fees of $2,000.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

_____

Odometer

_____ _____

Client's Signature Client's Signature

_____ _____

Date Date

PE18-012

GM

3-27-2019

Q3

October 02, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2015 Cadillac Escalade ESV and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $10,000 plus fees of $2,000.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

Brittney Mainord (C)

From: Brittney Mainord (C)
Sent: Wednesday, August 15, 2018 10:46 AM
To: 'Joan Hammer'
Subject: RE: [EXTERNAL] RE: [redacted] Customer: [redacted] VIN#: 1GYS4SKJ4FR[redacted] Y, M, M: 2015 Cadillac Escalade

Hi Joan,

There is not much that the dealership is able to provide with assistance since there is currently a legal claim on the vehicle. It will have to be out of pocket if the repair is not covered under a warranty. What I can do for your client is look into reimbursement for that repair after it has taken place. I apologize for the inconvenience to your client but I will reach out when I have an offer.

Thank you,
Brittney - Mediation Liaison
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5930733
FAX: (866) 215-6750

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number."

From: Joan Hammer [mailto:jhammer@lemonlaw.com]
Sent: Wednesday, August 15, 2018 10:33 AM
To: Brittney Mainord (C)
Subject: [EXTERNAL] RE: [redacted] Customer: [redacted] VIN#: 1GYS4SKJ4FR[redacted] Y, M, M: 2015 Cadillac Escalade

Hello Brittney,

Thank you for getting back to me. Are you able to see if the dealership would be willing to help the client with a goodwill/good faith repair for anything that is not covered?

Please let me know.

Thank you,

Joan Hammer

Legal Assistant

Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002-4514
http://www.lemonlaw.com
Toll Free: 1-800-LEMON-LAW
Voice: 1-215-540-8888 ext. 102
Fax: 1-215-540-8817

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From: Brittney Mainord (C) [mailto:brittney.mainord@gm.com]
Sent: Wednesday, August 15, 2018 8:26 AM
To: Joan Hammer
Cc: Robert M. Silverman
Subject: SR#: [redacted] Customer: [redacted] VIN#: 1GYS4SKJ4FR[redacted] Y,M,M: 2015 Cadillac Escalade

Customer Name [redacted]
SR#: [redacted]
VIN#: 1GYS4SKJ4FR[redacted]
Y,M,M: 2015 Cadillac Escalade

Good morning Joan,

My apologies that I could not get back with you sooner. I understand that your client is having trouble with getting a certain repair covered under the CPO Warranty. I do not have anything to send stating what is covered and what is not. What I can do is tell you is that the CPO Warranty is basically the New Vehicle Limited Warranty. It covers everything the Bumper-to-Bumper warranty covers except for a Certified Pre Owned vehicle. So if the component is covered by the Bumper-to-Bumper "New Vehicle Limited Warranty" then it should most likely be covered under the CPO Warranty. The warranty information for the Bumper-to-Bumper will be in the warranty manual. I hope that answers the question about what is covered.

Lastly, I would like to reassure you that I am still working on my assessment of the claim. GM will provide your office with an offer as soon as the assessment has been completed.

Sincerely,

Brittney - Mediation Liaison
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5930733
FAX: (866) 215-6750

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number."

From: Joan Hammer [mailto:jhammer@lemonlaw.com]
Sent: Tuesday, August 14, 2018 2:47 PM
To: GMLegalUpdate <gmlegalupdate@gm.com>
Cc: Mary Livingston (C) <mary.livingston@gm.com>; Patricia1 McNair1 (C) <patricia.2.mcnair@gm.com>; Michael J. Sacks <msacks@lemonlaw.com>
Subject: [EXTERNAL] [redacted] v General Motors, LLC - [redacted]

Hello,

This case was opened 7/30 and is assigned to Brittany, I do not have her email address.

Our client is having some concerns with getting some repairs covered at the dealership so would like to know what is covered and not covered in the CPO warranty.

Can someone please send me something that I can forward to the client.

Also any help (goodwill/good faith repair) that can be given to the client for something that may not be covered would be greatly appreciated.

The documents for this case were sent on 8/8, so if you would be able to review and get back to me with anything else you may need.

Thank you,

Joan Hammer

Legal Assistant

Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002-4514
http://www.lemonlaw.com
Toll Free: 1-800-LEMON-LAW
Voice: 1-215-540-8888 ext. 102
Fax: 1-215-540-8817

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PE18-012

GM

3-27-2019

Q3

RELEASE OF CLAIM

I, [redacted], (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $12,000.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's 2015 Cadillac Escalade ESV bearing Vehicle Identification Number 1GYS4SKJ4FR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasees, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasees, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Brett Allen Crown.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

PE18-012

GM

3-27-2019

Q3

GM Bulletin No.: 15304
Date: September 2015

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles 4WD Always Engaged in Cold Ambient Temperatures / Service 4WD Message Displayed, DTC C0398 Stored Expires with Base Warranty**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2014-2015 Chevrolet Silverado
2015 Chevrolet Suburban, Tahoe
2014-2015 GMC Sierra
2015 GMC Canyon, Yukon, Yukon XL
Equipped with 4WD Transfer Case (NQH, NPO or NQ6)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the transfer case control module on the vehicles listed above. In low ambient temperatures, below 5°F (-15°C) a transfer case brake motor assembly malfunction may occur. Diagnostic Trouble Code (C0398 - Range Position Correlation Fault) will be set, locking the transfer case in "4HI" until the vehicle is serviced. This software update also addresses other transfer case control issues for overall improved drivability.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair

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SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- For reference, the Range/Mode switch on the instrument panel of vehicles equipped with an NQH (2014-2015 Chevrolet Silverado/GMC Sierra) transfer case have 5 positions for the switch (2HI / AUTO / 4HI / 4LO /Neutral). Only vehicles with an NQH transfer case have all 5 switch positions.
- Refer to *Transfer Case Shift Control Module Programming and Setup (NQH)* for additional information on programming the transfer case shift control module.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Programming and follow the on-screen instructions.

Caution: After programming the transfer case module, it is essential that the transfer case setup procedure in step 4 is performed to ensure proper transfer case operation.

4. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Setup and follow the on-screen instructions.
5. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101695	Transfer Case Shift Control Module Reprogramming with SPS	0.4

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

PE18-012

GM

3-27-2019

Q3

GM Bulletin No.: 15389
Date: May 2015

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles Torque Converter Clutch (TCC) Shudder Expires with Base Warranty**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2015 Chevrolet Silverado
2015 GMC Sierra, Yukon Denali, Yukon Denali XL
Equipped with 8L90 8-Speed Transmission and 6.2L V-8 (RPO M5U and L86)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the transmission control module (TCM) on **certain** 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, GMC Sierra, Yukon Denali and Yukon Denali XL vehicles equipped with an 8L90 8-Speed (M5U) transmission and 6.2L (L86) engine. These vehicles may have a condition in which transmission calibration allows a higher than target energy input to the torque converter clutch (TCC) under certain conditions. This may lead to faster than expected torque converter clutch material wear, and a shudder feeling when the TCC is applied.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair.

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SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete.

To program an existing transmission control module (TCM), perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K20 K71 *Engine and Transmission Control Modules – Programming* and follow the on-screen instructions.
4. When the programming event is launched, a selection for MCVM will appear that prompts the user to make a selection before proceeding. Select Refresh Characterization Data and follow on-screen instructions.
5. On the SPS Supported Controllers screen, select K71 Transmission Control Module --- Setup (Only with RPO M5U) and follow the on-screen instructions.
6. At the end of programming, choose the "Clear All DTCs."

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101554	Transmission Control Module Reprogramming with SPS	0.5

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

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PE18-012

GM

3-27-2019

Q3

GM Bulletin No.: 15472
Date: August 2015

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles Camera Module Software Update, Steering Column and Battery Checks Expires with Base Warranty**

MODELS: **2015 Cadillac Escalade, Escalade ESV**

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure for **certain** 2015 model year Cadillac Escalade and Escalade ELV vehicles. The procedure involves: (i) updating the video-processing module (VPM) and human-machine interface (HMI) software, which will improve the 360-degree camera's clarity; (ii) inspecting the battery for a low charge condition and replacing the battery as required; and (iii) inspecting the steering column for a clicking sound and repairing the column as required.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

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PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
88864065	Battery	1
23354103	Adapter-STRG SHF LWR BRG	1
07847029	Retainer (Lower Shaft to Bearing)	1

SERVICE PROCEDURE

Warning: Unless directed otherwise, the ignition must be OFF with the key removed, and all electrical loads must be OFF before servicing any electrical component. Disconnect the negative battery cable to prevent an electrical spark should a tool or equipment come in contact with an exposed electrical terminal. Failure to follow these precautions may result in personal injury and/or damage to the vehicle or its components.

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection (Single Battery)* in SI.
2. Charge the vehicle battery for a minimum of 20 minutes and test with *EL-50313* (GR8). Refer to *Battery Inspection/Test* in SI.
   - If the test result is REPLACE BATTERY or BAD CELL-REPLACE, replace the vehicle battery. Refer to *Battery Replacement (L83, L86)* in SI. After the battery has been replaced, proceed to step 4.
   - If the test result is NOT REPLACE BATTERY or BAD CELL-REPLACE, no further action is required and proceed to step 3.
3. Reconnect the negative battery cable.

Note:

- Do NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.

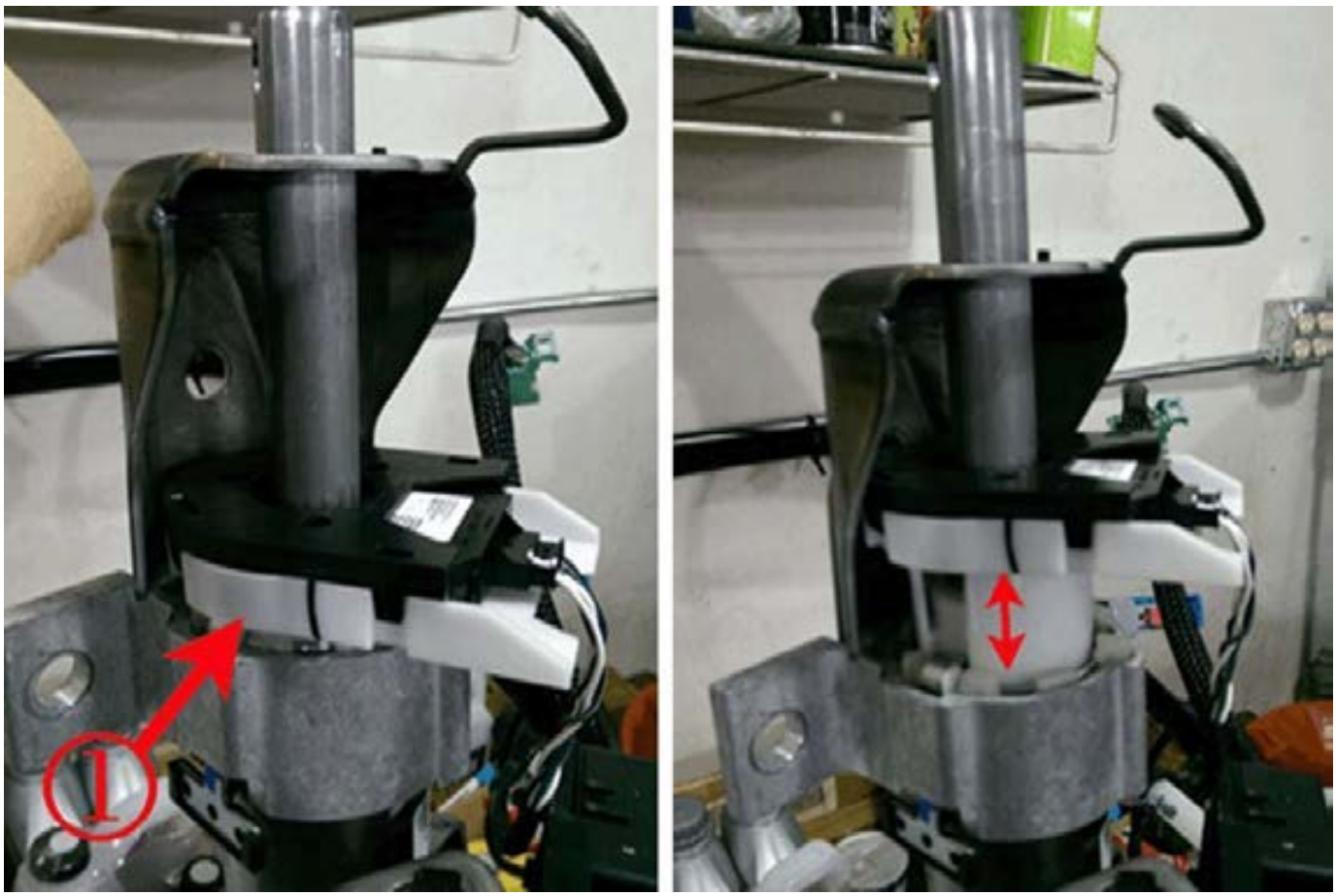
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

4. Program the Video Processing Control Module (VPM). Refer to *Video Processing Control Module Programming and Setup* in SI.

Note: Before reprogramming the Human Machine Interface Module (HMI), make sure the latest Techline Infotainment DVD software update (IN 2015.19 DVD) has been installed. Refer to the latest version of PI0744 Instructions for Installing Techline Infotainment DVD in SI.

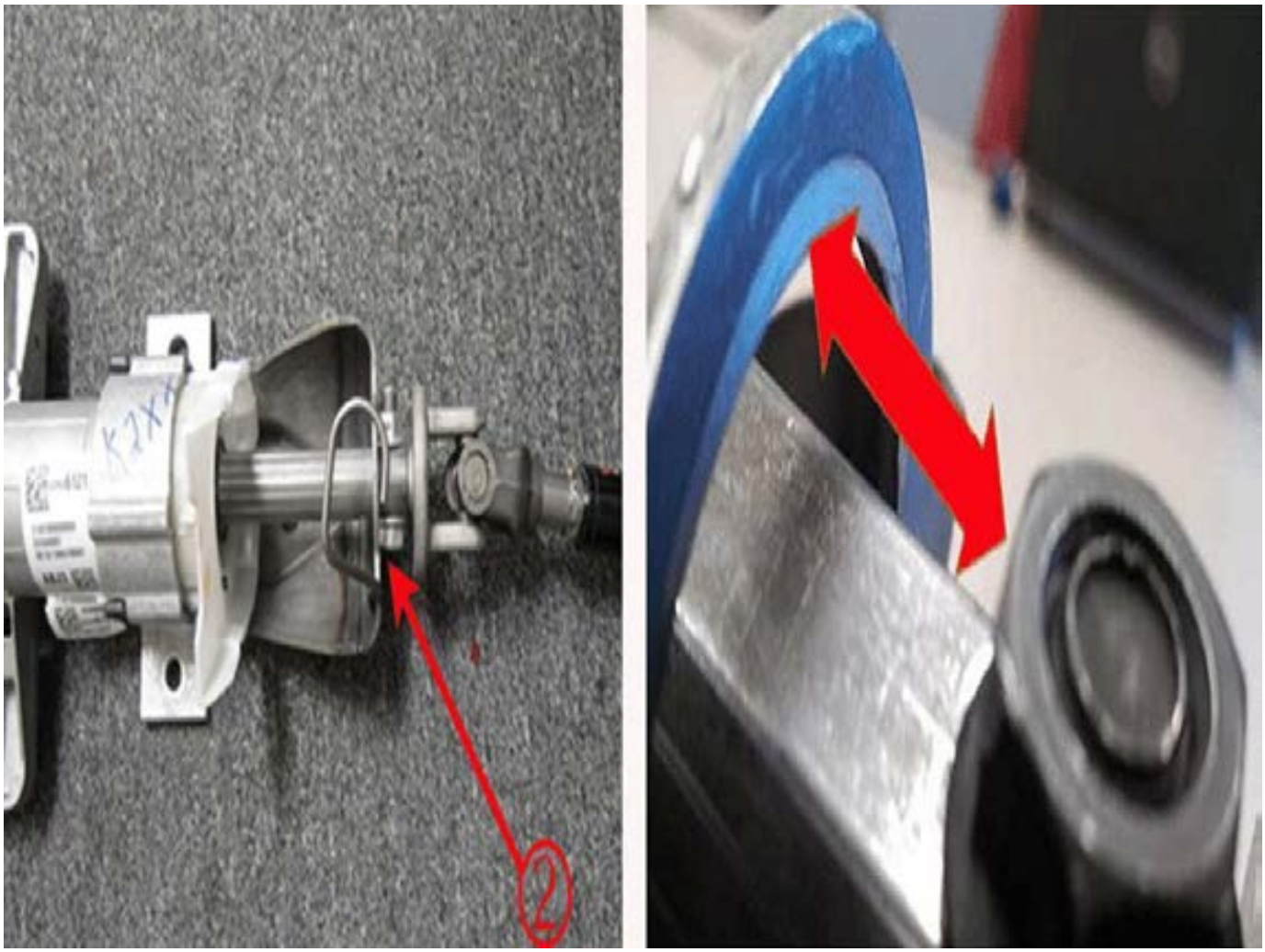
5. Program the HMI Module. Refer to *Human Machine Interface Control Module Programming and Setup* in SI.

Steering Column Inspection Overview



4253196

The lower column bearing housing assembly (1) may be out of position. The 1st picture shows the lower column bearing assembly (1) in its correct position, while the 2nd picture shows the lower column bearing out of position. Steering column is removed for illustration purposes.



4256119

The upper intermediate steering shaft to lower column shaft bolt and nut (2) may be contacting the inhibitor/shifter cable bracket. Verify there is a minimum 7 mm (0.28 in) gap between the lower column shaft bolt and nut and the inhibitor/shifter cable bracket.

6. Inspect the steering column for lower column bearing and lower column shaft bolt and nut position.
   - If the lower column bearing and lower column shaft bolt and nut are in the correct position, no further action is required.
   - If the lower column bearing and lower column shaft bolt and nut are NOT in the correct position, proceed to the next step.

Warning: When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

7. Disable the SIR system. Refer to *SIR Disabling and Enabling* in SI.

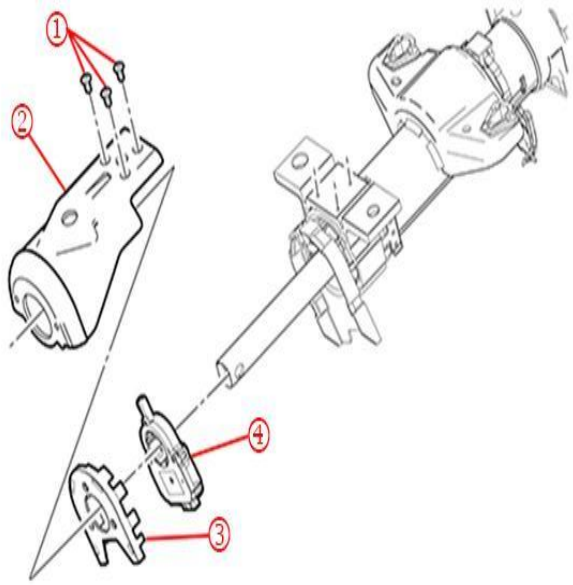
Note: Do NOT replace the steering column for these conditions.

Note: To correct either above condition, repair the steering column assembly by replacing the column lower bearing adapter assembly and retainer as instructed in the following. Below are the

highlighted steps for the repair. Refer to *Steering Shaft Lower Bearing Adapter Replacement* in SI for the complete procedure and torque specifications.

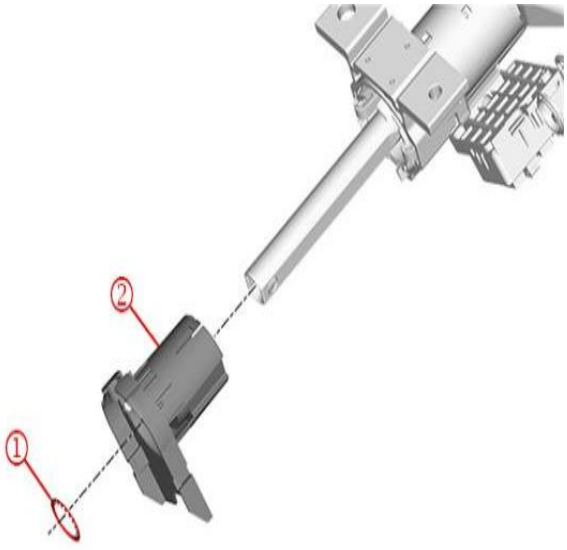
8. Remove the steering column lower bearing adapter assembly from the column.

8.1 Remove the steering column as an assembly from the vehicle.



4248195

8.2 Remove the steering angle sensor (4) from the column.

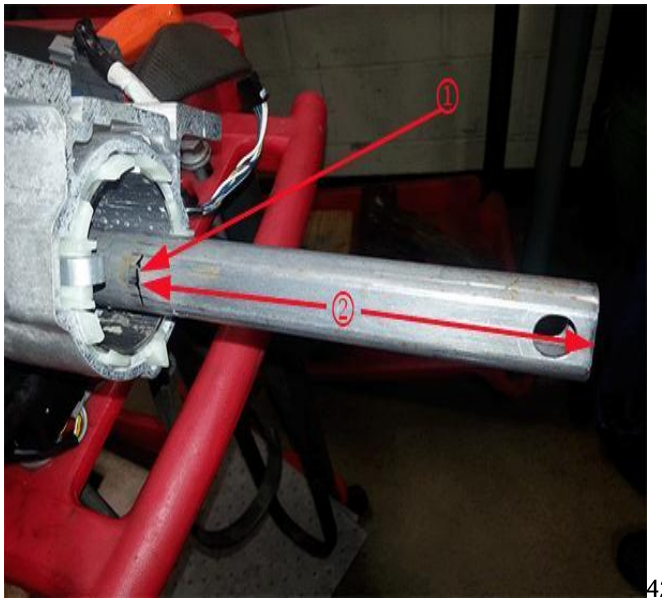


4248197

8.3 Remove the steering column lower shaft retainer (1) from the shaft.

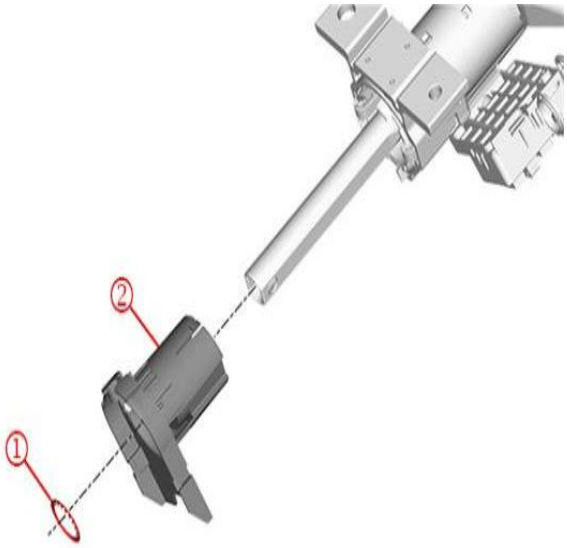
8.4 Remove the steering column lower bearing adapter assembly (2). While depressing the retaining tabs, with the aid of a flat bladed screwdriver, carefully pry to remove the lower bearing assembly (2) from the column.

9. Install the new steering column lower bearing adapter assembly and the new steering column lower shaft retainer to the column.



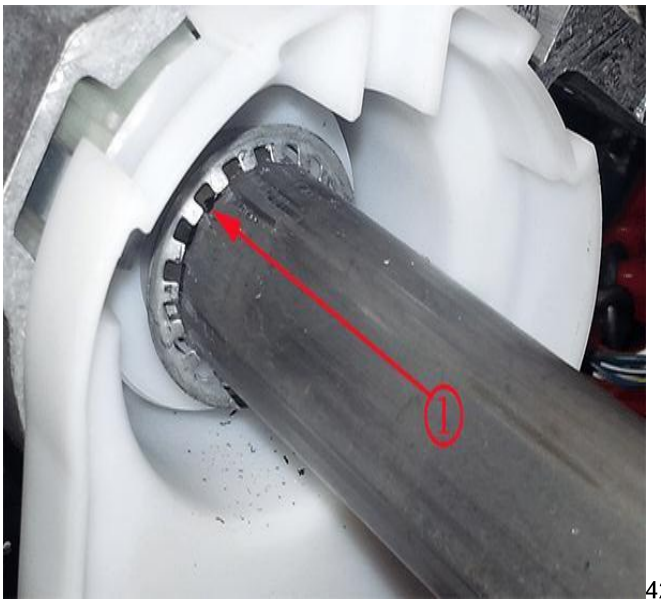
4248198

9.1 Measure 154 mm (6.06 in) from the end of the steering column lower shaft (2) and draw a line around the shaft at that point (1).



4248197

9.2 Install a new steering column lower bearing adapter assembly (2) to the steering column. Ensure the bearing adapter is fully seated with retaining tabs secured.



4248203

9.3 Install the lower steering column retainer (1) to the measurement mark.

9.4 Verify there is 3-5 mm (0.12-0.20 in) of in and out movement of the steering shaft after the retainer is installed.

9.5 Install the steering column assembly back into the vehicle.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
[redacted]	Reprogram HMI & VPC (inc battery & steering shaft inspect)	1.2	N/A
	Add: Battery Replacement	0.5	
	Add: Steering Shaft Lower Bearing Adapter Replacement	2.1	

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

PE18-012

GM

3-27-2019

Q3

Special Coverage Adjustment
17016 Steering Wheel Chrome Rough Edge

Reference Number: [redacted]

Release Date: April 2017
Revision: 00

Make	Model	Model Year From	Model Year To	RPO	Description
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 26, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to April 26, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to replace the steering wheel chrome trim bezel with an improved chrome trim bezel.

Parts

Quantity	Part Name	Part No.
1	Cover – Steering Wheel Spoke	22955985
1	Cover – Steering Wheel Spoke	22955986
1	Cover – Steering Wheel Spoke	22955987
1	Cover – Steering Wheel Spoke	23168663
1	Cover – Steering Wheel Spoke	23168664

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which steering wheel spoke cover to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Steering Wheel Spoke Cover Replacement	0.7	ZREG	N/A

Service Procedure

Replace the steering wheel spoke cover. Refer to *Steering Wheel Spoke Cover Replacement (Cadillac)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Special Coverage Adjustment
17016 – Steering Wheel Chrome Rough Edge

May 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade or Escalade ESV, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade and Escalade ESV vehicles may have a steering wheel in which the plating on the chrome trim bezel is separated from the plastic substrate. Separation of the chrome plating may create a rough edge.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade or Escalade ESV within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17016

PE18-012

GM

3-27-2019

Q3

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

Reference Number: [redacted] **Release Date:** July 2018
Revision: 04

Revision Description: This bulletin has been revised to include a labor time increase in the warranty information section and to remove the locally obtained parts information in the parts section. Please discard all copies of 17336-03.

Attention:	This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US) 10953485 (Canada)
Use Specified Amount in SI	Air Conditioning Refrigerant (R-1234YF)	19260234 (US) 19260235 (Canada)

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Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)
1 (If Required)	Air Conditioning Condenser Shield Assembly	84375798
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron HP ATF)	19355656 (US) 19353430 (Canada)
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron VI ATF)	88864060 (US) 19264717 (Canada)
1	A/C Compressor & Condenser hose seal (16MM OD x 8MM ID)	52477087
1	A/C Compressor & Condenser hose seal (19MM OD x 11MM ID)	52474373

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement Chevrolet Tahoe and Suburban Cadillac Escalade GMC Yukon ADD: Evacuate and Recharge with R134A Evacuate and Recharge with R1234YF	 3.2* 2.6* 3.0* 0.3 1.2	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The labor time includes air conditioning system leak testing, air conditioning condenser replacement, patch installation (if necessary), and transmission fluid auxiliary cooler pre-fill.

** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

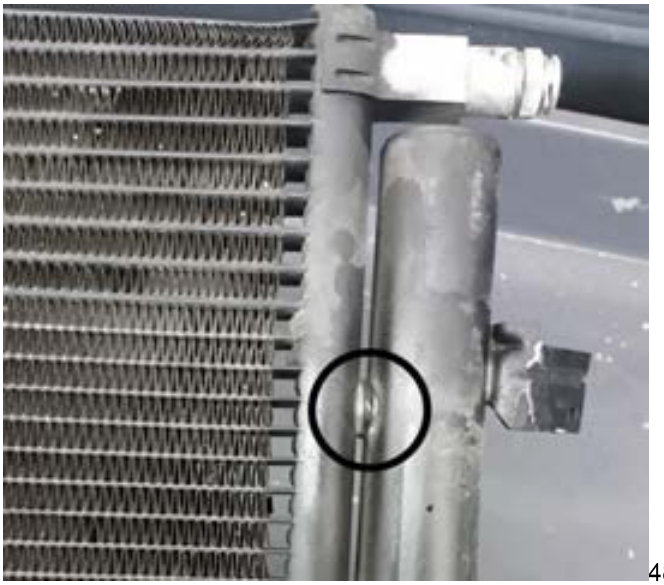
Service Procedure

Note: This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.

4873592

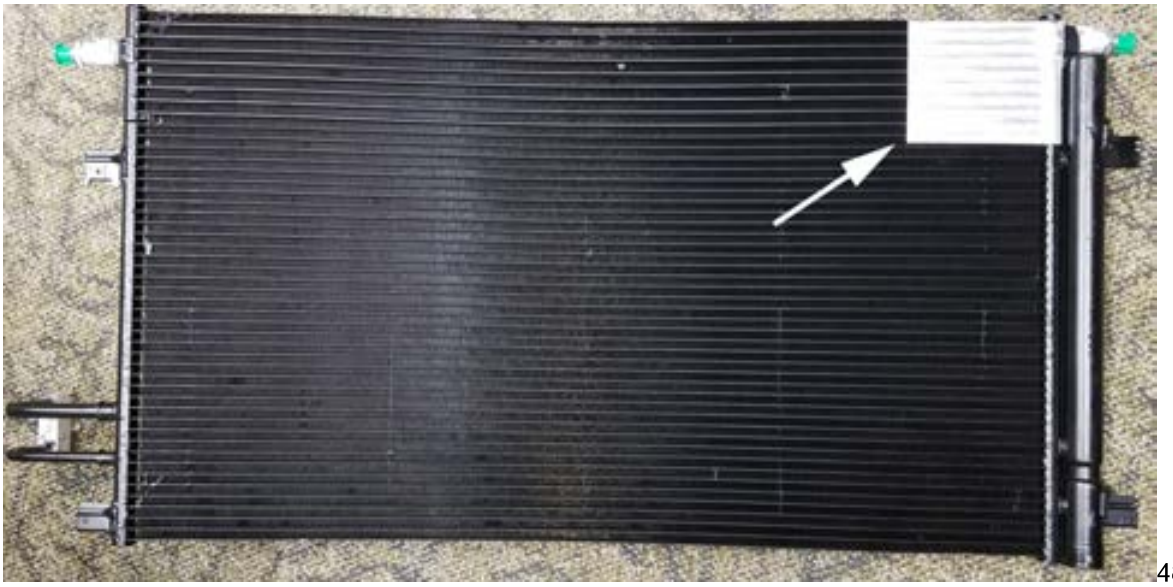
Cadillac Escalade shown. Other models are similar.

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.


4873594

Note: General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
   - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Remove the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.


4892394

4. Verify if an air conditioning condenser shield assembly is installed on the NEW air conditioning condenser as shown above.
    - If an air conditioning condenser shield assembly is installed, proceed to the next step.

4892397

    - If an air conditioning condenser shield assembly is NOT installed, install the air conditioning condenser shield assembly as shown in the picture above.
5. Remove one of the plugs from the transmission fluid auxiliary cooler fitting.
6. Fill the transmission fluid auxiliary cooler full of transmission fluid.
7. Install the plug back into the transmission fluid auxiliary cooler fitting.
8. Install the NEW air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Special Coverage Adjustment
17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17336

PE18-012

GM

3-27-2019

Q3

September 24, 2018

Robert Silverman, Esq.
Kimmel & Silverman P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4SKJ4FR[redacted]
Customer Relationship Specialist: Brittney

Dear Mr. Silverman:

On September 12, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

PE18-012

GM

3-27-2019

Q3

October 31, 2018

Andrew Kleppinger, Esq.
Law Office of Andrew Kleppinger
1360 S Dixie Hwy Ste 320
Coral Gables, FL 33146

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKC0GR[redacted]
Customer Relationship Specialist: Jeeny

Dear Mr. Kleppinger:

On October 22, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

PE18-012

GM

3-27-2019

Q3

[redacted]

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[redacted]

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LAW OFFICE OF ANDREW KLEPPINGER
936 SW 1ST AVENUE # 98
MIAMI, FL 33130

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

☐ SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options
☐ No Saturday Delivery (delivered next business day)
☐ Sunday/Holiday Delivery Required (additional fee, where available*)
☐ 10:30 AM Delivery Required (additional fee, where available*)
*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT) PHONE ( )

CHEVROLET CUSTOMER ASSISTANCE CENTER
P.O. BOX 33170
DETROIT, MI 48232-5170

ZIP + 4® (U.S. ADDRESSES ONLY)
4 8 2 3 2 - 5 1 7 0

■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
■ $100.00 Insurance Included.

[redacted]

ATIONAL USE

UNITED STATES POSTAL SERVICE® | PRIORITY ★ MAIL ★ EXPRESS™

ORIGIN (POSTAL SERVICE USE ONLY)

☑ 1-Day ☐ 2-Day ☐ Military ☐ DPO			
PO ZIP Code: 33101	Scheduled Delivery Date (MM/DD/YY): 8/3/18	Postage: $24.70	
Date Accepted (MM/DD/YY): 8/2/18	Scheduled Delivery Time: ☐ 10:30 AM ☐ 3:00 PM ☑ 12 NOON	Insurance Fee: $	COD Fee: $
Time Accepted: 11:21 ☑ AM ☐ PM	10:30 AM Delivery Fee: $	Return Receipt Fee: $	Live Animal Transportation Fee: $
Special Handling/Fragile: $	Sunday/Holiday Premium Fee: $	Total Postage & Fees: $24.71	
Weight: 2 lbs. 0 ozs. ☐ Flat Rate	Acceptance Employee Initials: [illegible]		

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt (MM/DD/YY)	Time ☐ AM ☐ PM	Employee Signature

LABEL 11-B, OCTOBER 2016 PSN 7690-02-000-9996 3-ADDRESSEE COPY

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UNITED STATES

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LAW OFFICE OF ANDREW KLEPPINGER

936 SW 1st Avenue #88, Miami, Florida 33130
T: (305) 985-0589 | F: (305) 675-6326

August 2, 2018

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

RE: [redacted] **v. GENERAL MOTORS LLC**
[redacted] | 2016 CHEVROLET TAHOE | 1GNSCBKC0G[redacted] | DELIVERED 08/04/2016

Dear Sirs/Madams:

This is a written notification under section 681.104, Florida Statutes, regarding the above-referenced vehicle ("the vehicle"). The vehicle has been out of service at least fifteen (15) days to repair one or more nonconformities and your authorized service representatives have made three (3) or more repair attempts to repair the same nonconformity.

Please contact the undersigned to exercise your right to inspect or repair the vehicle regarding engine or transmission issues, hard shifting, delayed shifting, brake issues, brake noise, brake pedal lock, rattling noise at start, grinding noise, engine noise, inoperable door, fluid leak, lack of acceleration, paint peeling, radio system and backup camera failure or malfunction, and any other issues that now exist or that you or your authorized service representatives have detailed during prior service visits. To the extent that this is not a complete description of the defects or conditions at issue, please obtain all appropriate information from the vehicle's service records. Bomnin Chevrolet West Kendall, 11701 SW 152nd Street, Miami, FL 33177; Cadillac Chevrolet Superstore, 305 South Dixie Highway, Homestead, FL 33030; and Bomnin Chevrolet, 8455 South Dixie Highway, Miami, FL 33143; served as authorized service representatives.

The undersigned delivered this letter as counsel for Meisha Plummer-Roy by United States Postal Service, Priority Mail Express Number EL 768389906 US. Please direct all future communications regarding this matter to my attention.

Best regards,

[redacted]

andrew@kleppingerlaw.com

PE18-012

GM

3-27-2019

Q3

CUSTOMER NAME BOBBY JOE ROY SERIAL NO. 1GNSCBKC0GR[redacted]
TOTAL R/O'S 6 TOTAL SERV. DAYS 67 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	10/31/2016	3700	A	98951			
				T	37376	1	W 10CVZ13	DRIVEABILITY REC
				T	37376	2	I 61CVZ	EXTERIOR TRIM
				T	37376	3	I 61CVZ01	EXT TRIM CONCERN
				T	37376	4	C 01CVZ2	GM MULTI-POINT I
2	[redacted]	09/09/2016	400	A	5996			
				T	9927	1	I 61CVZ	EXTERIOR TRIM
3		08/25/2016	400	A	5996			
				T	9927	1	W 61CVZ	EXTERIOR TRIM
4		08/19/2016	633	A	24267			
				T	37376	1	I 61CVZ	EXTERIOR TRIM
				T	9927	2	I 61CVZ01	EXT TRIM CONCERN
5		08/13/2016	310	A	5996			
				T	9927	1	I 52CVZ	TRIM ELECTRICAL
6		04/29/2016	4	A	71613			
				T	24433	1	W 75CVZ	PDI
				T	24433	2	I 85CVZ99	GM WHEEL LOCKS

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GENERAL ADVISOR 71613	[redacted]	04/30/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 2		COLOR: BLACK/JET B	STOCK NO.: GR[redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16	DELIVERY MILES: 15
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	F.T. NO.: [redacted]	P.O. NO.:	R.O. DATE: 04/29/16	
RESIDENCE PHONE:	BUSINESS PHONE: [redacted]	COMMENTS:		MO: 4

JOB# 1 CHARGES----------

LABOR----------

J# 1 75CVZ	PDI	UNITS:	TECH(S):24433	WARRANTY

PERFORM PRE DELIVERY INSPECTION AS PER INSTRUCTIONS
PRE-DELIVERY INSPECTION HAS BEEN COMPLETED

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCP JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2+85CVZ99	GM WHEEL LOCKS	UNITS:	TECH(S):24433	INTERNAL

Added Operation (ANAL @ 04/30/2016 09:16)
CUSTOMER IS REQUESTING GM WHEEL LOCKS.
INSTALLED NEW GM WHEEL LOCKS AS REQUESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	17802466	LOCK PKG 5.875		INTERNAL
			TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCP JOB# 2 TOTAL 0.00

ESTIMATE----------

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

TOTALS----------

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:31pm

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP.

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"A standard charge is made of 10% with a maximum of $45.99. This charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and/or waste disposal."

Signature X _____

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 1 year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE.

CUSTOMER SIGNATURE

X _____

The Reynolds and Reynolds Company ERAINBWR
SF660029 Q (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR RENE 5996	TAG NO [redacted]	INVOICE DATE 08/19/16	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 310	COLOR BLACK/JET B	STOCK NO GR [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 08/04/16	DELIVERY MILES 15	
	VEHICLE I.D. NO 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO 10	PRODUCTION DATE	
	F.T.E. NO	P.O. NO	R.O. DATE 08/13/16		
	COMMENTS			MO: 310	

JOB# 1 CHARGES----------

LABOR----------

J# 1 S2CVZ TRIM ELECTRICAL UNITS: TECH(S):9927 INTERNAL

CUSTOMER CONCERN WITH 3RD BRAKE LAMP ASSEMBLY CRACKED
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22783104	LAMP 2.679		INTERNAL
			TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS1	SHOP SUPPLIES INTERNAL		INTERNAL
			TOTAL - MISC	0.00

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

****
* NEXT RECOMMENDED SERVICE: *
* 08/13/2016 / 310 MI O1CVZ3? GENERAL MAINT. *
****

****
+ +
* [ ] CASH [ ] CHECK CK NO. [ ] *
+ +
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
+ +
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
+ +
****

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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Signature X _____

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MEN TIONED VEHICLE.

CUSTOMER SIGNATURE

X _____

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:32pm

The Reynolds and Reynolds Company (Form) No. SF660329.0 (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

[redacted]

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	FABIAN 24267	[redacted]	08/23/16	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE: 633		COLOR: BLACK/JET B	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16	DELIVERY MILES: 15
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO: 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/19/16	
	COMMENTS			MO: 633

JOB# 1 CHARGES----------

LABOR----------

J# 1 61CVZ EXTERIOR TRIM UNITS: TECH(S):37376 INTERNAL
WE OWE TO INSTALL 3RD BRAKE LAMP
REPLACE 3RD BRAKE LAMP

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

180291	08/23/16 RENTAL	INTERNAL	
		TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL		0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2+61CVZ01 EXT TRIM CONCERN UNITS: TECH(S):9927 INTERNAL
Added Operation (FABIANV @ 08/19/2016 10:35)
FALL OUT INTERNAL AS PER WE OWE MATHEW PRICE

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL		0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	SS1	SHOP SUPPLIES INTERNAL	INTERNAL	
			TOTAL - MISC	0.00

ESTIMATE----------

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

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 08/19/2016 / 633 MI 01CVZ3? GENERAL MAINT. *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:32pm

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Signature X _____

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MEN.TIONED VEHICLE.

CUSTOMER SIGNATURE

X _____

The Reynolds and Reynolds Company (DARTWARE)
SF660329.0 (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: RENE 5996	TAG NO. [redacted]	INVOICE DATE: 08/29/16
[redacted]	LABOR RATE:	LICENSE NO:	MILEAGE: 400
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO: 10
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/25/16
	COMMENTS:		

COLOR: BLACK/JET B
STOCK NO: [redacted]
DELIVERY MILES: 15
PRODUCTION DATE:

MO: 400

JOB# 1 CHARGES----------

LABOR----------

J# 1 61CVZ	EXTERIOR TRIM	UNITS:	TECH(S):9927	WARRANTY

CUSTOMER STATES LEFT REAR QT PANEL DAMAGE NOTED At time of SALE NEEDS TO BE SOP
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	2316763	MOLDING 16.227		WARRANTY
		NEED PAINT			
	PART ON SPECIAL ORDER				
		** QUANTITY 1 IS SPECIAL ORDERED **			

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

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

* NEXT RECOMMENDED SERVICE: *
* 08/25/2016 / 400 MI 01CVZ3? GENERAL MAINT. *

* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

************************** DUPLICATE INVOICE **************************

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Signature X _____

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE

CUSTOMER SIGNATURE

X _____

The Reynolds and Reynolds Company ERAINTRVE SF660329-Q (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: RENE 5996	TAG NO. [redacted]	INVOICE DATE: 10/18/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 400	COLOR: BLACK/JET B	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16	DELIVERY MILES: 15	
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE	
	R. O. NO.	P.O. NO.	P.O. DATE: 09/09/16		
	COMMENTS			MO: 400	

JOB# 1 CHARGES----------

LABOR----------

J#					INTERNAL
1	61CVZ	EXTERIOR TRIM	UNITS:	TECH(S):9927	
		PAINT MLDGS			

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

			INTERNAL
181732	09/09/16 PAINT		
		TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS	JOB# 1 TOTAL	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF 50.00 (+TAX)

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 09/09/2016 / 400 MI 01CVZ3? GENERAL MAINT. *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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Signature X _____

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE.

CUSTOMER SIGNATURE

X _____

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:32pm

The Reynolds and Reynolds Company (DRAFTING)
SF660329 Q (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]

Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:

MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: BIANCO CRUZ 98951	TAG NO. [redacted]	INVOICE DATE: 11/13/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 3,700	COLOR: BLACK/JET B	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16	DELIVERY MILES: 15	
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE: 10/31/16	REPRINT# 1	
	COMMENTS			MO: 3700	

JOB# 1 CHARGES

LABOR

J# 1 10CVZ13	DRIVEABILITY RECALL UNITS: 0.30 TECH(S):37376		WARRANTY
	CUSTOMER STATES VEHICLE HAS AN OPEN RECALL.		
	16007		
	AIRBAG RECALL		
	RECALL DONE		
	REPROGRAMMING SDM WARRANTY CLAIM CODE S305F		

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION		
185892		11/13/16	LOANER		WARRANTY
186087		11/07/16	DENT REMOVAL		INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	0.00

JOB# 2 CHARGES

LABOR

J# 2 61CVZ	EXTERIOR TRIM UNITS: TECH(S):37376		INTERNAL
	CUSTOMER STATES LEFT REAR QUARTER PANEL HAS KNICK WAS SUPPOS		
	TO BE REPLACED MATTHEW PRICE AUTHORIZED		

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	23167643	MOLDING 16.227		INTERNAL
	NEED PAINT			
			TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3 61CVZ01	EXT TRIM CONCERN UNITS: TECH(S):37376		INTERNAL
	CUSTOMER STATES VEHICLE NEEDS TO BE SANDWASHED HAS RAIL DUST		
	ON VEHICLE WAS DONE ONCE BEFORE		
	REPLACE BACK BODY OPENNING SIDE MOLDING		

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL	0.00

JOB# 4 CHARGES

LABOR

J# 4 01CVZZ	GM MULTI-POINT INSP UNITS: TECH(S):37376		0.00
	LORENZO BOMNIN COURTESY MULTI-POINT INSPECTION.		
	Check on star activation,wipper blades,tire pressure and		
	condition,check battery. check all fluids inspect for		
	visable leaks. inspect visible condition of belts,hoses,		
	steering components,air filter a/c cabin filter and check		
	front and rear brakes.		

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP.

PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

"A standard charge is made of 10% with a maximum of $45.99. This charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and/or waste disposal."

Signature X _____

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 1 year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE

CUSTOMER SIGNATURE

X _____

The Reynolds and Reynolds Company (ERA/NCR)
SF660329 C (01/16)

BOMNIN CHEVROLET
DADELAND

8455 South Dixie HWY
Miami, FL 33143
PHONE: (844) 362-4541
FAX: (305) 740-8356

[redacted]
Dade County
Reg. No. MVR: 60723.MVR
State of Florida
Reg. No. MV:VF MV84867

PARTS:
MON.-FRI. 7:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: BIANCO CRUZ 98951	TAG NO. [redacted]	INVOICE DATE: 11/13/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 3,700	COLOR: BLACK/JET B	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 08/04/16	DELIVERY MILES: 15	
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 10/31/16	REPRINT# 1	
	COMMENTS:			MO: 3700	

Performed muli-point inspection as requested see your service advisor for your copie of the multi-point inspection for more information on this service contact RENE or FABIAN at (305) 740-7475. Thank you for your business.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A SS1 SHOP SUPPLIES INTERNAL		INTERNAL
	TOTAL - MISC	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
CUSTOMER REQUESTED A LOANER CC created 2016-10-19 09:01:00am taken by Loliet Llanes HAVE LOANER READY

TOTALS----------

* NEXT RECOMMENDED SERVICE: *
* 10/31/2016 / 3700 MI 01CVZ3? GENERAL MAINT. *

[ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

***

PE18-012

GM

3-27-2019

Q3

Good afternoon.

As requested are the Invoices for the above mentioned. If you have any questions please feel free to let me know.

Thank you,

Marilyn

-----Original Message-----
From: cashiers [mailto:cashiers@bomninauto.com]
Sent: Tuesday, October 02, 2018 12:09 PM
To: cashiers
Subject: Message from [redacted]

This E-mail was sent from " [redacted] (MP 3054).

Scan Date: 10.02.2018 12:09:21 (-0400)

Bomnin Chevrolet
11701 SW 152nd Street
Miami Florida 33177
(305) 235-8200 # 347
Fax: (786) 472-7138

FAX

Pages: 36

To: Mrs. Jenny Muniz
Business Resource Center
For GENERAL MOTORS

Fax: (866) 592-1369
Telephone: (866) 790-5700
Extension: #5911894
Date: October 2, 2018
Email: Jenny.muniz@gm.com

Ref: [redacted]
2016 Tahoe

From: Marilyn
Records Custodian For
Bomnin Chevrolet

Email: Cashiers@bomninauto.com

Attached hereto are the following RO's. If you need further assistance, please feel free to give me a call.

[redacted] and # [redacted]

Marilyn

- [ ] Urgent
- [X] For Review
- [ ] Please Comment
- [X] Please Reply
- [ ] Please Recycle

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(844) 217-9656

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: MONICA CAMPOS 5453	TAG NO. [redacted]	INVOICE DATE: 09/05/18
	LABOR RATE	LICENSE NO.	MILEAGE: 24,215
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		COLOR: /
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		DELIVERY DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 07/25/18
	COMMENTS		STOCK NO.
			DELIVERY MILES
			SELLING DEALER NO.
			PRODUCTION DATE
			MO: 24215

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

J# 1 96CVZ BODY REPAIR HOURS: 0.80 TECH(S):7452 WARRANTY

Customer states right front outside handle peeling
Factory defect
1442144 RIGHT FRONT 0.8
Painted handles

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 95CVZ BODY REFINISH HOURS: 1.10 TECH(S):4203 7452 WARRANTY

Customer states Left rear outside handle peeling
Factory defect.
1442844 LEFT REAR 0.8 0.3 33.326
painted handle

JOB # 2 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES----------

JOB # 2 1.0 PAINT AND MATERIALS @ /UNIT WARRANTY

TOTAL - GOG 0.00

ESTIMATE----------

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

COMMENTS----------

++LOANER++

TOTALS----------

* NEXT RECOMMENDED SERVICE: *
* 10/24/2018 / 27166 MI 77CVZM6 MAINTENANCE 6 *

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

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
YOU OWN THIS VEHICLE. CUSTOMER PAY ONLY.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**************************** DUPLICATE INVOICE ****************************

Thank You

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 12:02pm

FADA

The Reynolds and Reynolds Company FRANTRAVE SF609662 Q (03/10)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.bomninchevroletwestkendall.com
MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CLINTON PEARCE 4775	DMS NO. [redacted]		INVOICE DATE: 12/13/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 16,634	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	R.T.&. NO.	P.O. NO.		R.O. DATE: 12/05/17	REPRINT# 1
BUSINESS PHONE	COMMENTS				MO: 16690

LABOR & PARTS

J#.1 12CVZ01 ENGINE CONCERN HOURS: TECH(S):06642 WARRANTY

C/S ENGINE HAS A HIGH THROTTLE, ENGINE IS REV'D UP ON A COLD START UP
NORMAL OPERATION, WHEN START THE ENGINE AT COLD THE RPM IS AT 1000RPM AFTER A FEW SECONDS THE RPM DOWN TO 600 - 700 RPM. NO DTC. TEST CAR AT COLD CONDITON AND IDLE SYSTEM WORK PROPERLY.
NORMAL OPERATION, WHEN START THE ENGINE AT COLD THE RPM IS AT 1000RPM AFTER A FEW SECONDS THE RPM DOWN TO 600 - 700 RPM. NO DTC. TEST CAR AT COLD CONDITON AND IDLE SYSTEM WORK PROPERLY.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 12CVZ04 ENGINE NOISE HOURS: TECH(S):06642 WARRANTY

C/S GRINDING NOISE HEARD FROM ENGINE AREA OR UNDER VEHICLE FOR 1ST MILE WHEN DRIVING ON COLD START UP
CHECK ENGINE FOR ANY NOISE, APPLY SP # 01-06-01-028C.
INSPECT ENGINE COMPONENT , SERPENTINE BELT AND SUSPENSION NO PROBLEM FOUND, TEST DRIVE .
CHECK ENGINE FOR ANY NOISE, APPLY SP # 01-06-01-028C.
INSPECT ENGINE COMPONENT , SERPENTINE BELT AND SUSPENSION NO PROBLEM FOUND, TEST DRIVE .

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 30CVZ04 AUTO TRANS LEAK HOURS: TECH(S):06642 WARRANTY

CUSTOMER STATES TRANSMISSION FLUID LEAKING
found tail shaft seal leaking fluid
special order part

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 12CVZZ ENGINE CONCERN HOURS: TECH(S):06642 WARRANTY

C/S HEARS A WHINE NOISE ON HEAVY ACCELERATION FROM ENGINE
NORMAL OPERATION THIS NOISE IS FROM THROTTLE BODY WHEN THE PLATE IS OPEN THE AIR SUCTION FROM AIR FILTER BOX INCREASE AND MAKE THE NOISE.
NORMAL OPERATION THIS NOISE IS FROM THROTTLE BODY WHEN THE PLATE IS OPEN THE AIR SUCTION FROM AIR FILTER BOX INCREASE AND MAKE THE NOISE.

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 00CVZINSP MULTI-POINT VEH. INSP. HOURS: TECH(S):06642 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

JOB # 5 TOTAL LABOR & PARTS 0.00

Thank You

The Reynolds and Reynolds Company ERAINTAVE SF6860602 © (05/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CLINTON PEARCE 4775	TAG NO. [redacted]	INVOICE DATE 12/13/17	[redacted]
[redacted]	LICENSE NO.	MILEAGE 16,634	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.C. NO.	S.O. NO.	F.O. DATE 12/05/17	REPRINT# 1
[redacted]	COMMENTS			MO: 16690

TOTALS----------

***

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CLINTON PEARCE 4775	TAG NO. [redacted]	INVOICE DATE 12/14/17	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 16,634	COLOR /
	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	A.T.S. NO	P.O. NO.	R.O. DATE 12/05/17	
	COMMENTS			NO: 16690

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

J# 1 12CVZ01 ENGINE CONCERN . HOURS: TECH(S):06642 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
06642	12/06/17	9.00	16.60	2.90	0.00	FINISHED
06642	12/06/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		2.90	0.00	

C/S ENGINE HAS A HIGH THROTTLE, ENGINE IS REV'D UP ON A COLD START UP
NORMAL OPERATION, WHEN START THE ENGINE AT COLD THE RPM IS AT 1000RPM AFTER A FEW SECONDS THE RPM DOWN TO 600 - 700 RPM. NO DTC. TEST CAR AT COLD CONDITON AND IDLE SYSTEM WORK PROPERLY.
NORMAL OPERATION, WHEN START THE ENGINE AT COLD THE RPM IS AT 1000RPM AFTER A FEW SECONDS THE RPM DOWN TO 600 - 700 RPM. NO DTC. TEST CAR AT COLD CONDITON AND IDLE SYSTEM WORK PROPERLY.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 12CVZ04 ENGINE NOISE HOURS: TECH(S):06642 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
06642	12/06/17	9.00	16.70	0.00	0.00	FINISHED
06642	12/06/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

C/S GRINDING NOISE HEARD FROM ENGINE AREA OR UNDER VEHICLE FOR 1ST MILE WHEN DRIVING ON COLD START UP
CHECK ENGINE FOR ANY NOISE, APPLY SP # 01-06-01-028C.
INSPECT ENGINE COMPONENT , SERPENTINE BELT AND SUSPENSION NO PROBLEM FOUND, TEST DRIVE .
CHECK ENGINE FOR ANY NOISE, APPLY SP # 01-06-01-028C.
INSPECT ENGINE COMPONENT , SERPENTINE BELT AND SUSPENSION NO PROBLEM FOUND, TEST DRIVE .

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 30CVZ04 AUTO TRANS LEAK HOURS: TECH(S):06642 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
06642	12/06/17	9.00	16.70	0.00	0.00	FINISHED
06642	12/06/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES TRANSMISSION FLUID LEAKING
found tail shaft seal leaking fluid
special order part

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 12CVZZ ENGINE CONCERN HOURS: TECH(S):06642 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
06642	12/06/17	9.00	16.70	0.00	0.00	FINISHED
06642	12/06/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

C/S HEARS A WHINE NOISE ON HEAVY ACCELERATION FROM ENGINE

Thank You

 [CONTINUED ON NEXT PAGE] 03:40pm

The Reynolds and Reynolds Company (Canada) Inc. SF685968 Q (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CLINTON PEARCE 4775	TAG NO. [redacted]	INVOICE DATE 12/14/17	STOCK #'S [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 16,634	COLOR /
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GNSCBKC0GR [redacted]		SELLING ENGINEER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 12/05/17	
	ESS PHONE	COMMENTS		MO: 16690

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

NORMAL OPERATION THIS NOISE IS FROM THROTTLE BODY WHEN THE PLATE IS OPEN THE AIR SUCTION FROM AIR FILTER BOX INCREASE AND MAKE THE NOISE.

NORMAL OPERATION THIS NOISE IS FROM THROTTLE BODY WHEN THE PLATE IS OPEN THE AIR SUCTION FROM AIR FILTER BOX INCREASE AND MAKE THE NOISE.

JOB # 4 TOTAL LABOR & PARTS 0.00

Thank You

The Reynolds and Reynolds Company ERAUTINVE SF6859662 Q (01/17)

Vehicle Report

2016 CHEVROLET TAHOE 2WD
VIN: 1GNSCBKC0GR[redacted]
Odometer: 16634 mi

Delivery Date: 8/4/2016
Service Advisor: Clinton Pearce

WORKBENCH
Service Menu & Inspection Toolkit
Bomnin Chevrolet West Kendall

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	✔ Equipped & Active
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	AT7HK30N
DMN Enabled:	✔ Yes	**Owner Center Status:**	✔ Registered in Owner Center and OnStar

Most Recent Services

No information found for this vehicle

Last Maintenance

Service:
Odometer: 16500 miles
Driving Conditions:

Previous Menu:
Previous MPVI:

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	[redacted]	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/25/2017	[redacted]	ZREG	2061370	Rear Side Door Outside Handle Replacement	15958 miles	Warranty
10/25/2017		ZREG	2060070	Front Side Door Outside Handle Replacement	15958 miles	Warranty
10/25/2017		ZREG	8468030	4-5-6 Clutch Hub Replacement	15958 miles	Warranty
10/25/2017		ZREG	0600022	ROADSIDE SERVICE (TOWING)	59058 miles	Warranty
9/22/2017		ZREG	4041510	Battery Replacement	14833 miles	Warranty
7/6/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	11771 miles	Warranty
3/16/2017		ZREG	6420120	Front View Camera Replacement	8526 miles	Warranty
2/13/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	7276 miles	Warranty
10/31/2016		ZFAT	9102276	16007 - N15-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	3700 miles	Warranty
4/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 miles	Warranty

Printed on: 12/5/2017 9:32 AM
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Vehicle Report

2016 CHEVROLET TAHOE 2WD
VIN: 1GNSCBKC0GR[redacted]
Odometer: 16634 mi

Delivery Date: 8/4/2016
Service Advisor: Clinton Pearce

WORKBENCH
Service Menu & Inspection Toolkit
Bomnin Chevrolet West Kendall

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Corrosion Limited Warranty	8/4/2016	9 miles	8/4/2022	100009 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	8/4/2016	9 miles	8/4/2018	24009 miles	✖ Expired
Emission Select Component Ltd Wty	8/4/2016	9 miles	8/4/2024	80009 miles	✔ Applicable
Special Coverage 17336	8/4/2016	9 miles	8/4/2021	60009 miles	✔ Applicable
Powertrain Limited Warranty	8/4/2016	9 miles	8/4/2021	60009 miles	✔ Applicable
Bumper to Bumper Limited Warranty	8/4/2016	9 miles	8/4/2019	36009 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	11/29/2017	[redacted]	FL	DRIVEABILITY	6	I, W	16269 miles
	11/20/2017		FL	DRIVEABILITY	5	I, W	15958 miles
	9/26/2017		FL	BODY ELECTRICAL	1	W	14833 miles
	8/29/2017		FL	*ROTATE & BALANCE	1	I	13294 miles
	7/6/2017		FL	GM 2 YEAR MAINT	2	I, W	11771 miles
	4/29/2017		FL	*MPVI 27 POINT	2	I	9833 miles
	3/17/2017		FL	BODY ELECTRICAL	4	C, I, W	8526 miles
	2/14/2017		FL	GM 2 YEAR MAINT	2	I, W	7276 miles
	11/14/2016		FL	DRIVEABILITY RECALL	11	C, I, W	3700 miles
	10/18/2016		FL	EXTERIOR TRIM	1	I	400 miles
	8/29/2016		FL	EXTERIOR TRIM	1	W	400 miles
	8/23/2016		FL	EXTERIOR TRIM	2	I	633 miles
	4/30/2016		FL	PDI	2	I, W	2 miles

Printed on: 12/5/2017 9:32 AM
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BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other [redacted] control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets [redacted] for the purpose of testing and/or inspecting such vehicle.

X [redacted]

RECOMMENDED SERVICES

77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.95				

SERVICE HISTORY

SALESPERSON NO. **S E R V I C E** STATE REG# MV-30491

[redacted] 1GNSCBKC0GF	16/CHEVROLET TRUCK/TAHOE/4DR 2WD								
[redacted]		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/05/17		
	COLOR		CONTRACT NO		EXPIRATION DATE	EXPIRATION MILES	[redacted]		
TC/PRO N	MISC CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 16,634	ADVISOR NO. 4775	ADVISOR CLINTON PEARCE		
ESTIMATE/DIAG FEE:		ORIGINAL ESTIMATE $			DATE	TIME			
OR HOURLY AT		ADDITIONAL AUTHORIZED AMOUNT $			AS SO STATING AUTHORIZED BY				
$ PER HOUR		REVISED AUTHORIZED ESTIMATE $			AUTHORIZATION RECEIVED BY				
		MAIL AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE WORK REPAIRS							

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 120VZ01 **ENGINE CONCERN**

C/S ENGINE HAS A HIGH THROTTLE, ENGINE IS REV'D UP ON A COLD START UP

Normal operation, the rpm, low when the engine begin to hot. No DTC.

NPF

2 W 120VZ04 **ENGINE NOISE**

C/S GRINDING NOISE HEARD FROM ENGINE AREA OR UNDER VEHICLE FOR 1ST MILE WHEN DRIVING ON COLD START UP

Apply SP #01-06-01-028C.

NPF

3 W 30CVZ04 **AUTO TRANS LEAK**

C/S CUSTOMER STATES TRANSMISSION FLUID LEAKING

Check engine and transmission for any leak, not leak. Check fluid level. SOP

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

___ I REQUEST A WRITTEN ESTIMATE.

___ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I [redacted] EST A WRIT

SIGN [redacted]

"A standard charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and/or waste disposal."

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or [redacted] a $1.00 fee for each new tire sold in the State of [redacted] fee for each new or remanufactured battery sold."

SIGNED: [redacted] DATE: _____

_____ mile warranty on all parts and labor unless otherwise specified.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. [redacted] including added work along with the necessary parts to my vehicle for the purpose of testing, inspection or repairs prior to their completion for any reason, _____ will be applied.

X [redacted] Date _____

DAMAGE – C-Chips D-Dent S-Scratch W-Missing G-Glass Damage

TECHNICIAN COPY

[CONTINUED ON NEXT PAGE]

[redacted]

12:22 10/02/18 ET Pg 11-38

Tahoe 2016

Fa:Bomin West Cashier To

ADDITIONAL TERMS

IN THESE ADDITIONAL TERMS,

- "I" AND "ME" REFERS TO THE CUSTOMER
- "YOU" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP
- "SELLER" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP

AUTHORIZATION: I, THE CUSTOMER, HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE, ALONG WITH THE USE AND APPLICATION OF ANY NECESSARY MATERIALS, AND AGREE THAT YOU, THE REPAIR SHOP, ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. THIS REPAIR SHOP IS ALSO NOT RESPONSIBLE FOR THEFT OF THE VEHICLE OR THEFT OF ANY ARTICLES STOLEN FROM INSIDE OR ON THE VEHICLE OR ANY DAMAGE CAUSED BY FIRE OR ANY ACTS OF NATURE. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS, OR ELSEWHERE, FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF THESE REPAIRS. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED. ESTIMATES ARE GOOD FOR 30 DAYS. I ALSO AUTHORIZE ALL THE LISTED WORK TO BE PERFORMED ON MY VEHICLE FROM THE FRONT OF THIS DOCUMENT, INCLUDING THE NECESSARY MATERIALS, AND ANY SUBLET WORK NEEDED.

NOTIFICATION: I WILL BE NOTIFIED UPON COMPLETION OF ANY DIAGNOSTIC WORK NECESSARY TO ESTIMATE THE COST OF THE REPAIRS, OR IF THE ACTUAL CHARGES WILL EXCEED THE WRITTEN ESTIMATE (INCLUDING ANY ADDITIONAL UNAUTHORIZED CHARGES BY $100 OR 10%, WHICHEVER IS GREATER, NOT TO EXCEED $500.00). IF I AM NOTIFIED, I MAY, ORALLY OR IN WRITING, AUTHORIZE, MODIFY, OR CANCEL THIS ORDER FOR REPAIR.

CONTACT AUTHORIZATION: YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY E-MAIL, ON A VOICE MESSAGE, 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.

STORAGE CHARGES: NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 5 WORKING DAYS FROM THE DATE I AM NOTIFIED THAT THE WORK ON MY VEHICLE HAS BEEN COMPLETED AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF MY VEHICLE WILL BE $50.00. ALL VEHICLES MUST BE PICKED UP DURING SERVICE HOURS.

CANCELLATION OF REPAIR: IN THE EVENT THAT I CANCEL THE REPAIR WORK, MY VEHICLE SHALL BE REASSEMBLED TO A CONDITION REASONABLY SIMILAR AS WHEN RECEIVED UNLESS I WAIVE REASSEMBLY OR THE REASSEMBLED VEHICLE WOULD BE UNSAFE. THE REPAIR SHOP MAY CHARGE FOR THE COSTS OF TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS DESTROYED BY TEARDOWN, AND THE COST TO REASSEMBLE THE VEHICLE.

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE 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 THESE ITEMS. PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES NOW APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES: THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S 403.718). AND A $1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED TIRE SOLD IN THE STATE (S 403.7185).

RETRIEVAL OF ON-BOARD DATA: I AUTHORIZE THE RETRIEVAL OF ON-BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS DOWNLOADING OF THIS DATA BY THE MANUFACTURER FOR DIAGNOSTIC AND RESEARCH PURPOSES.

IF PAYMENT IS MADE BY CHECK: WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US TO EITHER USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. IF PROCESSED AS AN ELECTRONIC FUNDS TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS TODAY AND YOU WILL NOT RECEIVE YOUR CHECK BACK FROM YOUR FINANCIAL INSTITUTION. YOU WILL NOT DISPUTE US ELECTRONICALLY DEBITING YOUR ACCOUNT, SO LONG AS THE AMOUNT CORRESPONDS TO THE AMOUNT OF THIS INVOICE OR THE CHECK YOU GAVE US. IF ELECTRONIC FUNDS TRANSFER IS RETURNED UNPAID FOR ANY REASON, YOU AUTHORIZE US OR OUR AGENT TO CHARGE A SERVICE FEE UP TO THE MAXIMUM AMOUNT PERMITTED BY LAW.

TO OUR VALUED CUSTOMERS: DUE TO THE OLDER AGE OF HIGHER MILEAGE VEHICLES WE MUST INFORM YOU THAT ONLY THE WORK LISTED ON THIS WORK ORDER/INVOICE AND APPROVED BY YOU IS GUARANTEED. QUITE OFTEN OLDER VEHICLES AND HIGHER MILEAGE VEHICLES WILL DEVELOP OTHER MECHANICAL PROBLEMS ONCE AN UNRELATED REPAIR IS MADE.

FOR COLLISION REPAIR: THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

"Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business."

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TECHNICIAN NOTES

FADA-SO-ERA

FADA

THE PUBLISHER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

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MV# 96876 MVR# 94100685

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/MI	LABOR	OPERATION	OPERATION DESCRIPTION	MI/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MO	170.75
77CVZM5	MAINTENANCE 5	MI	29.95				

SERVICE HISTORY

DATE	R.O. NO.	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# MV-30491

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1GNSCBKC0GR[redacted]	16/CHEVROLET TRUCK/TAHOE/4DR 2WD			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					12/05/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MAKE	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	16,634	4775	CLINTON PEARCE

[redacted]

ESTIMATE/DIAG FEE: $ _____ FOR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $ _____ DATE _____ TIME _____

ADDITION AUTHORIZED AMOUNT $ _____ ADDL REPAIRS AUTHORIZED BY _____

REVISED AUTHORIZED ESTIMATE $ _____ AUTHORIZATION RECEIVED BY _____

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS

APPOINTMENT ☐ Yes ☐ No

PART NO. AND DESCRIPTION
(All parts new unless otherwise specified)

[redacted] - 30[redacted]6-[redacted]Goodland - NC / Recharge Warranty

4 W 12CVZZ **ENGINE CONCERN**

C/S HEARS A WHINE NOISE ON HEAVY ACCELERATION FROM ENGINE

Normal operation, throttle body when open plate suction from air filter box NPF

5 W 00CVZINSP **MULTI-POINT VEH.INSP**

PERFORM MULTI-POINT VEHICLE INSPECTION

6. Center console wireless Charger Does not always charge. Check & advise.
- No DTC, no duplicate.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

___ I REQUEST A WRITTEN ESTIMATE.

___ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

"A standard charge is made of 10% with a maximum of $0.95. This charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and waste disposal."

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. "F.S. 403.718 mandates a $1.50 fee for each new tire sold in the State of Florida. "F.S. 403.7185 mandates a $1.00 fee for each new or remanufactured battery sold in the State of Florida.

SIGNED: _____ DATE: _____

_____ month/_____ mile warranty on all parts and labor unless otherwise specified.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cannot be reached prior to the completion for any reason, a tear down and reassembly fee of $_____ will be applied.

X _____ Date _____

DAMAGE – C-Chips D-Dent S-Scratch M-Missing B-Prior Damage

PAGE 2 OF 2

TECHNICIAN COPY

[redacted]

12:24 10/02/18 ET Pg 13-38
To: [redacted] Tahoe 2016
File:Boamin West Cashier

ADDITIONAL TERMS

IN THESE ADDITIONAL TERMS,

- "I" AND "MY" REFER TO THE CUSTOMER
- "YOU" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP
- "SELLER" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.

AUTHORIZATION: I, THE CUSTOMER, HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE, ALONG WITH THE USE AND APPLICATION OF ANY NECESSARY MATERIALS, AND AGREE THAT YOU, THE REPAIR SHOP, ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. THIS REPAIR SHOP IS ALSO NOT RESPONSIBLE FOR THEFT OF THE VEHICLE OR THEFT OF ANY ARTICLES STOLEN FROM INSIDE OR ON THE VEHICLE OR ANY DAMAGE CAUSED BY FIRE OR ANY ACTS OF NATURE. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS, OR ELSEWHERE, FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY GRANTED ON THIS VEHICLE TO SECURE THE AMOUNT OF THESE REPAIRS. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED. ESTIMATES ARE GOOD FOR 30 DAYS. I ALSO AUTHORIZE ALL THE LISTED WORK TO BE PERFORMED ON MY VEHICLE FROM THE FRONT OF THIS DOCUMENT, INCLUDING THE NECESSARY MATERIALS AND ANY SUBLET WORK NEEDED.

NOTIFICATION: I WILL BE NOTIFIED UPON COMPLETION OF ANY DIAGNOSTIC WORK NECESSARY TO ESTIMATE THE COST OF THE REPAIRS, OR IF THE ACTUAL CHARGES WILL EXCEED THE WRITTEN ESTIMATE, INCLUDING ANY ADDITIONAL UNAUTHORIZED CHARGES, BY $100.00 OR 10%, WHICHEVER IS GREATER, NOT TO EXCEED $500.00. IF I AM NOT RETURNED, I MAY, ORALLY OR IN WRITING, AUTHORIZE MORE OR CANCEL THIS ORDER FOR REPAIR.

CONTACT AUTHORIZATION: YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY E-MAIL, OR BY 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.

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CANCELLATION OF REPAIR: IN THE EVENT THAT I CANCEL THE REPAIR WORK, MY VEHICLE SHALL BE REASSEMBLED TO A CONDITION REASONABLY SIMILAR AS WHEN RECEIVED UNLESS I WAIVE REASSEMBLY OR THE REASSEMBLED VEHICLE WOULD BE UNSAFE. THE REPAIR SHOP MAY CHARGE FOR THE COSTS OF TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS DESTROYED BY TEARDOWN, AND THE COST TO REASSEMBLE THE VEHICLE.

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE 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 THESE ITEMS. ITEMS, PARTS AND LABOR ARE GUARANTEED FOR (INSERT 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES: THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [§ 403.718]. AND A $1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [§ 403.7185].

RETRIEVAL OF OBD BOARD DATA: I AUTHORIZE THE RETRIEVAL OF OBD BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS SHARING OF THAT DATA WITH THE MANUFACTURER FOR DIAGNOSTIC AND RESEARCH PURPOSES.

IF PAYMENT IS MADE BY CHECK: WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US TO EITHER USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. IF PROCESSED AS AN ELECTRONIC FUNDS TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS TODAY, AND YOU WILL NOT DISPUTE US ELECTRONICALLY DEBITING YOUR ACCOUNT SO LONG AS THE AMOUNT CORRESPONDS TO THE AMOUNT ON THIS INVOICE. IN THE EVENT YOUR CHECK OR ELECTRONIC FUNDS TRANSFER IS RETURNED UNPAID FOR ANY REASON, YOU AUTHORIZE US OR OUR AGENT TO CHARGE A SERVICE FEE UP TO THE MAXIMUM AMOUNT PERMITTED BY LAW.

TO OUR VALUED CUSTOMERS: DUE TO THE OLDER AGE OF HIGHER MILEAGE VEHICLES WE MUST INFORM YOU THAT ONLY THE PARTS LISTED ON THIS WORK ORDER/INVOICE AND APPROVED BY YOU IS GUARANTEED. QUITE OFTEN OLDER VEHICLES AND HIGHER MILEAGE VEHICLES WILL DEVELOP OTHER MECHANICAL PROBLEMS ONCE AN UNRELATED REPAIR IS MADE.

FOR COLLISION REPAIR: THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

"Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business."

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TECHNICIAN NOTES

FADA

THE DEALER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(844) 217-9656
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE RUIZ 1963	[redacted]	08/03/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 24,215		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O.E. NO.: [redacted]		R.O. DATE: 07/23/18	
	COMMENTS			MO: 24218

LABOR & PARTS:

J# 1 40CVZ07 BRAKE NOISE HOURS: TECH(S):7452 WARRANTY:

CUSTOMER STATES NOISE WHEN BRAKING GRIND AND BRAKE PEDAL
CREEPAND BRAKES LOCKED UP KICKED PEDAL TO RELEASE
VACUUM PUMP INTERNALLY DAMAGED
VERIFIED CUSTOMERS CONCERN VEHICLE BRAKE PEDAL GETS HARD
FOUND VACUUM PUMP IS NOT HOLDING VACUUM CAUSING BRAKE PEDAL
TO GET HARD REPLACED VACUUM PUMP ASSEMBLY RETEST VEHICLE
BRAKE SYSTEM IS NOW PERFORMING UP TO SPEC AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	12669488	PUMP 3.280 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 52CV2 TRIM ELECTRICAL HOURS: TECH(S):7452 WARRANTY:

CUSTOMER STATES RADIO SYSTEM WITH BACKUP CAMERA BLUE SCREEN
COMES UP NEEDS UPDATE
RADIO NEEDED TO BE UPDATED WITH LATEST SOFTWARE
VERIFIED CUSTOMERS CONCERN VEHICLES RADIO SCREEN BLACKS OUT
FOUND RADIO NEEDED TO BE UPDATED WITH SPS WITH LATEST
CALIBRATION I PERFORMED SPS REPROGRAMMING ON RADIO NCC 80900
RETEST VEHICLE RADIO IS NOW PERFORMING AS DESIGNED

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

J# 3 30CVZ01 AUTO TRANS CONCERN HOURS: 5.40 TECH(S):11481,94120 WARRANTY:

CUST STATES TRANS SHIFTS HARD AT ANY SPEEDS AND DELAY
SHIFTING AT ANY SPEEDS
REPLACED PUMP AND TORQUE CONVERTER. FOUND CONVERTER BLUE AND
PUMP SCORED ON BOTH HALVES. FLUSH CODE 6AAFEB3 CYCLE 1161
FLOW 1.0GPM @84..
CHECKED AND FOUND TRANSMISSION WAS SLIPPING AND SHIFTING
HARD INTO GEAR, CHECKED LINE PRESSURE AND FOUND LINE
PRESSURE BELOW SPECS, FOUND 55PSI IN DRIVE AND 85 PSI IN
REVERSE, REMOVED TRANSMISSION PAN AND FOUND METAL PARTICLES
IN UNIT, REMOVED TRANSMISSION AND FOUND BOTH HALVES OF PUMP
SCORED AND METAL THROWOUT UNIT, FOUND NECESSARY TO CLEAN
UNIT THOROUGHLY AND REPLACE/MEASURE BOTH HALVES OF THE PUMP,
AND REPLACED TORQUE CONVERTER DUE TO THE EXCESSIVE AMOUNTS
OF METAL THROWOUT UNIT.PERFORMED REPAIR AND REASSEMBLED
UNIT, FLUSHED LINES AND ROAD TESTED VEHICLE. VEHICLE IS
SHIFTING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 3	1	24247371	CONVERTER 4.115 Y		WARRANTY
JOB # 3	1	24248031	HOUSING 4.115 Y		WARRANTY
JOB # 3	1	24224131	SLIDE 4.224 Y		WARRANTY
JOB # 3	1	24248570	ROTOR PKG 4.210 Y		WARRANTY
JOB # 3	1	24248573	COVER KIT 4.224 Y		WARRANTY
JOB # 3	1	24236933	FILTER KI 4.197 Y		WARRANTY

Thank You

The Reynolds and Reynolds Company ERAINTAKE
SF680662 O (03/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(844) 217-9656

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE RUIZ 1963	[redacted]	08/03/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 24,215		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1 G N S C B K C O G R [redacted]		SELLING DEALER No.	PRODUCTION DATE
	P.O.E. NO. / P.O. NO: [redacted]		R.O. DATE: 07/23/18	
	COMMENTS			MO: 24218

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	-1	24247371	CORE RETURN			
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 61CVZ01 EXT.TRIM.CONCERN. HOURS: TECH(S):7452 WARRANTY

CUST STATES LEFT REAR OUTSIDE DOOR HANDLE PEELING
PAINT WAS PEELING
REPLACED LEFT REAR OUTSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	13585375	HANDLE KI 16.350 Y			
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00

J# 5 61CVZ EXTERIOR TRIM HOURS: TECH(S):7452 WARRANTY

CUST STATES RIGHT FRONT OUTSIDE DOOR HANDLE PEELING
PAINT WAS PEELING
REPLACED RIGHT FRONT OUTSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	13593804	HANDLE KI 16.350 Y			
			JOB # 5 TOTAL PARTS			0.00
			JOB # 5 TOTAL LABOR & PARTS			0.00

J# 6 00CVZ0600673. DEXOS OIL CHANGE HOURS: TECH(S):7452 19.55

LUBE OIL & FILTER, INSPECT DIFF, FLUIDS , HOSES, BELTS,
LIGHTS , & TIRES .
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE.
REPLACE OIL & FILTER, LUBE CHASSIS , INSPECT BELTS, HOSES,
LIGHTS CHECK AL FLUIDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 6	1	19330001	FILTER 1.836 Y	5.50	5.50	5.50
JOB # 6	8	19352900	OIL 8.800 N	4.00	4.00	32.00
		DEXOS1 FS 0W-20				
			JOB # 6 TOTAL PARTS			37.50
			JOB # 6 TOTAL LABOR & PARTS			57.05

J# 7 00CVZ002 ROTATE AND BALANCE HOURS: TECH(S):7452 59.95

CUSTOMER STATES ROTATE AND BALANCE TIRES
RESET TIRE PRESSURE MONITOR IF EQUIPPED. VIBRATES AT 40 +
AND 65 + MPH
ROUTINE MAINTENANCE
ROTATE AND BALANCE TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 7 TOTAL PARTS			0.00
			JOB # 7 TOTAL LABOR & PARTS			59.95

Thank You

The Reynolds and Reynolds Company (Canada) SP0060502 Q (03/18)

[redacted]

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MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE: 08/03/18	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE: 24,215	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F. & I. NO.	P.O. NO. [redacted]		R.O. DATE: 07/23/18	
	COMMENTS				RO: 24218

LABOR & PARTS----------
J# 8 00CVZ006A . . 4 WHEEL ALIGNMENT . . HOURS: . . . . TECH(S):7452 . . . . . 114.95
4 WHEEL ALIGNMENT
PERFORM A 4 WHEEL ALIGNMENT
PERFORMED A 4 WHEEL ALIGNMENT, ADJUST CAMBER AND TOE AS NEED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 8 TOTAL PARTS		0.00
				JOB # 8 TOTAL LABOR & PARTS		114.95

J# 9 70CVZ04 . . . . . DRAC RENTAL OVERNITE HOURS: . . . . TECH(S):7452 . . . . . WARRANTY
GENERAL MOTORS DRAC RENTAL PROGRAM
OVER NIGHT RENTAL
OVER NIGHT DRAC GENERAL MOTORS RENTAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 9 TOTAL PARTS		0.00
				JOB # 9 TOTAL LABOR & PARTS		0.00

J#10 00CVZINSP . . . . MULTI-POINT VEH.INSP. HOURS: . . . . TECH(S):7452 . . . . . 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 10 TOTAL PARTS		0.00
				JOB # 10 TOTAL LABOR & PARTS		0.00

J#11+10CVZ03 . . . . DRIVEABILITY CONCERN HOURS: . . . . TECH(S):7452 . . . . . WARRANTY
Added Operation (GEORGER @ 07/23/2018 09:30)
CUST ADDED FEELS VIBRATION AT IDLE IN GEAR 7/23/18 @ 9:25 AM
MOTOR MOUNTS CAUSING EXCESSIVE VIBRATION AT IDLE IN DRIVE
VERIFIED CUSTOMERS CONCERN VEHICLE HAD EXCESSIVE VIBRATION
IN DRIVE AT IDLE I INSTALLED THE PICO SCOPE AND READING WERE
AT 4.08MG I FOLLOWED DOC ID 4787805 REPLACED BOTH ENGINE
MOUNTS WITH NEW PART NUMBERS AND RETEST WITH PICO SCOPE
READINGS ARE NOW WITHIN SPEC AT 1.36MG

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
J0B # 11	1	84175582	MOUNT 0.027 Y			WARRANTY
J0B # 11	1	84175583	MOUNT 0.027 Y			WARRANTY
				JOB # 11 TOTAL PARTS		0.00
				JOB # 11 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
J0B # A	SS	SHOP SUPPLIES		16.24
J0B # 7	HW	WHEEL WEIGHTS		3.00
			TOTAL - MISC	19.24

Thank You

The Reynolds and Reynolds Company ERWWWE SF0e3502 O (00/16)

[redacted]

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MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/03/18	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 24,215	COLOR / STOCK NO.
	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G N S C B K C O G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO. [redacted]	R.O. DATE 07/23/18	
	COMMENTS			MO: 24218

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $270.00 (+TAX)

COMMENTS----------

CALLED CUST TOLD VEHICLE DONE 8/3 @ 11:35 AM

TOTALS----------

***

[redacted]

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MV# 96876 MYR# 94100685

8/7

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/07/18	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /	STOCK NO
	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1GNSCBKCOGR [redacted]			SELLING DEALER NO	PRODUCTION DATE
	P.O. NO.	[redacted]		R.O. DATE 07/23/18	
	COMMENTS				MO: 24218

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

J# 1 40CVZ07 BRAKE NOISE HOURS: 1.40 TECH(S):7452 180.78

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/24/18	10.80	15.30	4.40	0.00	HOLD OTHER
7452	07/31/18	9.40	9.40	0.00	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	1.40	FLAT RATE TIME
			TOTAL TECH TIME	4.40	1.40	

CUSTOMER STATES NOISE WHEN BRAKING GRIND AND BRAKE PEDAL
CREEPAND BRAKES LOCKED UP KICKED PEDAL TO RELEASE
VACUUM PUMP INTERNALLY DAMAGED
40Z3850
VERIFIED CUSTOMERS CONCERN VEHICLE BRAKE PEDAL GETS HARD
FOUND VACUUM PUMP IS NOT HOLDING VACUUM CAUSING BRAKE PEDAL
TO GET HARD REPLACED VACUUM PUMP ASSEMBLY RETEST VEHICLE
BRAKE SYSTEM IS NOW PERFORMING UP TO SPEC AT THIS TIME

PAID AUG 08 2018

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	12669488	PUMP 3.280 Y	121.06	121.06 208.27	208.27
			JOB # 1 COST TOTAL		121.06	
					JOB # 1 TOTAL PARTS	208.27
				JOB # 1 TOTAL LABOR & PARTS		389.05

J# 2 52CVZ TRIM ELECTRICAL HOURS: 0.30 TECH(S):7452 38.74

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/31/18	9.50	10.40	0.40	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	0.30	FINISHED
			TOTAL TECH TIME	0.40	0.30	

CUSTOMER STATES RADIO SYSTEM WITH BACKUP CAMERA BLUE SCREEN
COMES UP NEEDS UPDATE
RADIO NEEDED TO BE UPDATED WITH LATEST SOFTWARE
2810335
VERIFIED CUSTOMERS CONCERN VEHICLES RADIO SCREEN BLACKS OUT
FOUND RADIO NEEDED TO BE UPDATED WITH SPS WITH LATEST
CALIBRATION 1 PERFORMED SPS REPROGRAMMING ON RADIO HCC 80900
RETEST VEHICLE RADIO IS NOW PERFORMING AS DESIGNED

PAID AUG 08 2018

JOB # 2 TOTAL LABOR & PARTS 38.74

J# 3 30CVZ01 AUTO TRANS CONCERN HOURS: 5.40 TECH(S):11481 94120 697.30

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
94120	08/02/18	15.90	16.90	0.50	0.00	HOLD OTHER
94120	08/03/18	0.00	0.00	0.00	5.40	ENTERED IN INVOICING
11481	08/03/18	8.30	11.40	3.10	0.00	FINISHED
			TOTAL TECH TIME	3.60	5.40	

CUST STATES TRANS SHIFTS HARD AT HWY SPEEDS AND DELAY
SHIFTING AT HWY SPEEDS
REPLACED PUMP AND TORQUE CONVERTER. FOUND CONVERTER BLUE AND
PUMP SCORED ON BOTH HALVES. FLUSH CODE 6AAFEB3 CYCLE 1161
FLOW 1.0GPM @84..

PAID AUG 14 2018

Thank You

The Reynolds and Reynolds Company 8RANTWC
SF685062 O (03/18)

[redacted]

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MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO [redacted]	INVOICE DATE 08/07/18	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /	STOCK NO
	TRADE MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F.T.S. NO	[redacted]	R.O. DATE 07/23/18		
	COMMENTS			NO: 24219	

CHECKED AND FOUND TRANSMISSION WAS SLIPPING AND SHIFTING
HARD INTO GEAR, CHECKED LINE PRESSURE AND FOUND LINE
PRESSURE BELOW SPECS, FOUND 55PSI IN DRIVE AND 85 PSI IN
REVERSE, REMOVED TRANSMISSION PAN AND FOUND METAL PARTICLES
IN UNIT, REMOVED TRANSMISSION AND FOUND BOTH HALVES OF PUMP
SCORED AND METAL THREWOUT UNIT, FOUND NECESSARY TO CLEAN
UNIT THOROUGHLY AND REPLACE/MEASURE BOTH HALVES OF THE PUMP,
AND REPLACED TORQUE CONVERTER DUE TO THE EXCESSIVE AMOUNTS
OF METAL THROWOUT UNIT.PERFORMED REPAIR AND REASSEMBLED
UNIT, FLUSHED LINES AND ROAD TESTED VEHICLE. VEHICLE IS
SHIFTING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	24247371	CONVERTER 4.115 Y	343.92	343.92	519.64	519.64
JOB # 3	1	24248031	HOUSING 4.115 Y	96.57	96.57	166.14	166.14
JOB # 3	1	24224131	SLIDE 4.224 Y	10.09	10.09	17.36	17.36
JOB # 3	1	24248570	ROTOR PKG 4.210 Y	83.52	83.52	143.69	143.69
JOB # 3	1	24248573	COVER KIT 4.224 Y	186.90	186.90	321.54	321.54
JOB # 3	1	24236933	FILTER KI 4.197 Y	28.37	28.37	48.81	48.81
JOB # 3	-1	24247371	CORE RETURN	100.00	-100.00	100.00	-100.00
			JOB # 3 COST TOTAL		649.37		
			JOB # 3 TOTAL PARTS				1117.18
			JOB # 3 TOTAL LABOR & PARTS				1814.48

J# 4 61CVZ01 EXT TRIM CONCERN HOURS: 0.60 TECH(S):7452 77.48

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/26/18	8.00	8.00	0.00	0.00	HOLD PARTS
7452	07/26/18	8.00	24.00	7.90	0.00	NON WORKING
7452	07/27/18	7.00	8.60	0.80	0.00	HOLD PARTS
7452	07/31/18	19.60	19.60	0.00	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	0.60	FINISHED
		TOTAL TECH TIME		8.70	0.60	

PAID AUG 04 2018

CUST STATES LEFT REAR OUTSIDE DOOR HANDLE PEELING
PAINT WAS PEELING
REPLACED LEFT REAR OUTSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	13585375	HANDLE KI 16.350 Y	64.71	64.71	111.33	111.33
			JOB # 4 COST TOTAL		64.71		
			JOB # 4 TOTAL PARTS				111.33
			JOB # 4 TOTAL LABOR & PARTS				188.81

J# 5 61CVZ EXTERIOR TRIM HOURS: 0.60 TECH(S):7452 77.48

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/26/18	8.00	24.00	7.90	0.00	NON WORKING
7452	07/27/18	7.00	8.60	0.80	0.00	HOLD PARTS
7452	07/31/18	19.60	19.70	0.10	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	0.60	FINISHED
		TOTAL TECH TIME		8.80	0.60	

PAID AUG 04 2018

CUST STATES RIGHT FRONT OUTSIDE DOOR HANDLE PEELING
PAINT WAS PEELING
REPLACED RIGHT FRONT OUTSIDE DOOR HANDLE

Thank You

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company (Florida)
SF689962 Q (03/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

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(844) 217-9656

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MV# 96876 MVR# 94110685

CELL: [redacted]

CUSTOMER NO		ADVISOR		TAG NO	INVOICE DATE	INVOICE NO
[redacted]		GEORGE RUIZ 1963		[redacted]	08/07/18	[redacted]
		LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /	STOCK NO
		YEAR/ MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO 1 G N S C B K C O G R [redacted]			SELLING DEALER NO	PRODUCTION DATE
		E.T.C. NO	R.O. NO JUAN S		R.O. DATE 07/23/18	
		COMMENTS				MO: 24218

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1	13593804	HANDLE KI 16.350 Y	73.70	73.70	126.79	126.79
			JOB # 5 COST TOTAL		73.70		
				JOB # 5 TOTAL PARTS			126.79
				JOB # 5 TOTAL LABOR & PARTS			204.27

J# 9 70CVZ04 DRAC RENTAL OVERNITE HOURS: TECH(S):7452 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/31/18	9.60	9.60	0.00	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

GENERAL MOTORS DRAC RENTAL PROGRAM
OVER NIGHT RENTAL
OVER NIGHT DRAC GENERAL MOTORS RENTAL

JOB # 9 TOTAL LABOR & PARTS 0.00

J#11+10CVZ03 DRIVEABILITY CONCERN HOURS: 3.40 TECH(S):7452 439.04
Added Operation (GEORGER @ 07/23/2018 09:30)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
7452	07/24/18	17.30	17.70	0.40	0.00	HOLD PARTS
7452	07/25/18	15.50	24.00	4.20	0.00	NON WORKING
7452	07/26/18	7.00	8.00	0.70	0.00	HOLD PARTS
7452	07/31/18	9.60	9.70	0.00	0.00	FINISHED
7452	07/31/18	0.00	0.00	0.00	3.40	FLAT RATE TIME
		TOTAL TECH TIME		5.30	3.40	

PAID AUG 04 2018

CUST ADDED FEELS VIBRATION AT IDLE IN GEAR 7/23/18 @ 9:25 AM
MOTOR MOUNTS CAUSING EXCESSIVE VIBRATION AT IDLE IN DRIVE
VERIFIED CUSTOMERS CONCERN VEHICLE HAD EXCESSIVE VIBRATION
IN DRIVE AT IDLE I INSTALLED THE PICO SCOPE AND READING WERE
AT 4.08MG I FOLLOWED DOC ID 4787805 REPLACED BOTH ENGINE
MOUNTS WITH NEW PART NUMBERS AND RETEST WITH PICO SCOPE
READINGS ARE NOW WITHIN SPEC AT 1.36MG

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 11	1	84175582	MOUNT 0.027 Y	65.03	65.03	111.88	111.88
JOB # 11	1	84175583	MOUNT 0.027 Y	65.03	65.03	111.88	111.88
			JOB # 11 COST TOTAL		130.06		
				JOB # 11 TOTAL PARTS			223.76
				JOB # 11 TOTAL LABOR & PARTS			662.80

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	WCVC	WARRANTY COURTESY VAN CREDIT			114.00
				TOTAL - MISC	114.00

COMMENTS
CALLED CUST TOLD VEHICLE DONE 8/3 @ 11:55 AM

R/O TAX	0.00
R/O TOTALS	3412.15

Thank You

The Reynolds and Reynolds Company SF6808802 O (03/18)

[redacted]

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MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/07/18 [redacted]
	LABOR RATE / LICENSE NO.	RELEASE 24,215	COLOR / STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	R.O. NO. JUAN S		P.O. DATE 07/23/18
	COMMENTS		MO: 24218

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	503.05
	38.74
	1814.48
	188.81
	204.27
	662.80
CLAIM TOTALS	3412.15

PAID AUG 14 2018

APPROVED BY SIGNATURE

Thank You

The Reynolds and Reynolds Company SF569662 Q (0/18)

[redacted]

BOMNIN CHEVROLET

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MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE: 08/07/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 24,215	COLOR: /
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	STOCK NO
	VEHICLE I.D. NO.: 1 G N S C B K C 0 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO	P.O. NO.: JUAN S	R.O. DATE: 07/23/18	
	COMMENTS			MO: 24218

OCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCBKC0GR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR CMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001373651509	0002

JOB COMPLETION DATE: 07/31/2018
TECHNICIAN CMIN: 909965533

LABOR OPERATION	BASE HOURS
4023850	1.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMER STATES NOISE WHEN BRAKING GRIND AND BRAKE P EDAL CREEPAND BRAKES LOCKED UP KICKED PEDAL TO RELEASE·

CAUSE CODE: 6581
CAUSE DESCRIPTION: VACUUM PUMP INTERNALLY DAMAGED 4023850

CORRECTION DESCRIPTION: VERIFIED CUSTOMERS CONCERN VEHICLE BRAKE PEDAL GETS HARD FOUND VACUUM PUMP IS NOT HOLDING VACUUM CAUSING BRAKE PEDAL TO GET H ET HARD REPLACED VACUUM PUMP ASSEMBLY RETEST VEHICLE BRAKE SYSTEM IS NOW P ON PERFORMING UP TO SPEC AT THIS TIME

CAUSAL PART: 12669488

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12669488	1	121.06			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
114.00	NIC			1GNSCGKC3JR[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	87.21		
PARTS	121.06	0.00	208.27
LABOR	180.78	0.00	180.78
NET ITEMS	114.00	0.00	114.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	503.05	0.00	503.05

Thank You

The Reynolds and Reynolds Company (Canada) SF088968 Q (03/18)

[redacted]

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11701 SW 152nd St. Miami, FL 33177
(844) 217-9656
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/07/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /
	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G N S C B K C O G R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.G NO	P.O. NO. JUAN S	R. O. DATE 07/23/18	
	COMMENTS			MO: 24218

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCBKCOGR[redacted]	REPAIRING BAC	297695
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR GMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001373651424	0002

JOB COMPLETION DATE: 07/31/2018
TECHNICIAN GMIN: 909965533

LABOR OPERATION	BASE HOURS
2810335	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0222
COMPLAINT DESCRIPTION: CUSTOMER STATES RADIO SYSTEM WITH BACKUP CAMERA BLUE SCREEN COMES UP NEEDS UPDATE

CAUSE CODE: 9096
CAUSE DESCRIPTION: RADIO NEEDED TO BE UPDATED WITH LATEST SOFTWARE 2810335

CORRECTION DESCRIPTION: VERIFIED CUSTOMERS CONCERN VEHICLES RADIO SCREEN BL ACKS OUT FOUND RADIO NEEDED TO BE UPDATED WITH SPS WITH LATEST CALIBRATION TION I PERFORMED SPS REPROGRAMMING ON RADIO WCC 80900 RETEST VEHICLE RADIO ADIO IS NOW PERFORMING AS DESIGNED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	38.74	0.00	38.74
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	38.74	0.00	38.74

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCBKCOGR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR GMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

Thank You

The Reynolds and Reynolds Company BRANTSW
SF680662.0 (03/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(844) 217-9656
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO		ADVISOR		TAG NO	INVOICE DATE	
[redacted]		GEORGE RUIZ 1963		[redacted]	08/07/18	[redacted]
		LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /	STOCK NO
		YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO 1GNSCBKC0GR [redacted]			SELLING DEALER NO	PRODUCTION DATE
		P.I.N.#	P.O. NO JUAN S		R.O. DATE 07/23/18	
		COMMENTS				NO: 24218

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FBA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[redacted]	001373651789	0003

JOB COMPLETION DATE: 08/03/2018
TECHNICIAN GMIN: 513402145

LABOR OPERATION BASE HOURS
8465050 5.4

OTHER LABOR OPS (V/N) N

COMPLAINT CODE: 0341
COMPLAINT DESCRIPTION: CUST STATES TRANS SHIFTS HARD AT HWY SPEEDS AND DELA Y SHIFTING AT HWY SPEEDS

CAUSE CODE: 6021
CAUSE DESCRIPTION: REPLACED PUMP AND TORQUE CONVERTER. FOUND CONVERTER BLUE AND PUMP SCORED ON BOTH HALVES. FLUSH CODE 6AAFEB3 CYCLE 1161 FLOW 1.0GPM OGPH @84..

CORRECTION DESCRIPTION: CHECKED AND FOUND TRANSMISSION WAS SLIPPING AND SHI FTING HARD INTO GEAR, CHECKED LINE PRESSURE AND FOUND LINE PRESSURE BELOW LOW SPECS, FOUND 55PSI IN DRIVE AND 85 PSI IN REVERSE, REMOVED TRANSMISSIO SSION PAN AND FOUND METAL PARTICLES IN UNIT, REMOVED TRANSMISSION AND FOUN FOUND BOTH HALVES OF PUMP SCORED AND METAL THREWOUT UNIT, FOUND NECESSARY ARY TO CLEAN UNIT THOROUGHLY AND REPLACE/MEASURE BOTH HALVES OF THE PUMP, MP, AND REPLACED TORQUE CONVERTER DUE TO THE EXCESSIVE AMOUNTS OF METAL TH L THROWOUT UNIT.PERFORMED REPAIR AND REASSEMBLED UNIT, FLUSHED LINES AND R ND ROAD TESTED VEHICLE. VEHICLE IS SHIFTING AS DESIGNED.

CAUSAL PART: 24248573

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
24224131	1	10.09			
24236933	1	28.37			
24247371	1	243.92			
24248031	1	96.57			
24248570	1	83.52			
24248573	1	186.90			

SERVICE MANAGEMENT AUTHORIZATION CODE: P
REASON FOR AUTHORIZATION: CODE P FOR CONSEQUENTIAL DAMAGED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	467.81		
PARTS	649.37	0.00	1117.18
LABOR	697.30	0.00	697.30
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1814.48	0.00	1814.48

Thank You

The Reynolds and Reynolds Company ERWNWW SF686662 O (09/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(844) 217-9656
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/07/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 24,215	COLOR /
	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKC0GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO. JUAN S	R.O. DATE 07/23/18	
	COMMENTS			NO: 24218

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCBKC0GR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR GMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		[redacted]	001373651443	0002

JOB COMPLETION DATE: 07/31/2018
TECHNICIAN GMIN: 909965533

LABOR OPERATION	BASE HOURS
2061370	0.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0421
COMPLAINT DESCRIPTION: CUST STATES LEFT REAR OUTSIDE DOOR HANDLE PEELING

CAUSE CODE: 1039
CAUSE DESCRIPTION: PAINT WAS PEELING

CORRECTION DESCRIPTION: REPLACED LEFT REAR OUTSIDE DOOR HANDLE

CAUSAL PART: 13585375

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
13585375	1	64.71			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	46.62		
PARTS	64.71	0.00	111.33
LABOR	77.48	0.00	77.48
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	188.81	0.00	188.81

Thank You

The Reynolds and Reynolds Company (RRNTrust)
SF689662 CI (03/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(844) 217-9656
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR GEORGE RUIZ 1963	TAG NO. [redacted]	INVOICE DATE 08/07/18	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO	MILEAGE 24,215	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKC0GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO. JUAN S		R.O. DATE 07/23/18	
	COMMENTS				MO: 24218

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCBKC0G[redacted]	REPAIRING DAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR GMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERINCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
S	H	ZREG		[redacted]	001373651665	0002

JOB COMPLETION DATE: 07/31/2018
TECHNICIAN GMIN: 909965533

LABOR OPERATION	BASE HOURS
2060070	0.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0421
COMPLAINT DESCRIPTION; CUST STATES RIGHT FRONT OUTSIDE DOOR HANDLE PEELING

CAUSE CODE: 1039
CAUSE DESCRIPTION: PAINT WAS PEELING

CORRECTION DESCRIPTION: REPLACED RIGHT FRONT OUTSIDE DOOR HANDLE

CAUSAL PART: 13593804

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
13593804	1	73.70			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	53.09		
PARTS	73.70	0.00	126.79
LABOR	77.48	0.00	77.48
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	204.27	0.00	204.27

Thank You

The Reynolds and Reynolds Company ERA/NTAVE
SF688563 O (03/18)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(844) 217-9656

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

[redacted]	ADVISOR: GEORGE RUIZ 1963	TAG NO.: [redacted]	INVOICE DATE: 08/07/18	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 24,215	COLOR: /
	YEAR/MAKE/MODEL: 16/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C B K C O G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.G. NO.	P.O. NO.: JUAN S	R. O. DATE: 07/23/18	
	COMMENTS			MO: 24218

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCBKCOGR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/23/2018
ODOMETER	24215	SERVICE ADVISOR GMIN	878858563
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
11	M	ZREG		[redacted]	00137651734	0002

JOB COMPLETION DATE: 07/31/2018
TECHNICIAN GMIN: 909965533

LABOR OPERATION	BASE HOURS	OTHER
4081348	3.0	0.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322
COMPLAINT DESCRIPTION: CUST ADDED FEELS VIBRATION AT IDLE IN GEAR 7/23/18 @ 9:25 AM

CAUSE CODE: 6069
CAUSE DESCRIPTION: MOTOR MOUNTS CAUSING EXCESSIVE VIBRATION AT IDLE IN DRIVE

CORRECTION DESCRIPTION: VERIFIED CUSTOMERS CONCERN VEHICLE HAD EXCESSIVE VIBRATION IN DRIVE AT IDLE I INSTALLED THE PICO SCOPE AND READING WERE AT 4.T 4.0RMG I FOLLOWED DOC ID 4787805 REPLACED BOTH ENGINE MOUNTS WITH NEW PAN PART NUMBERS AND RETEST WITH PICO SCOPE READINGS ARE NOW WITHIN SPEC AT AT 1.36MG

CAUSAL PART: 84175582

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84175582	1	65.03			
84175583	1	65.03			

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: OLH FOR PICO SCOPE

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	93.70		
PARTS	130.06	0.00	223.76
LABOR	439.04	0.00	439.04
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	662.80	0.00	662.80

Thank You

The Reynolds and Reynolds Company (Canada) Ltd.
SF680662.0 (0/18)

Vehicle Report

2016 CHEVROLET TAHOE 2WD
VIN: 1GNSCBKC0GR[redacted]
Odometer: 29125 mi

WORKBENCH.
Service Menu & Inspection Toolkit
Bomnin Chevrolet West Kendall

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	✔ Equipped & Active
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	AT7HK30N
DMN Enabled:	✔ Yes	**Owner Center Status:**	⚠ Insufficient customer information

Most Recent Services

No information found for this vehicle

Last Maintenance

Service:
Odometer: 16634 miles
Driving Conditions:

Previous Menu:
Previous MPVI: 12/5/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
6/27/2018	[redacted]	ZREG	0600062	ROADSIDE SERVICE (FLAT TIRE)	59059 miles	Warranty
11/14/2017		ZREG	2061370	Rear Side Door Outside Handle Replacement	16269 miles	Warranty
10/25/2017		ZREG	2061370	Rear Side Door Outside Handle Replacement	15958 miles	Warranty
10/25/2017		ZREG	2060070	Front Side Door Outside Handle Replacement	15958 miles	Warranty
10/25/2017		ZREG	8468030	4-5-6 Clutch Hub Replacement	15958 miles	Warranty
10/25/2017		ZREG	0600022	ROADSIDE SERVICE (TOWING)	59058 miles	Warranty
9/22/2017		ZREG	4041510	Battery Replacement	14833 miles	Warranty
7/6/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	11771 miles	Warranty
3/16/2017		ZREG	6420120	Front View Camera Replacement	8526 miles	Warranty
2/13/2017		ZREG	0600723	Chevrolet 2 Year Maintenance	7276 miles	Warranty
10/31/2016		ZFAT	9102276	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	3700 miles	Warranty
4/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 miles	Warranty

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Vehicle Report

2016 CHEVROLET TAHOE 2WD
VIN: 1GNSCBKC0GF[redacted]
Odometer: 29125 mi

WORKBENCH
Service Menu & Inspection Toolkit
Bomnin Chevrolet West Kendall

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Special Coverage 17336	8/4/2016	9 miles	8/4/2021	60009 miles	✔ Applicable
Bumper to Bumper Limited Warranty	8/4/2016	9 miles	8/4/2019	36009 miles	✔ Applicable
Corrosion Limited Warranty	8/4/2016	9 miles	8/4/2022	100009 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	8/4/2016	9 miles	8/4/2018	24009 miles	✖ Expired
Emission Select Component Ltd Wty	8/4/2016	9 miles	8/4/2024	80009 miles	✔ Applicable
Powertrain Limited Warranty	8/4/2016	9 miles	8/4/2021	60009 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	2/28/2018	[redacted]	FL	DEXOS OIL & FILTER	2	C, I	19357 miles
☆	12/14/2017		FL	ENGINE CONCERN	10	C, W	16634 miles
	11/29/2017		FL	DRIVEABILITY	6	I, W	16269 miles
	11/20/2017		FL	DRIVEABILITY	5	I, W	15958 miles
	9/26/2017		FL	BODY ELECTRICAL	1	W	14833 miles
	8/29/2017		FL	*ROTATE & BALANCE	1	I	13294 miles
	7/6/2017		FL	GM 2 YEAR MAINT	2	I, W	11771 miles
	4/29/2017		FL	*MPVI 27 POINT	2	I	9833 miles
	3/17/2017		FL	BODY ELECTRICAL	4	C, I, W	8526 miles
	2/14/2017		FL	GM 2 YEAR MAINT	2	I, W	7276 miles
	11/14/2016		FL	DRIVEABILITY RECALL	11	C, I, W	3700 miles
	10/18/2016		FL	EXTERIOR TRIM	1	I	400 miles
	8/29/2016		FL	EXTERIOR TRIM	1	W	400 miles
	8/23/2016		FL	EXTERIOR TRIM	2	I	633 miles
	4/30/2016		FL		0		2 miles

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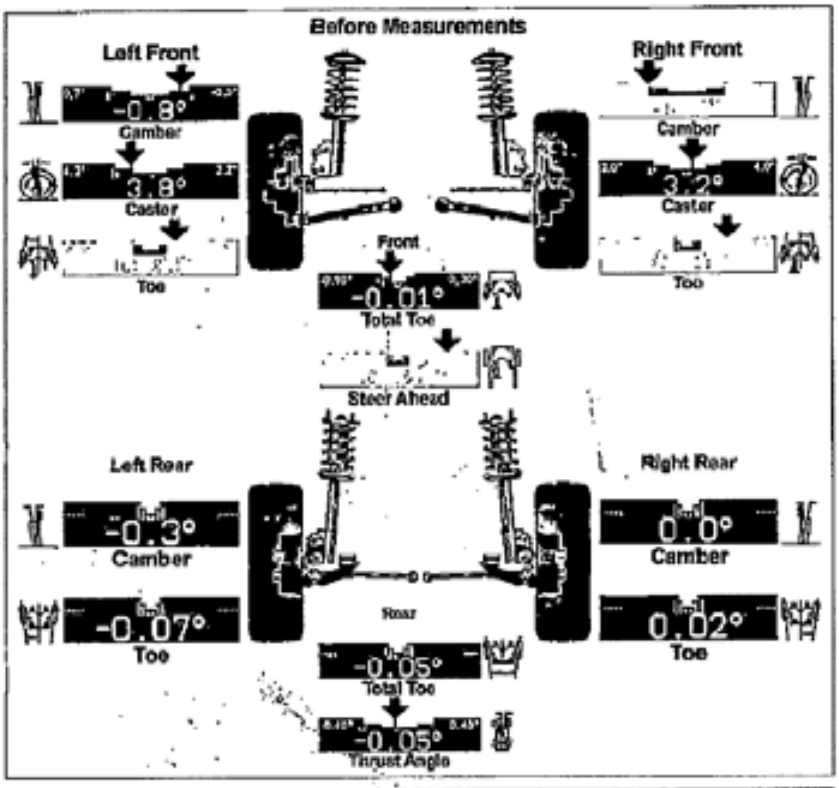
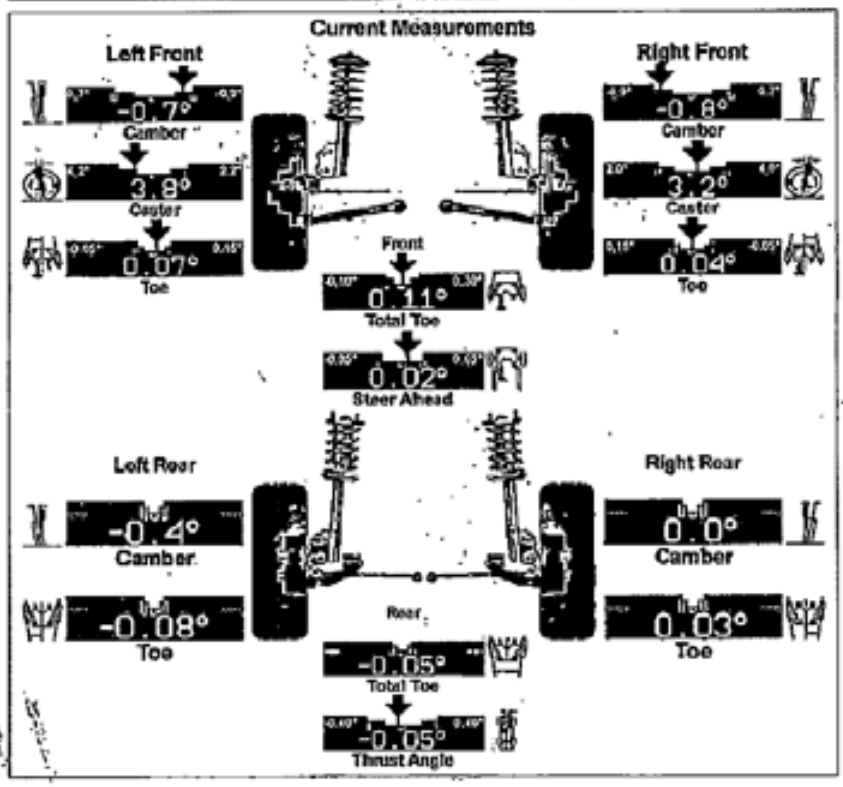
[redacted]
8/1/18 8:36 AM

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152nd ST.
MIAMI, FL. 33177
305-235-8200

Chevrolet : Tahoe : 2016-18 : 4X2 : with RPO RKX (P265/65R18 all-season, blackwall)
Thrust Line Alignment





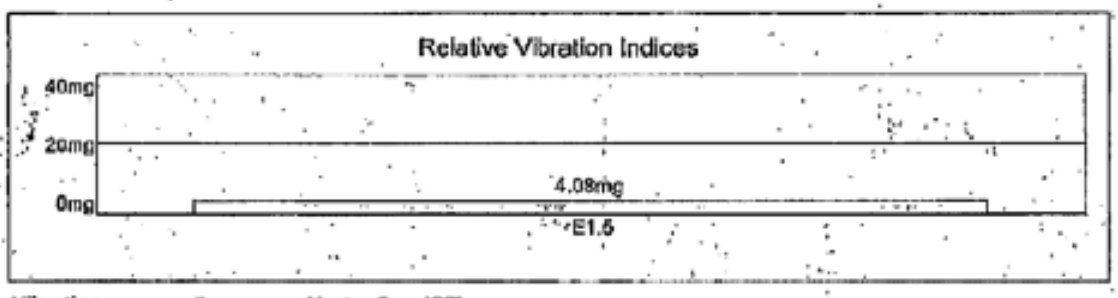
* Other rear values are not within specification. Tire wear, handling and safety problems may result.

GM NVH

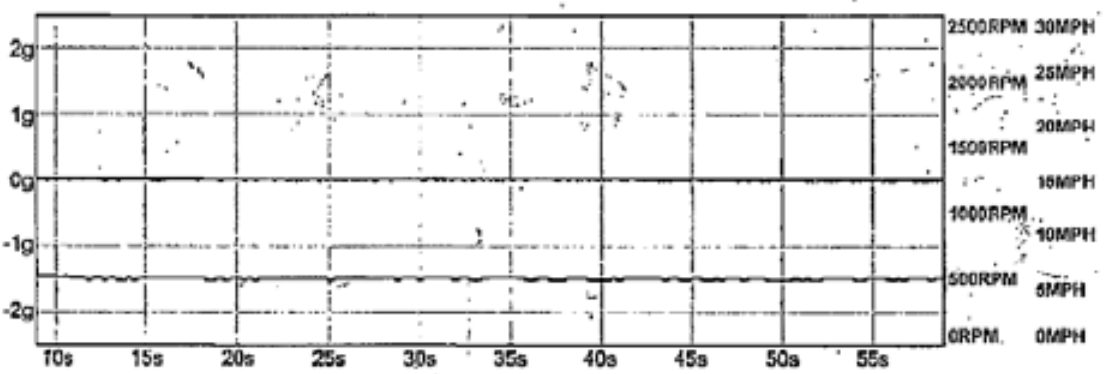
Customer

Name:	Vehicle:
Contact number:	Year: 2016
Address:	Id: 1GNSCBKC5GR[redacted]

VibrationReport



Vibration	Frequency	Vector Sum XYZ
Engine Speed (1.5)	12.4 Hz	4.08 mg



Notes

before installing mounts

Signature:

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Bomnin Chevrolet West Kendall
Address: 11701 SW 152 St
City: Miami | State: FL | Zip: 33177
Phone: (305) 235-8200

CUSTOMER VEHICLE INFORMATION

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

RENTAL VEHICLE INFORMATION

Date and Time IN	08/06/2018	01:13 PM
Date and Time OUT	07/23/2018	10:18 AM
Date and Time DUE IN	07/24/2018	00:00 PM

		FUEL OUT	FUEL IN
Vehicle VIN	1GNSCGKC3JR[redacted]		
Vehicle Description	2018 SUBURBAN CHEVROLET		
Mileage IN	658	X	X
Mileage OUT	400	3/4	3/4
Miles Driven	258	1/2	1/2
Miles Allowed	0	1/4	1/4
Chargeable Miles		E	E

RO# [redacted] Unit [redacted] RA# 4549

CUSTOMER INFORMATION

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

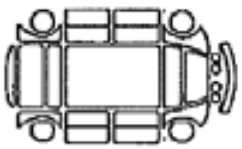
Additional Driver's Name: NONE | Birth Date
Driver's License No. | State | Expires
Additional Driver's Name: NONE | Birth Date
Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurer: GEICO | Agent
Policy No. [redacted] | Expiration Date: 06/11/2018 | Telephone

DAMAGE DESCRIPTION

Initials _____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 c	0.00
DAYS: 15 @ $ 0.00	114.00
TOTAL TIME AND MILEAGE CHARGES →	114.00
TAXABLE FUEL _____ GAL @ $	0.00
	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL _____ GAL @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	114.00
TOTAL CHARGE →	114.00

METHOD OF PAYMENT

$ _____
☐ CHECK
___/___ EXPIRES
XXXXXXXXXXXX7022
☐ CARD VERIFIED
☐ AMEX ☐ MC ☒ VISA ☐ OTHER

REFUNDED

$ _____

CUSTOMER INITIALS
X _____

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by §§ 324.021(7) and 627.736, Florida Statutes.

Failure to return rented property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are evidence of abandonment or refusal to redeliver the property, punishable in accordance with section 812.155, Florida Statutes.

Customer's Initials _____

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

_____
Customer
ALL CHARGES SUBJECT TO FINAL AUDIT

CTP-1 FL RA 120114 *White: Dealer Copy* *Canary: Customer Copy* *Pink: RO Copy*

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
786-464-8154
www.bomninchevroletwestkendall.com

MVI# 96876 MVR# 94100685

I hereby authorize the repair work hereon set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repairs, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repairs that [redacted] above vehicle, or vehicles left thereon in case of fire, theft or accident, unless such fire, theft or accident is caused by the gross negligence of you or your employees, and I/we hereby acknowledge on behalf of myself/ourselves and all others that your employees may operate the above vehicle for the purpose of testing and/or inspection of such vehicle.

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/17	[redacted]	16634	4775	06642	W	12CVZ01	ENGINE CONCERN
				06642	W	12CVZ04	ENGINE NOISE
				06642	W	30CVZ04	AUTO TRANS LEAK
				06642	W	12CVZZ	ENGINE CONCERN
				06642	C	00CVZINSP.	MULTI-POINT VEH.INSP

SALESPERSON NO.

SERVICE

STATE REG# MV-30491

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CASH / CREDIT CARD / CHECK / FINANCE PROPOSAL / OTHER	1GNSCBKC0GR[redacted]	16/CHEVROLET TRUCK/TAHOE/4DR 2WD			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					07/23/18

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. NO.
				[redacted]

TURBO	ENG.	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	29,125	1963	GEORGE RUIZ

CASH WHEN READY: YES / NO
BASIS FOR CHARGE: FLAT RATE / HOURLY RATE / BOTH
PROMISES: YES / NO
APPOINTMENT: YES / NO

TIME RECEIVED: 09:18am | DATE/TIME PROMISED: 07/23/18 06:30pm | PRIORITY: 10

ESTIMATE/DIAG FEE: $ _____ OR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $ | DATE | TIME
ADDITIONAL AUTHORIZED AMOUNT $ | ADDL REPAIRS AUTHORIZED BY
REVISED AUTHORIZED ESTIMATE $ | AUTHORIZATION RECEIVED BY
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS

PART NO. AND DESCRIPTION
(All parts new unless otherwise specified)
[redacted] - Recalls - No Charge Warranty

JOB

[redacted] ATE: TOTAL 250.00

++LOANER++

1 W 40CVZ07 **BRAKE NOISE** 4023850 1.4 X
CUSTOMER STATES NOISE WHEN BRAKING GRIND AND BRAKE PEDAL CREEPAND BRAKES LOCKED UP KICKED PEDAL TO RELEASE
Brake Booster not holding Vacuum
OK TO Replace [redacted]
7/23/2018 5:25 [redacted]

2 W 52CVZ **TRIM ELECTRICAL**
CUSTOMER STATES RADIO SYSTEM WITH BACKUP CAMERA BLUE SCREEN COMES UP NEEDS UPDATE
WCC 80900 (3) * Reprogram Radio
2810335

3 W 30CVZ01 **AUTO TRANS CONCERN**
CUST STATES TRANS SHIFTS HARD AT HWY SPEEDS AND DELAY SHIFTING AT HWY SPEEDS
#8465050 54 X

A. Expired Warranty M. Mileage Rollback
E. Over Labor Hours P. Part Calling Exceeded
G. General Concession Agent R. Repeat / Related Repair
H. Warranty Excessive V. Damage Claim
J. Waive Deductible Multiple Repair
Sign, Date and Document Reason on Hard Copy

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.
__ I REQUEST A WRITTEN ESTIMATE.
__ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
__ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED _____ DATE _____

"A shop charge is made per job with a maximum of $69.95. This charge represents costs and profit for the use of vehicle facility for items such as miscellaneous shop supplies and shop waste disposal."

"Shop charges include costs and profit for the entire waste facility's miscellaneous charges except for tires. ***FS(20.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida.

SIGNED: _____ DATE _____

_____ month _____ mile warranty on all parts and labor unless otherwise specified.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including installation, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If incurred repairs prior to their completion for any reason, a fair and reasonable fee of $_____ will be applied.

X _____ Date _____

DAMAGE: D-Dents, P-Poor, S-Scratch, M-Missing, B-Bad Damage

[CONTINUED ON NEXT PAGE]

PAGE 1 OF 3 TECHNICIAN COPY

Tire Pressure Light 11:38am [redacted] 7/23/2018

[redacted]

12:36 10/02/18 ET Pg 34-38

Tahoe 2016

To

File:Boonin West Cashier

ADDITIONAL TERMS

IN THESE ADDITIONAL TERMS:

- "I" AND "MY" REFERS TO THE CUSTOMER.
- "YOU" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.
- "SELLER" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.

AUTHORIZATION: I, THE CUSTOMER, HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE, ALONG WITH THE USE AND APPLICATION OF ANY NECESSARY MATERIALS, AND AGREE THAT YOU, THE REPAIR SHOP, ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. THIS REPAIR SHOP IS ALSO NOT RESPONSIBLE FOR THEFT OF THE VEHICLE OR THEFT OF ANY ARTICLES STOLEN FROM INSIDE OR ON THE VEHICLE OR ANY DAMAGE CAUSED BY FIRE OR ANY ACTS OF NATURE. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS, OR ELSEWHERE, FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF THESE REPAIRS. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED. ESTIMATES ARE GOOD FOR 30 DAYS. I ALSO AUTHORIZE ALL THE LISTED WORK TO BE PERFORMED ON MY VEHICLE FROM THE FRONT OF THIS DOCUMENT, INCLUDING THE NECESSARY MATERIALS, AND ANY SUBLET WORK NEEDED.

NOTIFICATION: I WILL BE NOTIFIED UPON COMPLETION OF ANY DIAGNOSTIC WORK NECESSARY TO ESTIMATE THE COST OF THE REPAIRS, OR IF THE ACTUAL CHARGES WILL EXCEED THE WRITTEN ESTIMATE, INCLUDING ANY ADDITIONAL UNAUTHORIZED CHARGES, BY $10.00 OR 10% WHICHEVER IS GREATER, NOT TO EXCEED $50.00. IF I AM NOTIFIED, I MAY ORALLY OR IN WRITING, AUTHORIZE, MODIFY, OR CANCEL THIS ORDER FOR REPAIR.

CONTACT AUTHORIZATION: YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY E-MAIL, OR BY 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.

STORAGE CHARGES: NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DATE I AM NOTIFIED THAT THE WORK ON MY VEHICLE HAS BEEN COMPLETED. AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF MY VEHICLE WILL BE $50.00. ALL VEHICLES MUST BE PICKED UP DURING SERVICE HOURS.

CANCELLATION OF REPAIR: IN THE EVENT THAT I CANCEL THE REPAIR WORK, MY VEHICLE SHALL BE ASSEMBLED TO A CONDITION REASONABLY SIMILAR AS WHEN RECEIVED UNLESS I WAIVE REASSEMBLY OR THE REASSEMBLED VEHICLE WOULD BE UNSAFE. THE REPAIR SHOP MAY CHARGE FOR THE COSTS OF TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS DESTROYED BY TEARDOWN, AND THE COST TO REASSEMBLE THE VEHICLE.

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE 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. PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES: THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [S.403.7185] AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185].

RETRIEVAL OF ON-BOARD DATA: I AUTHORIZE THE RETRIEVAL OF ON-BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS SHARING OF THAT DATA WITH THE MANUFACTURER FOR DIAGNOSTIC AND RESEARCH PURPOSES.

IF PAYMENT IS MADE BY CHECK: WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US TO EITHER USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. IF PROCESSED AS AN ELECTRONIC FUNDS TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS TODAY, YOU AGREE THAT YOU WILL NOT DISPUTE US ELECTRONICALLY DEBITING YOUR ACCOUNT, SO LONG AS THE AMOUNT CORRESPONDS TO THE AMOUNT ON THIS INVOICE. IN THE EVENT YOUR CHECK OR ELECTRONIC FUNDS TRANSFER IS RETURNED UNPAID FOR ANY REASON, YOU AUTHORIZE US OR OUR AGENT TO CHARGE A SERVICE FEE UP TO THE MAXIMUM AMOUNT PERMITTED BY LAW.

TO OUR VALUED CUSTOMERS: DUE TO THE OLDER AGE OF HIGHER MILEAGE VEHICLES WE MUST INFORM YOU THAT ONLY THE WORK LISTED ON THIS WORK ORDER/INVOICE AND APPROVED BY YOU IS GUARANTEED. QUITE OFTEN OLDER VEHICLES AND HIGHER MILEAGE VEHICLES WILL DEVELOP OTHER MECHANICAL PROBLEMS ONCE AN UNRELATED REPAIR IS MADE.

FOR COLLISION REPAIR: THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

"Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business."

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CC735747.0 (04/17)

TECHNICIAN NOTES

2015 6 6/18

Goodyear Assurance CS Fuel Max

LW 4 3 WARRANTY Hondas RECEIVED

Monks 12 Pary

Convenience

FADA

FADA-ERA

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

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MV# 96876 MVR# 94100685

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/17	[redacted]	16634	4775	06642	W	12CVZ01	ENGINE CONCERN
				06642	W	12CVZ04	ENGINE NOISE
				06642	W	30CVZ04	AUTO TRANS LEAK
				06642	W	12CVZZ	ENGINE CONCERN
				06642	C	00CVZINSP.	MULTI-POINT VEH.INSP

SALESPERSON NO. SERVICE STATE REG# MV-30491

TERMS: CASH / CREDIT CARD / CHECK / [illegible] / OTHER

VEHICLE I.D.NO. 1GNSCBKC0GR[redacted]

YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD

PRODUCTION DATE | STOCK NO | LICENSE NO [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE 07/23/18

COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO [redacted]

TURBO	MFG	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	CVZZ	Y	Y	A	29,125	1963	GEORGE RUIZ

4 WHEEL DRIVE READY: YES NO

BASIS FOR CHARGE: FLAT RATE / HOURLY RATE / BOTH

RETAIN PARTS: Yes / No

APPOINTMENT: Yes / No

ESTIMATE/DIAG FEE: $ _____ /OR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $ | DATE | TIME

ADDITIONAL AUTHORIZED AMOUNT $ | ADDITIONAL AUTHORIZED BY

REVISED AUTHORIZED AMOUNT $ | AUTHORIZATION RECEIVED BY

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDITIONAL REPAIRS

PART NO. AND DESCRIPTION
(All parts new unless otherwise specified)
GM Like -30 Month/26 Month Unlimited - NO Recharge Warranty

JOB

4 **W** 61CVZ01 ***EXT TRIM CONCERN*** 7452
CUST STATES LEFT REAR OUTSIDE DOOR HANDLE PEELING
2061370 (.6)

5 **W** 61CVZ ***EXTERIOR TRIM***
CUST STATES RIGHT FRONT OUTSIDE DOOR HANDLE PEELING
2060070 (.6) 7452

6 **C** 00CVZ0600673 ***DEXOS OIL CHANGE*** 7452
LUBE OIL & FILTER, INSPECT DIFF, FLUIDS , HOSES, BELTS, LIGHTS , & TIRES .
(.3)

7 **C** 00CVZ002 ***ROTATE AND BALANCE*** 7452
CUSTOMER STATES ROTATE AND BALANCE TIRES
RESET TIRE PRESSURE MONITOR IF EQUIPPED. VIBRATES AT 40 + AND 65 + MPH
(1.0)

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

__ I REQUEST A WRITTEN ESTIMATE.

__ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

__ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

"A standard charge is made of 10% with a maximum of $19.95. This charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and/or waste disposal."

"" This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. ""FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ""FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida

SIGNED: _____ DATE: _____

[redacted] warranty on all parts and labor unless otherwise specified. [redacted] damage caused by theft, fire or acts of [redacted] including subject work, along with the necessary [redacted] to my vehicle for the purpose of testing, [redacted] prior to their completion for any reason, [redacted] will be applied.

Date _____

[redacted]

12:38 10/02/18 ET Pg 36-38
Fa:Boomin West Cashier To: [redacted] Tahoe 2016

ADDITIONAL TERMS

IN THESE ADDITIONAL TERMS,

- "I" AND "MY" REFERS TO THE CUSTOMER.
- "YOU" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.
- "SELLER" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.

AUTHORIZATION: I, THE CUSTOMER, HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE, ALONG WITH THE USE AND APPLICATION OF ANY NECESSARY MATERIALS, AND AGREE THAT YOU, THE REPAIR SHOP, ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. THIS REPAIR SHOP IS ALSO NOT RESPONSIBLE FOR THEFT OF THE VEHICLE OR THEFT OF ANY ARTICLES STOLEN FROM INSIDE OR ON THE VEHICLE OR ANY DAMAGE CAUSED BY FIRE OR ANY ACTS OF NATURE. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS, OR ELSEWHERE, FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF THESE REPAIRS. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED. ESTIMATES ARE GOOD FOR 30 DAYS. I ALSO AUTHORIZE ALL THE LISTED WORK TO BE PERFORMED ON MY VEHICLE FROM THE FRONT OF THIS DOCUMENT, INCLUDING THE NECESSARY MATERIALS, AND ANY SUBLET WORK NEEDED.

NOTIFICATION: I WILL BE NOTIFIED UPON COMPLETION OF ANY DIAGNOSTIC WORK NECESSARY TO ESTIMATE THE COST OF THE REPAIRS, OR IF THE ACTUAL CHARGES WILL EXCEED THE WRITTEN ESTIMATE, INCLUDING ANY ADDITIONAL UNAUTHORIZED CHARGES, BY $10.00 OR 10% WHICHEVER IS GREATER, NOT TO EXCEED $50.00. IF I AM NOTIFIED, I MAY, ORALLY OR IN WRITING, AUTHORIZE, MODIFY, OR CANCEL THIS ORDER FOR REPAIR.

CONTACT AUTHORIZATION: YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY E-MAIL, OR BY 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.

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DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE 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, PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.

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RETRIEVAL OF ON-BOARD DATA: I AUTHORIZE THE RETRIEVAL OF ON-BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS SHARING OF THAT DATA WITH THE MANUFACTURER FOR DIAGNOSTIC AND RESEARCH PURPOSES.

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OC735747.0 (04/17)

TECHNICIAN NOTES

FADA RO-D16

FADA

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

BOMNIN CHEVROLET

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X _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICE HISTORY

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				06642	W	12CVZZ	ENGINE CONCERN
				06642	C	00CVZINSP.	MULTI-POINT VEH.INSP

SALESPERSON NO. **SERVICE** STATE REG# MV-30491

VEHICLE I.D. NO. 1GNSCBKC0GF	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 2WD				PRODUCTION DATE	STOCK NO	LICENSE NO	R.O. NO [redacted]
[redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE 07/23/18
	COLOR		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES		TAG NO. [redacted]
	TRIM/ID N	MAKE CVZZ	AIR COND Y	P.S. Y	TRANS A	MILEAGE 29,125	ADVISOR NO 1963	ADVISOR GEORGE RUIZ

ESTIMATE/DIAG FEE $ _____ /OR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $ _____ ADDITIONAL AUTHORIZED AMOUNT $ _____ REVISED AUTHORIZED ESTIMATE $ _____

DATE _____ TIME _____ ADDL REPAIRS AUTHORIZED BY _____ AUTHORIZATION RECEIVED BY _____

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS

APPOINTMENT ☒ Yes ☐ No

PART NO. AND DESCRIPTION
(All parts new unless otherwise specified)
[redacted] Reconditioned - NO Haulage Warranty

JOB

8 C 00CVZ006A **4 WHEEL ALIGNMENT** 7452
4 WHEEL ALIGNMENT
1.8

9 W 70CVZ04 **DRAC RENTAL OVERNITE**
GENERAL MOTORS DRAC RENTAL PROGRAM

10 W 00CVZINSP. **MULTI-POINT VEH.INSP**
PERFORM MULTI-POINT VEHICLE INSPECTION

11) W 4081348 3.0 Add.4 Pilo Scop
Cust. Added Fuel Vibration At 71k.
IN Gear
[redacted]
OK TO Replace BOTH Ends
Mount 7/24
5:35 PM

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.
__ I REQUEST A WRITTEN ESTIMATE.
__ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
__ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED _____ DATE _____

"A labor charge is made of 10% with a maximum of $69.95. This charge represents costs and profits to the motor vehicle facility for items such as miscellaneous shop supplies and/or waste disposal."

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. ""FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ""FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida

SIGNED: _____ DATE: _____

_____ day _____ mile warranty on all parts and labor unless otherwise specified.
Estimate good for 10 days. Not responsible for damage caused by theft, fire or acts of [redacted] with the necessary purpose of testing, [redacted] tion for any reason.

DAMAGE = C-Chips D-Dent S-Scratch M-Missing G-Glass Damage

[redacted]

TECHNICIAN COPY

12:39 10/02/18 ET Pg 38-38
Tahoe 2016
To:
Fa:Boomin West Cashier

ADDITIONAL TERMS

IN THESE ADDITIONAL TERMS,

- "I AND "MY" REFERS TO THE CUSTOMER.
- "YOU" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP
- "SELLER" MEANS THE REPAIR SHOP WHICH COULD BE A VEHICLE DEALER OR AN INDEPENDENT REPAIR SHOP.

AUTHORIZATION: I, THE CUSTOMER, HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE, ALONG WITH THE USE AND APPLICATION OF ANY NECESSARY MATERIALS. AND AGREE THAT YOU, THE REPAIR SHOP, ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. THIS REPAIR SHOP IS ALSO NOT RESPONSIBLE FOR THEFT OF THE VEHICLE OR THEFT OF ANY ARTICLES STOLEN FROM INSIDE OR ON THE VEHICLE OR ANY DAMAGE CAUSED BY FIRE OR ANY ACTS OF NATURE. I HEREBY GRANT YOU, AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS, OR ELSEWHERE, FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF THESE REPAIRS. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED. ESTIMATES ARE GOOD FOR 30 DAYS. I ALSO AUTHORIZE ALL THE LISTED WORK TO BE PERFORMED ON MY VEHICLE FROM THE FRONT OF THIS DOCUMENT, INCLUDING THE NECESSARY MATERIALS, AND ANY SUBLET WORK NEEDED.

NOTIFICATION: I WILL BE NOTIFIED UPON COMPLETION OF ANY DIAGNOSTIC WORK NECESSARY TO ESTIMATE THE COST OF THE REPAIRS, OR IF THE ACTUAL CHARGES WILL EXCEED THE WRITTEN ESTIMATE, INCLUDING ANY ADDITIONAL UNAUTHORIZED CHARGES, BY $10.00 OR 10% WHICHEVER IS GREATER, NOT TO EXCEED $50.00. IF I AM NOTIFIED, I MAY, ORALLY OR IN WRITING, AUTHORIZE, MODIFY, OR CANCEL THIS ORDER FOR REPAIR.

CONTACT AUTHORIZATION: YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY E-MAIL, OR BY USING PRERECORDED/ARTIFICIAL VOICE MESSAGES, TEXT MESSAGES AND AUTOMATIC TELEPHONE DIALING SYSTEMS, AS THIS 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.

STORAGE CHARGES: NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DATE I AM NOTIFIED THAT THE WORK ON MY VEHICLE HAS BEEN COMPLETED. AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF MY VEHICLE WILL BE $50.00. ALL VEHICLES MUST BE PICKED UP DURING SERVICE HOURS

CANCELLATION OF REPAIR: IN THE EVENT THAT I CANCEL THE REPAIR WORK, MY VEHICLE SHALL BE ASSEMBLED TO A CONDITION REASONABLY SIMILAR AS WHEN RECEIVED UNLESS I WAIVE REASSEMBLY OR THE REASSEMBLED VEHICLE WOULD BE UNSAFE THE REPAIR SHOP MAY CHARGE FOR THE COSTS OF TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS DESTROYED BY TEARDOWN, AND THE COST TO REASSEMBLE THE VEHICLE.

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE 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. PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES: THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (S.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S.403.7185)

RETRIEVAL OF ON-BOARD DATA: I AUTHORIZE THE RETRIEVAL OF ON-BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS SHARING OF THAT DATA WITH THE MANUFACTURER FOR DIAGNOSTIC AND RESEARCH PURPOSES

IF PAYMENT IS MADE BY CHECK: WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE US TO EITHER USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION. IF PROCESSED AS AN ELECTRONIC FUNDS TRANSFER, FUNDS MAY BE WITHDRAWN FROM YOUR ACCOUNT AS SOON AS TODAY. YOU AGREE THAT YOU WILL NOT DISPUTE US ELECTRONICALLY DEBITING YOUR ACCOUNT, SO LONG AS THE AMOUNT CORRESPONDS TO THE AMOUNT ON THIS INVOICE. IN THE EVENT YOUR CHECK OR ELECTRONIC FUNDS TRANSFER IS RETURNED UNPAID FOR ANY REASON, YOU AUTHORIZE US OR OUR AGENT TO CHARGE A SERVICE FEE UP TO THE MAXIMUM AMOUNT PERMITTED BY LAW.

TO OUR VALUED CUSTOMERS: DUE TO THE OLDER AGE OF HIGHER MILEAGE VEHICLES WE MUST INFORM YOU THAT ONLY THE WORK LISTED ON THIS WORK ORDER/INVOICE AND APPROVED BY YOU IS GUARANTEED. QUITE OFTEN OLDER VEHICLES AND HIGHER MILEAGE VEHICLES WILL DEVELOP OTHER MECHANICAL PROBLEMS ONCE AN UNRELATED REPAIR IS MADE.

FOR COLLISION REPAIR: THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

"Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business."

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CC735747-Q (04/17)

TECHNICIAN NOTES

FADA

THE DEALER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR THE PURPOSE OF THIS FORM. OBTAIN COMPETENT LEGAL COUNSEL

PE18-012

GM

3-27-2019

Q3

KEITH PIERSON CHEVROLET CADILLAC SUPERSTORE

30501 South Dixie Highway, Homestead FL 33030
Phone: (305) 247-2121

FAX COVER SHEET

Please Fax to (305) 248-9062

To: Jeeny Muniz Fax: 866.215.6750

FROM Amber Date: 9/24/18

Phone: 305.247.2121 Pages: 4 (including cover)

Re:

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

Comments:

#[redacted]

[Print] [Close Window]

Customer: [redacted] MOBILE [redacted]
Vehicle: 2016 CHEVROLET TAHOE **VIN:** 1GNSCBKC0GR[redacted] **Color:** Other **License:**
Cust Pay Total: 56.15 **Warranty Total:** 1936.27 **Int Total:** 0.00 **Misc Total:** 0.00 **All RO Total:** 1992.42
Delivery Date: **Stock #**

Wed Feb 28, 2018 $6125

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
488 (JOEL GONZALEZ)	19357	COMPLETED		0	56.15	0.00	0

Services

2 **00CVZMPVI I *MPVI 27 POINT** (Tech 454, 0) *Complaint:* PERFORM MULTI-POINT INSPECTION *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

1 **00CVZ003A C DEXOS OIL & FILTER** (Tech 454, 0) *Complaint:* CUSTOMER REQUESTS DEXOS OIL & FILTER CHANGE. INCLUDES UP TO 5 QUARTS DEXOS OIL. TOPPING OFF ALL FLUIDS AND SETTING TIRE PRESSURES AS NECESSARY. *Cause:* AS PER CUSTOMER REQUEST *Correction:* SERVICE COMPLETE

Parts

154	GM19330000	FILTER 1.836 Y	.00
155	GM19259487B	OIL 0W20	.00

Comments: KIC 2/28/18 8:45 SV

Fri Nov 24, 2017 $2570

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	16271	COMPLETED		322.17	0	0.00	0

Services

5 **00CVZ01 I FREE COMPLETE MPI** (Tech 235, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

1 **10CVZ I DRIVEABILITY** (Tech 235, 0) *Complaint:* C/S WHEN COLD STARTING VEHICLE , NOTICES A LOUD RATTLE NOISE COMING FROM THE FRONT END WHILE ON IDLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

3 **85CVZ W ACCESSORIES** (Tech 235, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE UNLOCK AND LOCK COMFORT ACCESS FEATURE IS IN OP , CHECK AND ADVISE *Cause:* UPON DIAGNOSIS FOUND REAR PASSENGER DOOR HANDLE BUTTON INOP. FOUND MALFUNCTIONING OUTSIDE DOOR HANDLE ASSEMBLY. 2061370 .6 *Correction:* NECESSARY TO REPLACE PASSENGER REAR OUTSIDE DOOR HANDLE.

4 **10CVZZ I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THE VEHICLE IS LEAKING OIL COMING FROM THE FRONT TO MID SECTION OF THE VEHICLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

6 **85CVZ01 I DEALER ACCESSORIES** (Tech 235, 0) *Complaint:* LOANER PROVIDED TO CUST. 11/14/2017. *Correction:* .

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THERE IS A GRINDING NOISE WHEN VEHICLE IS IN MOTION AFTER COLD START UP , CHECK AND ADVISE (TEST DRIVE) *Correction:* COULD NOT DUPLICATE

Parts

62	GM13585375	HANDLE KI 16.350 Y	.00

Comments: CALLED CUST. @ 11:39 AM 11/21/2017. LEFT VOICEMAIL AND CALL BACK INFO.

Mon Nov 6, 2017 $1811

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	15961	COMPLETED		1023.79	0	0.00	0

Services

1 **10CVZ W DRIVEABILITY** (Tech 464, 0) *Complaint:* C/S THE VEHICLE DOES NOT ACCELERATE , CHECK AND ADVISE *Cause:* FOUND DTC'S P0700 & P0796, CHECKED FOR BULLETINS AND FOUND PI16-NA-027. WHICH STATES TO INSPECT THE 4,5,6 CLUTCH HUB FOR BEING BROKEN. DISASSEMBLED TRANSMISSION AND FOUND 4,5,6 HUB COMING APART AS STATED IN BULLETIN. 8468030 5.4

Parts

29	GM24238004	HUB 4.164 Y	.00
30	GM24224577	SEAL 4.226 Y	.00
31	GM24236927	SEAL KIT 4.005 Y	.00
32	GM88862156.	DEXRON-VI	.00

Correction: REMOVE TRANSMISSION REPLACE 4.5.6 CLUTH HUB SEALS FLUSH COOLER FLOW 2 3 CODE 84F1CC6

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 464, 0) *Complaint:* C/S THE TRANSMISSION IS NOT SHIFTING , AND WHEN ACCELERATING VEHICLE WILL NOT ADVANCE , CHECK AND ADVISE *Correction:* REFER TO LINE 1.

3 **00CVZ01 I FREE COMPLETE MPI** (Tech 464, 0) *Complaint:* PERFORM COURTESY MULTI POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

5 **85CVZ01 W DEALER ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE PAINT IS PEELING ,CHECK AND ADVISE *Cause:* FOUND R/R OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2061370 .6 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED.

4 **85CVZ W ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE DRIVER SIDE OUTER DOOR HANLDE PAINT IS PEELING *Cause:* FOUND L/F OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2060070 .3 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED.

Comments: CALLED CUST. @ 12:18 PM 10/27/2017 LEFT VOICEMAIL AND CALL BACK INFORMATION TEXTED CUST. @ 12:33 PM 10/27/2017 INFORMING CUST. WE ARE STILL WAITING ON DIAG. WILL CALL WITH INFO WHEN PROVIDED . CALLED CUST. @ 2:23PM 11/2/2017. UPDATED CUST. WITH REPAIR PROCEDURE . CALLED CUST. @ 10:50 AM 11/3/2017. INFORMED CUST. GM WILL TAKE UP 3 DAYS OF RENTAL MAX .

Mon Sep 25, 2017 — 50362

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	14833	COMPLETED	313.04	0	0.00	0	

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 324, 0) *Complaint:* C/S THE VEHICLE NEEDED TO GET JUMP STARTED , CHECK AND ADVISE *Cause:* UPONDIAG FOUND VEHICLE BATTERY VERY LOW ON STARTING. CHECKED FOR VOLTAGE AND FOUND BATTERY WITH 167 CCA. NECESSARY TO REPLACE BATTERY. 4041510 .5 DIAG .3 *Correction:* REPLACED BATTERY AND TESTED SYSTEM AGAIN. VEHICLE IS NOW AT SPEC NO FURTHER REPAIR WAS DONE

Parts

107	GM88864065	94RPG BAT 2.330	.00
108	GM88864065	CORE RETURN	.00

Mon Aug 28, 2017 — 49677

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	13294	COMPLETED	0	0	0.00	0	

Services

1 **00CVZ05 I *ROTATE & BALANCE** (Tech 429, 0) *Complaint:* CUSTOMER REQUESTS TIRES TO BE ROTATED AND BALANCED. *Correction:* ROTATED AND BALANCED TIRES PER CUSTOMER REQUEST.

Parts

Thu Jul 6, 2017 — 47536

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
194 (GABRIEL DE LOS SANTOS)	11772	COMPLETED	50	0	0.00	0	

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER CHANGE ALSO PERFORM ROTATION *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0500723 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. CHECK 4 WHEEL ALIGNMENT *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

111	GM19259487B	OIL 0W20	.00
112	GM19330D0C	FILTER 1.836 Y	.00

Comments: X0285TD2KC created 2017-07-05 09:56:00am taken by MARTA LOZADA

Sat Apr 29, 2017 — 44837

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	9834	COMPLETED	0		0	0.00	0

Services

1 **00CVZMPVI I *MPVI 27 POINT** (Tech 298, 0) *Complaint:* MPVI 27 POINT *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

2 **45CVZ I STEERING/SUSPENSION** (Tech 298, 0) *Complaint:* CUSTOMERT STATES VEHICLE PULLS TO THE RIGHT . CHECK *Cause:* VERIFIED CUSTOMERS CONCERN, PERFORMED ALINGMENT CHECK ON ALINGMENT MACHINE AND FOUND RIGHT FRONT CAMBER AND TOE OFF *Correction:* UPON DIAGNOSIS IT WAS NECCESSARY TO ADJUST BOTH CAMBER AND TOE FOR REPAIR. TESTED OPERATING, VEHICLE DRIVES STRIAGHT REPAIR COMPLETE

Parts

Comments: X02WWLJ216:created 2017-04-28 07:43:00am taken by SILVIA VENTURA

Thu Mar 16, 2017 42867

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	8527	COMPLETED	177.27		0	0.00	0

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 230, 0) *Complaint:* CUSTOMER STATES COLLISON ALERT IS NOT WORKING. CHECK AND A ADVISE *Cause:* VERIFIED CUST CONCERN OF COLLISION ALERT AND LANE DETECTION INOP.SCANNED VEHICLE AND NO CODES WERE FOUND.CONTACTED TAC [redacted] AND WAS INSTRUCTED OF DOCUMENTS ATTACHED TO RO.FOUND NEC TO RECALIBRATE FRONT CAMERA AND TEST DRIVE G420120 0.3 + 1.0 OLH REQUIRED TO FOLLOW DOC #4645824 *Correction:* RECALIBRATED FRONT CAMERA,TESTED OP. REPAIR COMPLETED

2 **51CVZ01 I BODY ELECT CONCERN** (Tech 230, 0) *Complaint:* CUSTOMER STATES GETTING CLOSE TO A CAR SENSORS DONT GO OFF. CHECK AND ADVISE *Cause:* SEE LINE 1

3 **45CVZ I STEERING/SUSPENSION** (Tech 230, 0) *Complaint:* CUSTOMER STATES ALIGNMENT IS OFF. CHECK AND ADVISE *Cause:* ALIGNMENT MACHINE INOP WILL RETURM

4 **70CVZ03 C RENTAL** (Tech 230, 0) *Complaint:* RENATL

Parts

Comments: 1.0 OLH REQUIRED TO FOLLOW DOC ID# 4645824 APPROVED 03/17/17 AT 1:17PM BY STEVE Z.

Mon Feb 13, 2017 41467

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	7276	COMPLETED	50		0	0.00	0

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXTROS OIL AND FILTER CHANGE ALSO PERFORM ROTAION. *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0600723 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

94	GM19330000	FILTER 1.836 Y	.00
95	GM19293000.	AC DEXOS 8.800	.00

PE18-012

GM

3-27-2019

Q3

2016 TAHOE 2WD LT GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SCBK C0 GR[redacted] VEHICLE INVOICE [redacted]
**********6790******13*27001S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	52030.00	48387.90	INVOICE 04/18/16
ATN SEATS, 2ND ROW BUCKET, POWER	795.00	723.45	SHIPPED 04/16/16
C5Y GVW RATING - 7100 LBS	N/C	N/C	EXP I/T 05/03/16
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 05/03/16
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	PRC EFF 04/15/16
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V1559 V1559
PCJ SUN, ENTERTAINMENT, DESTINATIO	3085.00	2807.35	WFP-S QTR OPT-1
PACKAGE:			BANK: ALLY - 029
* POWER SUNROOF			CHG-TO 27-001
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES			SHIP WT: 5233 HP: 45.7 GVWR: 7100 GAWR.FT: 3200 GAWR.RR: 4100
* REAR SEAT ENTERTAINMENT			EMPLOY: 53517.05
PCK LUXURY PACKAGE:	3110.00	2830.10	SUPPLR: 55688.80
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			NTR: 1/2 DAN: TTOP
* SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE			EMPINC: 3356.74 SUPINC: 1184.99
* HEATED, 2ND ROW SEATS			
* SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD			
* STEERING COLUMN, POWER TILT AND TELESCOPIC			
* HEATED STEERING WHEEL			
* FRONT AND REAR PARK ASSIST			
* REAR CROSS TRAFFIC ALERT			
* LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT			
* POWER HEATED OUTSIDE MIRRORS W/ TURN SIGNAL INDICATOR			
* FRONT FOG LAMPS			
* REAR FASCIA CLOSEOUT			
* WIRELESS CHARGING			
* HANDSFREE LIFTGATE			
* 9 ADDITIONAL MONTHS OF XM RADIO			
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
1SZ SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE DISCOUNT	500.00-	455.00-	

** CONTINUED ON PAGE 2 **

BOMNIN CHEVROLET

2016 TAHOE 2WD LT GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SCBK C0 GR[redacted] VEHICLE INVOICE [redacted]
**********6790******13*27001S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			
TOTAL MODEL & OPTIONS	58520.00	54293.80	ACT 237 53733.20
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1755.60
DEALER IMR CONTRIBUTION		585.20	ADV 261 585.20
LMA GROUP CONTRIBUTION		731.50	EXP 65A 731.50
TOTAL	59715.00	56805.50	PAY 310 56805.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		54269.45	

****
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.

BOMNIN CHEVROLET

REMIT TO ALLY NO 029
VIN 1GNSCBKC0GF[redacted]
$ 56805.50 INV [redacted]
DUE 05/03/16 DEALER 27-001

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 09/09/17
PROCESSING SOURCE: CHEVROLET 09:31:49
PAGE: 1

VIN: 1GNSCBKC0 G[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

ODATE: 03/12/16 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 27001
DDATE: 08/04/16 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 08/05/16 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: B ROY
TRD DOE: 1065 NE 40 RD
SRVC IN: HOMESTEAD FL 33033
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 27001	[redacted]	08/23/16	46.20	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00045759936 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
KFB	01	13 27001	[redacted]	08/23/16	7,165.80	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045759936 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1GNSCBKC0 GR[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 27001	00045759936		08/23/16	KFB	7,165.80	
INCTV PAYMENT	13 27001	00045759936		08/23/16	KFB	7,165.80	
INCENTIVE MEMO	13 27001	00045759936		08/23/16	FFC	46.20	
INCTV PAYMENT	13 27001	00045759936		08/23/16	FFC	46.20	
INCTV APPLICATN	13 27001	00045759936		08/06/16	KFB	7,165.80	
INCTV APPLICATN	13 27001	00045759936		08/06/16	FFC	46.20	
DELIVERY D.O.E.	13 27001			08/05/16		0.00	
DELIVERY TO CUS	13 27001			08/04/16		0.00	
EXPIRATION TRAN	13 27001	1AD24466301		05/03/16		0.00	
SETTLEMENT DATE	13 27001	1AD24466301		05/03/16		56,805.50	CR
ORIGINAL INVOIC	13 27001	1AD24466301		04/18/16		56,805.50	
COV/NVIS DATE	13 27001	1AD24466301		04/18/16		0.00	
SHIPMENT DATE	13 27001			04/16/16		0.00	
PRODUCTION (BUI	13 27001			04/15/16		0.00	
PREFERENCE TO P	13 27001			03/15/16		0.00	
GM ORDER ACCEPT	13 27001			03/12/16		0.00	
GM ORDER ACCEPT				03/12/16		0.00	

PE18-012

GM

3-27-2019

Q3

Request for Field Service Engineer Assistance
BRC FRA Form

GM Region	Southeast
Requestor:	Jeeny
Requestor's Title:	Legal Advisor
Date:	August 8, 2018

Request Type (please check appropriate box with an "X")

	Vehicle Inspection	X	Final Repair Attempt
	Executive CAC case		CAC case / Customer Satisfaction
	Regional Request		Other - please specify

Business Reason for Request:	***(* Applicable BBB, Arbitration, or State Lemon Law case reference or #)*** August 2, 2018 Please see attached.
Approximate date(s) when FSE will be needed	***(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)*** Appointment must take place by/be scheduled by 8/16/18 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

Required Information

VIN:	1GNSCBKC0GR[redacted]
Dealer BAC code:	288[redacted]
Dealership name:	Keith Pierson Chevrolet
Dealer contact name:	Reinaldo Padron
Dealer contact phone number:	(305)247-2121
Detailed Description of Customer Complaint:	Brake Issues, Break Noise, Hard Shifting, Delayed Shifting, Rattling Noise at Start…
BRC Advisor Contact Name	Jeeny
BRC Advisor Phone number & email address	Phone: (866) 790-5700 - Ext. 5911894 Email: jeeny.muniz@gm.com
Service Request # (BRC/TAC)	[redacted]

PE18-012

GM

3-27-2019

Q3

Request for Field Service Engineer Assistance
BRC FRA Form

GM Region	Southeast
Requestor:	Jeeny
Requestor's Title:	Legal Advisor
Date:	August 8, 2018

Request Type (please check appropriate box with an "X")

	Vehicle Inspection	X	Final Repair Attempt
	Executive CAC case		CAC case / Customer Satisfaction
	Regional Request		Other - please specify

Business Reason for Request:	***(* Applicable BBB, Arbitration, or State Lemon Law case reference or #)*** August 2, 2018 Please see attached.
Approximate date(s) when FSE will be needed	***(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)*** Appointment must take place by/be scheduled by 8/16/18 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

Required Information

VIN:	1GNSCBKC0GR[redacted]
Dealer BAC code:	[redacted]
Dealership name:	Keith Pierson Chevrolet
Dealer contact name:	Reinaldo Padron
Dealer contact phone number:	(305)247-2121
Detailed Description of Customer Complaint:	Brake Issues, Break Noise, Hard Shifting, Delayed Shifting, Rattling Noise at Start…
BRC Advisor Contact Name	Jeeny
BRC Advisor Phone number & email address	Phone: (866) 790-5700 - Ext. 5911894 Email: jeeny.muniz@gm.com
Service Request # (BRC/TAC)	[redacted]

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Andrew Kleppinger <andrew@kleppingerlaw.com>
Sent: Wednesday, October 31, 2018 8:41 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

I apologize for the delay. I spoke with my client and he is not interested in the settlement offer. I appreciate your follow-up, however, and I will gladly communicate any additional offers you may have.

Thank you for your attention to this matter. Please do not hesitate to contact me with any questions or concerns.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Wednesday, October 31, 2018 09:35
To: andrew@kleppingerlaw.com
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM

To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name [redacted]
SR#: [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GMC
GENERAL MOTORS

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Andrew Kleppinger <andrew@kleppingerlaw.com>
Sent: Monday, November 05, 2018 12:20 PM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

Thank your for following up again. The [redacted]s are interested in a repurchase, first and foremost. They may have interest in a trade assist as well -- I have not explored that possibility with them. They are not interested in this offer, however, as their primary concern is getting out of this vehicle.

I will continue to relay any offers to the [redacted] for their consideration. Please feel free to write back or call any time.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Monday, November 5, 2018 09:03
To: Andrew Kleppinger
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Wednesday, October 31, 2018 8:41 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: [redacted]

Dear Ms. Muniz:

I apologize for the delay. I spoke with my client and he is not interested in the settlement offer. I appreciate your follow-up, however, and I will gladly communicate any additional offers you may have.

Thank you for your attention to this matter. Please do not hesitate to contact me with any questions or concerns.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Wednesday, October 31, 2018 09:35
To: andrew@kleppingerlaw.com
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name: [redacted]
SR#: [redacted]

VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

KEITH PIERSON CHEVROLET CADILLAC SUPERSTORE

30501 South Dixie Highway, Homestead FL 33030
Phone: (305) 247-2121

FAX COVER SHEET

Please Fax to (305) 248-9062

To: Jeeny Muniz Fax: 866.215.6750

FROM Amber Date: 9/24/18

Phone: 305.247.2121 Pages: 4 (including cover)

Re:

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

Comments:

#[redacted]

[Print] [Close Window]

Customer: [redacted] MOBILE [redacted]
Vehicle: 2018 CHEVROLET TAHOE **VIN:** 1GNSCBKC0GR[redacted] **Color:** Other **License:**
Cust Pay Total: 56.15 **Warranty Total:** 1936.27 **Int Total:** 0.00 **Misc Total:** 0.00 **All RO Total:** 1992.42
Delivery Date: **Stock #**

Wed Feb 28, 2018 56125

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
488 (JOEL GONZALEZ)	19357	COMPLETED		0	56.15	0.00	0

Services

2 **00CVZMPVI I *MPVI 27 POINT** (Tech 454, 0) *Complaint:* PERFORM MULTI-POINT INSPECTION *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

1 **00CVZ003A C DEXOS OIL & FILTER** (Tech 454, 0) *Complaint:* CUSTOMER REQUESTS DEXOS OIL & FILTER CHANGE. INCLUDES UP TO 5 QUARTS DEXOS OIL. TOPPING OFF ALL FLUIDS AND SETTING TIRE PRESSURES AS NECESSARY. *Cause:* AS PER CUSTOMER REQUEST *Correction:* SERVICE COMPLETE

Parts

154	GM19330000	FILTER 1.836 Y	.00
155	GM19259487B	OIL 0W20	.00

Comments: KIC 2/28/18 8:45 SV

Fri Nov 24, 2017 52570

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	16271	COMPLETED		322.17	0	0.00	0

Services

5 **00CVZ01 I FREE COMPLETE MPI** (Tech 235, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

1 **10CVZ I DRIVEABILITY** (Tech 235, 0) *Complaint:* C/S WHEN COLD STARTING VEHICLE , NOTICES A LOUD RATTLE NOISE COMING FROM THE FRONT END WHILE ON IDLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

3 **85CVZ W ACCESSORIES** (Tech 235, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE UNLOCK AND LOCK COMFORT ACCESS FEATURE IS IN OP , CHECK AND ADVISE *Cause:* UPON DIAGNOSIS FOUND REAR PASSENGER DOOR HANDLE BUTTON INOP. FOUND MALFUNCTIONING OUTSIDE DOOR HANDLE ASSEMBLY. 2061370 .6 *Correction:* NECESSARY TO REPLACE PASSENGER REAR OUTSIDE DOOR HANDLE.

4 **10CVZZ I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THE VEHICLE IS LEAKING OIL COMING FROM THE FRONT TO MID SECTION OF THE VEHICLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

6 **85CVZ01 I DEALER ACCESSORIES** (Tech 235, 0) *Complaint:* LOANER PROVIDED TO CUST. 11/14/2017. *Correction:* .

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THERE IS A GRINDING NOISE WHEN VEHICLE IS IN MOTION AFTER COLD START UP , CHECK AND ADVISE (TEST DRIVE) *Correction:* COULD NOT DUPLICATE

Parts

62	GM13585375	HANDLE KI 16.350 Y	.00

Comments: CALLED CUST. @ 11:39 AM 11/21/2017. LEFT VOICEMAIL AND CALL BACK INFO.

Mon Nov 6, 2017 51811

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	15961	COMPLETED		1023.79	0	0.00	0

Services

1 **10CVZ W DRIVEABILITY** (Tech 464, 0) *Complaint:* C/S THE VEHICLE DOES NOT ACCELERATE , CHECK AND ADVISE *Cause:* FOUND DTC'S P0700 & P0796, CHECKED FOR BULLETINS AND FOUND PI16-NA-027. WHICH STATES TO INSPECT THE 4,5,6 CLUTCH HUB FOR BEING BROKEN. DISASSEMBLED TRANSMISSION AND FOUND 4,5,6 HUB COMING APART AS STATED IN BULLETIN. 8468030 5.4

Parts

29	GM24238004	HUB 4.164 Y	.00
30	GM24224577	SEAL 4.226 Y	.00
31	GM24236927	SEAL KIT 4.005 Y	.00
32	GM88862156.	DEXRON-VI	.00

Correction: REMOVE TRANSMISSION REPLACE 4.5.6 CLUTH HUB SEALS FLUSH COOLER FLOW 2.3 CODE 84F1CC6

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 464, 0) *Complaint:* C/S THE TRANSMISSION IS NOT SHIFTING , AND WHEN ACCELERATING VEHICLE WILL NOT ADVANCE , CHECK AND ADVISE *Correction:* REFER TO LINE 1.

3 **00CVZ01 I FREE COMPLETE MPI** (Tech 464, 0) *Complaint:* PERFORM COURTESY MULTI POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

5 **85CVZ01 W DEALER ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE PAINT IS PEELING ,CHECK AND ADVISE *Cause:* FOUND R/R OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2061370 .6 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED.

4 **85CVZ W ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE DRIVER SIDE OUTER DOOR HANLDE PAINT IS PEELING *Cause:* FOUND L/F OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2060070 .3 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED.

Comments: CALLED CUST. @ 12:18 PM 10/27/2017 LEFT VOICEMAIL AND CALL BACK INFORMATION TEXTED CUST. @ 12:33 PM 10/27/2017 INFORMING CUST. WE ARE STILL WAITING ON DIAG. WILL CALL WITH INFO WHEN PROVIDED . CALLED CUST. @ 2:23PM 11/2/2017. UPDATED CUST. WITH REPAIR PROCEDURE . CALLED CUST. @ 10:50 AM 11/3/2017. INFORMED CUST. GM WILL TAKE UP 3 DAYS OF RENTAL MAX .

Mon Sep 25, 2017 — 50362

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	14833	COMPLETED	313.04	0	0.00	0	

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 324, 0) *Complaint:* C/S THE VEHICLE NEEDED TO GET JUMP STARTED , CHECK AND ADVISE *Cause:* UPONDIAG FOUND VEHICLE BATTERY VERY LOW ON STARTING. CHECKED FOR VOLTAGE AND FOUND BATTERY WITH 162 CCA. NECESSARY TO REPLACE BATTERY. 4041510 .5 DIAG .3 *Correction:* REPLACED BATTERY AND TESTED SYSTEM AGAIN. VEHICLE IS NOW AT SPEC NO FURTHER REPAIR WAS DONE

Parts

107	GM88864065	94RPG BAT 2.330	.00
108	GM88864065	CORE RETURN	.00

Mon Aug 28, 2017 — 49677

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	13294	COMPLETED	0	0	0.00	0	

Services

1 **00CVZ05 I *ROTATE & BALANCE** (Tech 429, 0) *Complaint:* CUSTOMER REQUESTS TIRES TO BE ROTATED AND BALANCED. *Correction:* ROTATED AND BALANCED TIRES PER CUSTOMER REQUEST.

Parts

Thu Jul 6, 2017 — 47536

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
194 (GABRIEL DE LOS SANTOS)	11772	COMPLETED	50	0	0.00	0	

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER CHANGE ALSO PERFORM ROTATION *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0500723 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. CHECK 4 WHEEL ALIGNMENT *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

111	GM19259487B	OIL 0W20	.00
112	GM19330D0C	FILTER I.B36 Y	.00

Comments: X0285TD2KC created 2017-07-05 09:56:00am taken by MARTA LOZADA

Sat Apr 29, 2017 — 44837

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	9834	COMPLETED	0		0	0.00	0

Services

1 **00CVZMPVI I *MPVI 27 POINT** (Tech 298, 0) *Complaint:* MPVI 27 POINT *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

2 **45CVZ I STEERING/SUSPENSION** (Tech 298, 0) *Complaint:* CUSTOMERT STATES VEHICLE PULLS TO THE RIGHT . CHECK *Cause:* VERIFIED CUSTOMERS CONCERN, PERFORMED ALINGMENT CHECK ON ALINGMENT MACHINE AND FOUND RIGHT FRONT CAMBER AND TOE OFF *Correction:* UPON DIAGNOSIS IT WAS NECCESSARY TO ADJUST BOTH CAMBER AND TOE FOR REPAIR. TESTED OPERATING, VEHICLE DRIVES STRIAGHT REPAIR COMPLETE

Parts

Comments: X02WWLJ216:created 2017-04-28 07:43:00am taken by SILVIA VENTURA

Thu Mar 16, 2017 — 42867

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	8527	COMPLETED	177.27		0	0.00	0

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 230, 0) *Complaint:* CUSTOMER STATES COLLISON ALERT IS NOT WORKING. CHECK AND A ADVISE *Cause:* VERIFIED CUST CONCERN OF COLLISION ALERT AND LANE DETECTION INOP.SCANNED VEHICLE AND NO CODES WERE FOUND.CONTACTED TAC [redacted] AND WAS INSTRUCTED OF DOCUMENTS ATTACHED TO RO.FOUND NEC TO RECALIBRATE FRONT CAMERA AND TEST DRIVE G420120 0.3 + 1.0 OLH REQUIRED TO FOLLOW DOC #4645824 *Correction:* RECALIBRATED FRONT CAMERA,TESTED OP. REPAIR COMPLETED

2 **51CVZ01 I BODY ELECT CONCERN** (Tech 230, 0) *Complaint:* CUSTOMER STATES GETTING CLOSE TO A CAR SENSORS DONT GO OFF. CHECK AND ADVISE *Cause:* SEE LINE 1

3 **45CVZ I STEERING/SUSPENSION** (Tech 230, 0) *Complaint:* CUSTOMER STATES ALIGNMENT IS OFF. CHECK AND ADVISE *Cause:* ALIGNMENT MACHINE INOP WILL RETURN

4 **70CVZ03 C RENTAL** (Tech 230, 0) *Complaint:* RENATL

Parts

Comments: 1.0 OLH REQUIRED TO FOLLOW DOC ID# 4645824 APPROVED 03/17/17 AT 1:17PM BY STEVE Z.

Mon Feb 13, 2017 — 41467

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	7276	COMPLETED	50		0	0.00	0

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXTROS OIL AND FILTER CHANGE ALSO PERFORM ROTAION. *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0600723 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

94	GM19330000	FILTER 1.836 Y	.00
95	GM19293000.	AC DEXOS 8.800	.00

PE18-012

GM

3-27-2019

Q3

KEITH PIERSON CHEVROLET CADILLAC SUPERSTORE

30501 South Dixie Highway, Homestead FL 33030
Phone: (305) 247-2121

FAX COVER SHEET

Please Fax to (305) 248-9062

To: Jeeny Muniz Fax: 866-215-6750

FROM: Amber Date: 9/24/18

Phone: 305-247-2121 Pages: 4 (including cover)

Re:

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

Comments:

#: [redacted]

[Print] [Close Window]

Customer: [redacted] MOBILE: [redacted]
Vehicle: 2016 CHEVROLET TAHOE **VIN:** 1GNSCBKC0GR[redacted] **Color:** Other **License:**
Cust Pay Total: 56.15 **Warranty Total:** 1936.27 **Int Total:** 0.00 **Misc Total:** 0.00 **All RO Total:** 1992.42
Delivery Date: **Stock #**

Wed Feb 28, 2018 56125

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
488 (JOEL GONZALEZ)	19357	COMPLETED		0	56.15	0.00	0

Services

2 **00CVZMPVI I *MPVI 27 POINT** (Tech 454, 0) *Complaint:* PERFORM MULTI-POINT INSPECTION *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

1 **00CVZ003A C DEXOS OIL & FILTER** (Tech 454, 0) *Complaint:* CUSTOMER REQUESTS DEXOS OIL & FILTER CHANGE. INCLUDES UP TO 5 QUARTS DEXOS OIL. TOPPING OFF ALL FLUIDS AND SETTING TIRE PRESSURES AS NECESSARY. *Cause:* AS PER CUSTOMER REQUEST *Correction:* SERVICE COMPLETE

Parts

154	GM19330000	FILTER 1.836 Y	.00
155	GM19259487B	OIL 0W20	.00

Comments: KIC 2/28/18 8:45 SV

Fri Nov 24, 2017 52570

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	16271	COMPLETED	322.17	0	0.00	0	

Services

5 **00CVZ01 I FREE COMPLETE MPI** (Tech 235, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

1 **10CVZ I DRIVEABILITY** (Tech 235, 0) *Complaint:* C/S WHEN COLD STARTING VEHICLE , NOTICES A LOUD RATTLE NOISE COMING FROM THE FRONT END WHILE ON IDLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

3 **85CVZ W ACCESSORIES** (Tech 235, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE UNLOCK AND LOCK COMFORT ACCESS FEATURE IS IN OP , CHECK AND ADVISE *Cause:* UPON DIAGNOSIS FOUND REAR PASSENGER DOOR HANDLE BUTTON INOP. FOUND MALFUNCTIONING OUTSIDE DOOR HANDLE ASSEMBLY. 2061370 .6 *Correction:* NECESSARY TO REPLACE PASSENGER REAR OUTSIDE DOOR HANDLE.

4 **10CVZZ I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THE VEHICLE IS LEAKING OIL COMING FROM THE FRONT TO MID SECTION OF THE VEHICLE , CHECK AND ADVISE *Correction:* COULD NOT DUPLICATE.

6 **85CVZ01 I DEALER ACCESSORIES** (Tech 235, 0) *Complaint:* LOANER PROVIDED TO CUST. 11/14/2017. *Correction:* .

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 235, 0) *Complaint:* C/S THERE IS A GRINDING NOISE WHEN VEHICLE IS IN MOTION AFTER COLD START UP , CHECK AND ADVISE (TEST DRIVE) *Correction:* COULD NOT DUPLICATE

Parts

62	GM13585375	HANDLE KI 16.350 Y	.00

Comments: CALLED CUST. @ 11:39 AM 11/21/2017. LEFT VOICEMAIL AND CALL BACK INFO.

Mon Nov 6, 2017 51811

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	15961	COMPLETED	1023.79	0	0.00	0	

Services

1 **10CVZ W DRIVEABILITY** (Tech 464, 0) *Complaint:* C/S THE VEHICLE DOES NOT ACCELERATE , CHECK AND ADVISE *Cause:* FOUND DTC'S P0700 & P0796, CHECKED FOR BULLETINS AND FOUND PI16-NA-027, WHICH STATES TO INSPECT THE 4,5,6 CLUTCH HUB FOR BEING BROKEN. DISASSEMBLED TRANSMISSION AND FOUND 4,5,6 HUB COMING APART AS STATED IN BULLETIN. 8468030 5.4

Parts

29	GM24238004	HUB 4.164 Y	.00
30	GM24224577	SEAL 4.226 Y	.00
31	GM24236927	SEAL KIT 4.005 Y	.00
32	GM88862156.	DEXRON-VI	.00

Correction: REMOVE TRANSMISSION REPLACE 4.5.6 CLUTH HUB SEALS FLUSH COOLER FLOW 2.3 CODE BAF1CC6

2 **10CVZ01 I DRIVEABILITY CONCERN** (Tech 464, 0) *Complaint:* C/S THE TRANSMISSION IS NOT SHIFTING , AND WHEN ACCELERATING VEHICLE WILL NOT ADVANCE , CHECK AND ADVISE *Correction:* REFER TO LINE 1.

3 **00CVZ01 I FREE COMPLETE MPI** (Tech 464, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

5 **85CVZ01 W DEALER ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE PASS. REAR OUTER DOOR HANDLE PAINT IS PEELING ,CHECK AND ADVISE *Cause:* FOUND R/R OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2061370 .6 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED

4 **85CVZ W ACCESSORIES** (Tech 466, 0) *Complaint:* C/S THE DRIVER SIDE OUTER DOOR HANLDE PAINT IS PEELING *Cause:* FOUND L/F OUTSIDE DOOR HANDLE WITH PAINT PEELING, 2060070 .3 *Correction:* NECESSARY TO R&I DOOR HANDLE TO BE PAINTED AND REINSTALLED.

Comments: CALLED CUST. @ 12:18 PM 10/27/2017. LEFT VOICEMAIL AND CALL BACK IN FORMATION TEXTED CUST. @ 12:33 PM 10/27/2017. INFORMING CUST. WE ARE STILL WAITING ON DIAG. WILL CALL WITH INFO WHEN PROVIDED . CALLED CUST. @ 2:23PM 11/2/2017. UPDATED CUST. WITH REPAIR PROCEDURE . CALLED CUST. @ 10:50 AM 11/3/2017. INFORMED CUST. GM WILL TAKE UP 3 DAYS OF RENTAL MAX .

Mon Sep 25, 2017

Advisor | **Mileage** | **RO Status** | **Total Tech Hours** | **Warranty Total** | **Cust Total** | **Int Total** | **Misc Total** | 50382

421 (ARTURO ENRIQUE RAMIREZ) 14333 COMPLETED 323.04 0 0.00 0

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 324, 0) *Complaint:* C/S THE VEHICLE NEEDED TO GET JUMP STARTED , CHECK AND ADVISE *Cause:* UPONDIAG FOUND VEHICLE BATTERY VERY LOW ON STARTING. CHECKED FOR VOLTAGE AND FOUND BATTERY WITH 167 CCA. NECESSARY TO REPLACE BATTERY. 4041510 .5 DIAG .3 *Correction:* REPLACED BATTERY AND TESTED SYSTEM AGAIN. VEHICLE IS NOW A1 S9SC NO FURTHER REPAIR WAS DONE

Parts

107	GM88864065	94RPG BAT 2,330	.00
108	GM88864065	CORE RETURN	.00

Mon Aug 28, 2017

Advisor | **Mileage** | **RO Status** | **Total Tech Hours** | **Warranty Total** | **Cust Total** | **Int Total** | **Misc Total** | 49677

421 (ARTURO ENRIQUE RAMIREZ) 13294 COMPLETED 0 0 0.00 0

Services

1 **00CVZ05 I *ROTATE & BALANCE** (Tech 429, 0) *Complaint:* CUSTOMER REQUESTS TIRES TO BE ROTATED AND BALANCED. *Correction:* ROTATED AND BALANCED TIRES PER CUSTOMER REQUEST.

Parts

Thu Jul 6, 2017

Advisor | **Mileage** | **RO Status** | **Total Tech Hours** | **Warranty Total** | **Cust Total** | **Int Total** | **Misc Total** | 47536

394 (GABRIEL DE LOS SANTOS) 11777 COMPLETED 50 0 0.00 0

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER CHANGE ALSO PERFORM ROTATION *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0600729 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. CHECK 4 WHEEL ALIGNMENT *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

111	GM19259487B	OIL 0W20	.00
112	GM19330000	FILTER 1.836 Y	.00

Comments: X0285TB2KC created 2017-07-05 09:56.00am taken by MARIA LOZADA

Sat Apr 29, 2017

48837

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	9834	COMPLETED	0	0	0.00	0	

Services

1 **00CVZMPVI I *MPVI 27 POINT** (Tech 298, 0) *Complaint:* MPVI 27 POINT *Correction:* MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

2 **45CVZ I STEERING/SUSPENSION** (Tech 298, 0) *Complaint:* CUSTOMERT STATES VEHICLE PULLS TO THE RIGHT . CHECK *Cause:* VERIFIED CUSTOMERS CONCERN, PERFORMED ALINGMENT CHECK ON ALINGMENT MACHINE AND FOUND RIGHT FRONT CAMBER AND TOE OFF *Correction:* UPON DIAGNOSIS IT WAS NECCESSARY TO ADJUST BOTH CAMBER AND TOE FOR REPAIR. TESTED OPERATING, VEHICLE DRIVES STRIAGHT REPAIR COMPLETE

Parts

Comments: X02WWLJ216:created 2017-04-28 07:43:00am taken by SILVIA VENTURA

Thu Mar 16, 2017

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
394 (GABRIEL DE LOS SANTOS)	8527	COMPLETED	177.27	0	0.00	0	42867

Services

1 **51CVZ W BODY ELECTRICAL** (Tech 230, 0) *Complaint:* CUSTOMER STATES COLLISON ALERT IS NOT WORKING. CHECK AND A ADVISE *Cause:* VERIFIED CUST CONCERN OF COLLISION ALERT AND LANE DETECTION INOP.SCANNED VEHICLE AND NO CODES WERE FOUND.CONTACTED TAC [redacted] AND WAS INSTRUCTED OF DOCUMENTS ATTACHED TO RO.FOUND NEC TO RECALIBRATE FRONT CAMERA AND TEST DRIVE 6420120 0.3 + 1.0 OLH REQUIRED TO FOLLOW DOC #4645824 *Correction:* RECALIBRATED FRONT CAMERA,TESTED OP. REPAIR COMPLETED

2 **51CVZ01 I BODY ELECT CONCERN** (Tech 230, 0) *Complaint:* CUSTOMER STATES GETTING CLOSE TO A CAR SENSORS DONT GO OFF. CHECK AND ADVISE *Cause:* SEE LINE 1

3 **45CVZ I STEERING/SUSPENSION** (Tech 230, 0) *Complaint:* CUSTOMER STATES ALIGNMENT IS OFF. CHECK AND ADVISE *Cause:* ALIGNMENT MACHINE INOP WILL RETURM

4 **70CVZ03 C RENTAL** (Tech 230, 0) *Complaint:* RENATL

Parts

Comments: 1.0 OLH REQUIRED TO FOLLOW DOC ID# 4645824 APPROVED 03/17/17 AT 1:17PM BY STEVE Z.

Mon Feb 13, 2017

Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
421 (ARTURO ENRIQUE RAMIREZ)	7276	COMPLETED	50	0	0.00	0	41467

Services

1 **00CVZ012 W GM 2 YEAR MAINT** (Tech 395, 0) *Complaint:* PERFORM GM 2 YEAR MAINTENANCE DEXTROS OIL AND FILTER CHANGE ALSO PERFORM ROTAION. *Cause:* GM 2 YEAR MAINTENANCE DEXOS OIL AND FILTER SERVICE 0600723 $50 *Correction:* SERVICE COMPLETED AS PER REQUEST.

2 **00CVZ01 I FREE COMPLETE MPI** (Tech 395, 0) *Complaint:* PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. *Correction:* COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

Parts

94	GM19330000	FILTER 1.836 Y	.00
95	GM19293000.	AC DEXOS 8.800	.00

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:35 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]
Attachments: 10 Day Letter [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE: [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE[redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz

Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Tuesday, November 13, 2018 9:16 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

This file will be placed on hold due to no response to GMs offer.
As stated before GM is not offering a repurchase nor trade.

I have provided you with two offers on this claim, and have not received an answer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (800)231-1841 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Friday, November 09, 2018 10:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

As stated on the email on Nov.5th GM is not offering a repurchase nor a trade.

I have sent you 2 offers.

Please have your client provide you with a counter offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (800)231-1841 - Ext. 5911894

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Friday, November 09, 2018 10:40 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

I do not have a new offer from GM. Mr. [redacted] has requested a repurchase and GM has not agreed so far. You invited me to make a new demand, but I do not have authority to resolve this case absent a repurchase.

Please let me know if GM is willing to reconsider the repurchase of this vehicle.

Thank you,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Thursday, November 8, 2018 09:18
To: Andrew Kleppinger
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, November 05, 2018 2:16 PM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please advise your client that GM is not offering a repurchase nor trade.
Advise them to get you a counter offer or can you provide me with the most current RO for customer concern.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Monday, November 05, 2018 12:20 PM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

Thank your for following up again. The [redacted] are interested in a repurchase, first and foremost. They may have interest in a trade assist as well -- I have not explored that possibility with them. They are not interested in this offer, however, as their primary concern is getting out of this vehicle.

I will continue to relay any offers to the [redacted] for their consideration. Please feel free to write back or call any time.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Monday, November 5, 2018 09:03
To: Andrew Kleppinger
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Wednesday, October 31, 2018 8:41 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

I apologize for the delay. I spoke with my client and he is not interested in the settlement offer. I appreciate your follow-up, however, and I will gladly communicate any additional offers you may have.

Thank you for your attention to this matter. Please do not hesitate to contact me with any questions or concerns.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Wednesday, October 31, 2018 09:35
To: andrew@kleppingerlaw.com
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name: Meisha Plummer-Roy
SR#: [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Monday, November 05, 2018 8:03 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Wednesday, October 31, 2018 8:41 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

I apologize for the delay. I spoke with my client and he is not interested in the settlement offer. I appreciate your follow-up, however, and I will gladly communicate any additional offers you may have.

Thank you for your attention to this matter. Please do not hesitate to contact me with any questions or concerns.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Wednesday, October 31, 2018 09:35
To: andrew@kleppingerlaw.com
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM

To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GMC
GENERAL MOTORS

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Thursday, November 08, 2018 8:19 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, November 05, 2018 2:16 PM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please advise your client that GM is not offering a repurchase nor trade.
Advise them to get you a counter offer or can you provide me with the most current RO for customer concern.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Monday, November 05, 2018 12:20 PM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

Thank your for following up again. The [redacted] are interested in a repurchase, first and foremost. They may have interest in a trade assist as well -- I have not explored that possibility with them. They are not interested in this offer, however, as their primary concern is getting out of this vehicle.

I will continue to relay any offers to the [redacted] for their consideration. Please feel free to write back or call any time.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Monday, November 5, 2018 09:03
To: Andrew Kleppinger
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

GENERAL MOTORS

From: Andrew Kleppinger [mailto:andrew@kleppingerlaw.com]
Sent: Wednesday, October 31, 2018 8:41 AM
To: Jeeny Muniz (C)
Subject: [EXTERNAL] Re: Offer [redacted]

Dear Ms. Muniz:

I apologize for the delay. I spoke with my client and he is not interested in the settlement offer. I appreciate your follow-up, however, and I will gladly communicate any additional offers you may have.

Thank you for your attention to this matter. Please do not hesitate to contact me with any questions or concerns.

Best regards,

Andrew Kleppinger
kleppingerlaw.com

From: Jeeny Muniz (C) <jeeny.muniz@gm.com>
Sent: Wednesday, October 31, 2018 09:35
To: andrew@kleppingerlaw.com
Subject: RE: Offer [redacted]

Andrew,

Please see attached.

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Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Friday, October 26, 2018 7:22 AM
To: 'andrew@kleppingerlaw.com'
Subject: RE: Offer [redacted]

Andrew,

Please advise, has your client reviewed GMs offer.

Thank You,

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Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name [redacted]
SR# [redacted]

VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Wednesday, October 31, 2018 8:49 AM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]
Attachments: Offer[redacted].pdf

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

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Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

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kleppingerlaw.com

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Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From: Jeeny Muniz (C)
Sent: Monday, November 05, 2018 2:16 PM
To: 'Andrew Kleppinger'
Subject: RE: Offer [redacted]

Andrew,

Please advise your client that GM is not offering a repurchase nor trade.
Advise them to get you a counter offer or can you provide me with the most current RO for customer concern.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

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kleppingerlaw.com

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Alorica on behalf of General Motors LLC
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Please reference the service request number.

Jeeny Muniz
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Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

From: Jeeny Muniz (C)
Sent: Monday, October 22, 2018 4:39 PM
To: andrew@kleppingerlaw.com
Subject: Offer [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

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Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Jeeny Muniz (C)

From:	Jeeny Muniz (C)
Sent:	Monday, October 22, 2018 4:39 PM
To:	'andrew@kleppingerlaw.com'
Subject:	Offer [redacted]
Attachments:	Offer[redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe

Andrew,

Please see attached.

Thank You,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.
Please reference the service request number.

Jeeny Muniz
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (866) 790-5700 - Ext. 5911894

PE18-012

GM

3-27-2019

Q3

Customer Name: [redacted]
SR#[redacted]
VIN#: 1GNSCBKC0GR[redacted]
Y,M,M: 2016 Chevrolet Tahoe
Miles: 16,269
::::::

Selling Dealer Name: (4) Bomnin Chevrolet Dadeland
BAC: 264[redacted]
A: 8455 S Dixie Hwy
Miami FL 33143
P: (305)740-7475

Service Manager: Juan Herrero
E: jc@bomninchevrolet.com

DMA: Todd Yorlano
P: (631)873-6176
E: todd.yorlano@gm.com
::
Servicing Dealer Name: (9) Keith Pierson Chevrolet
BAC: 288[redacted]
A: 30501 S Dixie Hwy
Homestead FL 33030
P: (305)247-2121

Service Manager: reinaldo Padron
E: rpadron@keithpiersonchevrolet.com

DMA: Todd Yorlano
P: (631)873-6176
E: todd.yorlano@gm.com
::
Servicing Dealer Name: (1) Bomnin Chevrolet West Kendall
BAC: 297[redacted]
A: 11701 Sw 152nd St
Miami FL 33177
P: (305)235-8200

Service Manager: Ruben Garcia
E: RG1@BOMNINAUTO.COM

DMA: Todd Yorlano
P: (631)873-6176
E: todd.yorlano@gm.com

::
Jeeny/BRCLegal/ATX/5911894
::

PE18-012

GM

3-27-2019

Q3

August 7, 2018

Andrew Kleppinger, Esq.
Law Office of Andrew Kleppinger
1360 S Dixie Hwy Ste 320
Coral Gables, FL 33146

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKC0GR[redacted]
Customer Relationship Specialist: Jeeny

Dear Mr. Kleppinger:

This is to advise that General Motors is in receipt of the above referenced case dated August 2, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

August 7, 2018

Andrew Kleppinger, Esq.
Law Office of Andrew Kleppinger
1360 S Dixie Hwy Ste 320
Coral Gables, FL 33146

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKC0GR[redacted]
Customer Relationship Specialist: Jeeny

Dear Mr. Kleppinger:

This is to advise that General Motors is in receipt of the above referenced case dated August 2, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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Sincerely,

General Motors

cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize

_____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 08/09/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GKS2GKC8GR[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 04/20/2019
Job Card Date: 08/09/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,083
Current Mileage: 55,000
Miles out of Warranty: 18,917

Repair

Total Repair Co t At Warranty Rate $1,500 00
Job Card / Repair Order Tier2
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 $600 00
Cu t/Dlr Participation Amount $900 00 / 60%
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 301[redacted]

Service Agent: STATEN ISLAND BUICK GMC

Contact Name: Steve Cravotta

Phone Number: 7189798900

Fax Number:

Contact Email Address: SCravotta@statenislandbuickgmc.com

Job Card*: [redacted]

Job Card Date: 08/31/2018

Reference Number: [redacted]

VIN: 1GKS2CKJ7GR[redacted] Investigate Vehicle History

Odometer: 34773

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount
Car Rental / Hire	1,102
<Make Selection>	

Net Item Total: 1,102.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,102.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Sep 11 12:52:09 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GKS2CKJ7GR[redacted]	[redacted]	2018-09-11

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 301[redacted]

Service Agent: STATEN ISLAND BUICK GMC

Contact Name: Steve Cravotta

Phone Number: 7189798900

Fax Number:

Contact Email Address: SCravotta@statenislandbuickgmc.com

Job Card*: [redacted]

Job Card Date: 08/31/2018

Reference Number: [redacted]

VIN: 1GKS2CKJ7GR[redacted] Investigate Vehicle History

Odometer: 34773

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
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- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 810.34

Part Numbers:

Net Item Type	Amount		
Sublet	375	[redacted]	[redacted]
<Make Selection>		[redacted]	[redacted]

Net Item Total: 375.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,185.34

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Sep 11 15:51:44 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GKS2CKJ7GR[redacted]	[redacted]	[redacted]
1GKS2CKJ7GR[redacted]	[redacted]	2018-09-11

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3

Advertisement

2016 GMC Yukon Pricing Report

Style: Denali Sport Utility 4D
Mileage: 34,770

Sell To Private Party

Private Party Range
$47,736 - $51,707
Private Party Value
$49,717

Valid for ZIP Code 27107 through 08/09/2018

Vehicle Highlights

Fuel Economy: City 15/Hwy 21/Comb 17 MPG	Max Seating: 8
Doors: 4	Engine: V8, EcoTec3, 6.2 Liter
Drivetrain: 4WD	Transmission: Automatic, 8-Spd
EPA Class: Standard Sport Utility Vehicles	Body Style: Sport Utility
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 6.2 Liter

Transmission
Automatic, 8-Spd

Drivetrain
4WD

Accessory Packages
Power Liftgate Release

Braking and Traction
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Keyless Start
Air Conditioning
Air Conditioning, Rear
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM/HD Radio
CD/MP3 (Single Disc)
Bose Surround Sound
SiriusXM Satellite
Navigation System
Bluetooth Wireless
OnStar

Safety and Security
Park Assist
Parking Sensors
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats
Heated Seats
Dual Power Seats
Leather
Quad Seating (4 Buckets)

Roof and Glass
Privacy Glass

Lighting
HID Headlamps
Daytime Running Lights

Exterior
Fog Lights
Running Boards

Cargo and Towing
Roof Rack
Towing Pkg

Wheels and Tires
Oversized Premium Wheels 20"+

Exterior Color
✓ Black

Glossary of Terms

Kelley Blue Book® Trade-In Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

© 2018 Kelley Blue Book Co., Inc. All rights reserved. 8/3/2018-8/9/2018 Edition for North Carolina 27107. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.18081)

PE18-012

GM

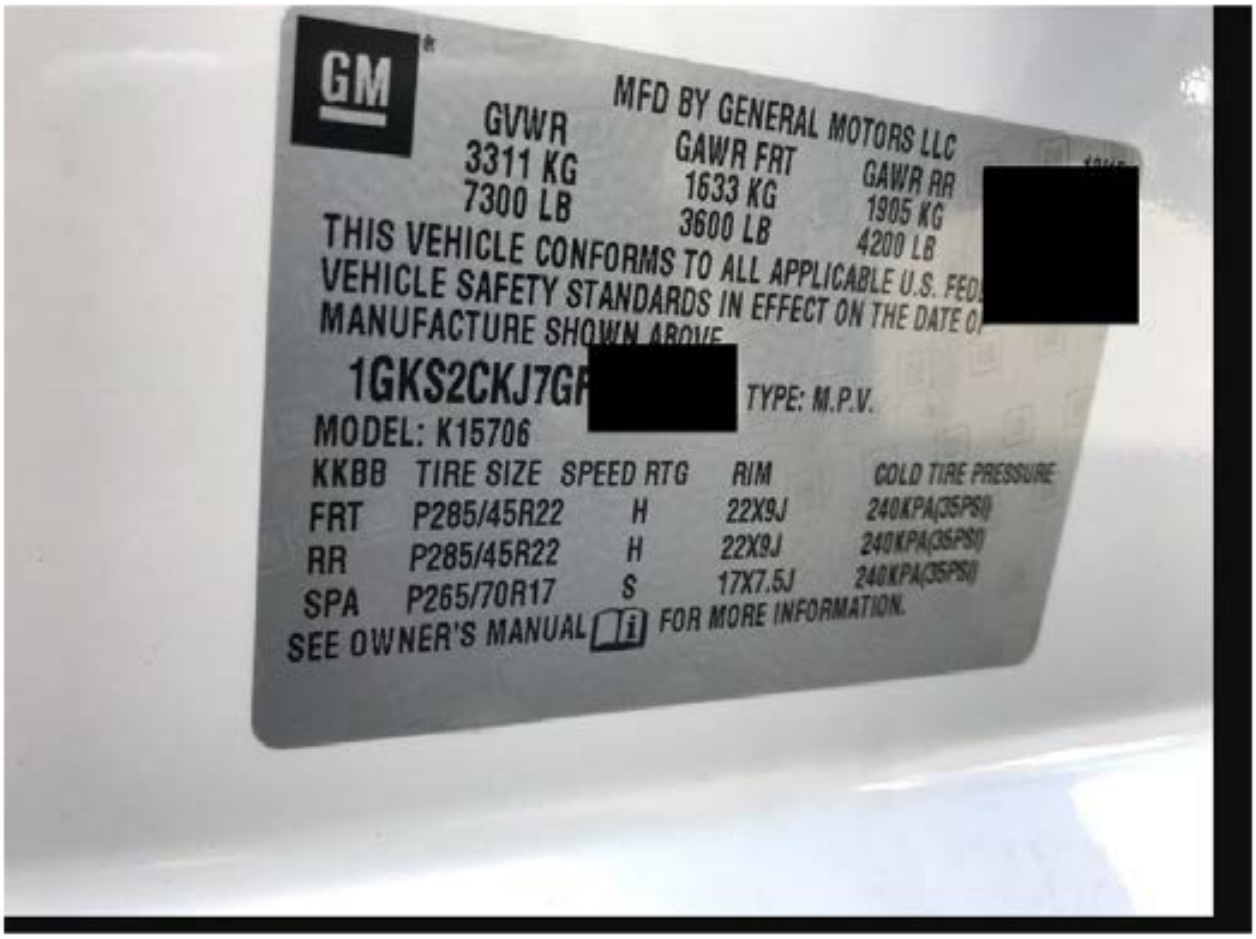
3-27-2019

Q3

[redacted] Dealership Photos

YUKON

BRIDGESTONE


GM
MFD BY GENERAL MOTORS LLC
GVWR
3311 KG
7300 LB
GAWR FRT
1633 KG
3600 LB
GAWR RR
1905 KG
4200 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FED.
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE O
MANUFACTURE SHOWN ABOVE
1GKS2CKJ7GR
TYPE: M.P.V.
MODEL: K15706
KKBB TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P285/45R22 H 22X9J 240KPA(35PSI)
RR P285/45R22 H 22X9J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 248KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

PE18-012

GM

3-27-2019

Q3

[redacted] [redacted] Revised Repair Estimate

8/15/2018

Additional repairs for case # [redacted]

2016 GMC Yukon VIN # 1GKS2CKJ7GR[redacted]

After replacement of vacuum pump, brake pedal still not proper. Removed brake master cylinder and found oil in brake booster. Failed vacuum pump had allowed engine oil to be pumped into brake booster. Brake booster is now not functioning properly due to oil contamination.

Replace brake booster, labor hours 1.0 x $130.29 = $130.29

Part brake booster – part # 23135220 $161.41

Total **$291.70**

Overall estimate:

Replacement of engine vacuum pump	$482.17	Already approved
Body repair to front bumper	$1,653.13	Already approved
Additional repairs to brake booster	$291.70	Newly submitted
New complete total	**$2427.00**	

Thank you,

Steve Cravotta
Service Manager

PE18-012

GM

3-27-2019

Q3

Staten Island Buick GMC

1855 Hylan Blvd
Staten Island, NY 10305
Phone 718-979-8900
Fax 929-233-7590

Attn; Gerry

Pages; 6 **(including cover)**

From; Steve Cravotta

Regarding; Case # [redacted]

Ro is included. Job # 4 is the one for the Body Damage And Rental. Submitting for Pre-Approval.

Thank You For Your Business

Thank you.
Steve Cravotta

BUICK

STATEN ISLAND BUICK GMC, LLC

1855 HYLAN BLVD.
STATEN ISLAND, NY 10305
718-979-8900

GMC

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DONNA BORSARI 668482	[redacted]	08/31/18	[redacted]
	LABOR RATE: 130.29 / LICENSE NO. / MILEAGE: 34,773		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 16/GMC/YUKON/4DR SUV 4WD		DELIVERY DATE: 06/17/16	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 C K J 7 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / R.O. NO.		R.O. DATE: 07/30/18	
	COMMENTS			MO: 34806

JOB# 1 CHARGES

LABOR

J# 1 40GCZ BRAKES HOURS: 2.40 TECH(S):366147 312.70

CUSTOMER STATES THE CAR WOULD NOT STOP AND HE HIT SOMETHING WITH THE FRONT BUMPER
CHECK BRAKE SYSTEM, FOUND ENGINE VACUUM PUMP WEAK, FOUND CODE C025E, FOUND PUMP ONLY HAS 10 LBS OF PRESSURE. CONTACT GM PRODUCT ASSISTANCE CLAIMS CENTER CASE # [redacted]
OBTAIN AUTHORIZATION TO REPLACE VACUUM PUMP.
REPLACE VACUUM PUMP, NOW HAS PROPER PRESSURE.
STILL HAS BRAKE CONCERN.

CLAIM # [redacted]

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12669488	PUMP 3.280 Y	121.06	121.06	169.48	169.48
				COST TOTAL	121.06		
					TOTAL - PARTS		169.48

JOB# 1 TOTALS

LABOR	312.70
PARTS	169.48
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	482.18

JOB# 3 CHARGES

LABOR

J# 3+40GCZ01 BRAKE CONCERN HOURS: 1.00 TECH(S):366147 130.29

AFTER VACUUM PUMP REPLACED, BRAKE PEDAL WAS STILL HARD.
RE-INSPECT BRAKE PRESSURE SYSTEM
REMOVE BRAKE MASTER CYLINDER, FOUND ENGINE OIL IN BRAKE BOOSTER ASSEMBLY.
OIL ENTERED BRAKE BOOSTER DUE TO FAULTY VACUUM PUMP.
REPLACE BRAKE BOOSTER.
ROAD TEST VEHICLE - BRAKE SYSTEM WORKING NORMALLY.

CLAIM # [redacted]

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	23135220	BOOSTER 4.805 Y	80.71	80.71	112.99	112.99
				COST TOTAL	80.71		
					TOTAL - PARTS		112.99

JOB# 3 TOTALS

LABOR	130.29
PARTS	112.99
JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL	243.28

JOB# 4 CHARGES

LABOR

J# 4+70GCZ SUBLET HOURS: TECH(S):366147 0.00

CUSTOMER CLAIMS WHEN BRAKE PEDAL WAS NOT WORKING PROPERLY
CUSTOMER HIT OBJECT AND DAMAGED FRONT BUMPER
GM PAC CASE # [redacted]
SEND PICTURES OF DAMAGE AND ESTIMATE TO GM FOR REVIEW.

NYS - DLR. LIC. NO. 7122345
NYC - DCA LIC. NO. 2052496

The Reynolds and Reynolds Company (CANADA) Inc.

2018-08-31 13:38 SI Buick GMC 929 233 7593 >> DCWIPVMCAR018 P 2/6

BUICK

STATEN ISLAND BUICK GMC, LLC

1855 HYLAN BLVD.
STATEN ISLAND, NY 10305
718-979-8900

GMC

[redacted]

CUSTOMER NO	ADVISOR	INVOICE DATE	INVOICE NO.
[redacted]	DONNA BORSARI 668482	08/31/18	[redacted]
	LABOR RATE: 130.29 / LICENSE NO: / MI PAID: 34,773	COLOR: /	STOCK NO:
	YEAR / MAKE / MODEL: 16/GMC/YUKON/4DR SUV 4WD	DELIVERY DATE: 06/17/16	DELIVERY MILES:
	VEHICLE ID NO: 1GKS2CKJ7GR[redacted]	CALLING CARD NO:	PRODUCTION DATE:
	R.O. NO.:	P.O. NO.:	R.O. DATE: 07/30/18
	COMMENTS:		

MO: 34806

GM AUTHORIZED REPAIRS TO FRONT BUMPER ASSEMBLY.
REPLACE FRONT BUMPER COVER AND REFINISH, REPLACE PARKING
SENSOR AND PARKING SENSOR HARNESS.
SUPPLY RENTAL VEHICLE WHILE REPAIRS ARE COMPLETED

CLAIM #[redacted]

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	84407940	FASCIA 7.831 N	613.39	613.39	723.75	723.75
	1	23381387	HARNESS 7.195 N	61.85	61.85	86.59	86.59
				COST TOTAL	675.24		
					TOTAL - PARTS		810.34

SUBLET	POW	VEND INV#	INV.DATE	DESCRIPTION		
	1755	1802	08/27/18	body repair		375.00
	1829	329220	08/31/18	RENTAL CAR		1102.00
					TOTAL - SUBLET	1477.00

JOB# 4 TOTALS

PARTS		810.34
SUBLET		1477.00
JOB# 4 JOURNAL PREFIX GCMS	JOB# 4 TOTAL	2287.34

JOB# 5 CHARGES

LABOR

J# 5151GCZ BODY REFCRTCN HOURS: 2.40 TECH(S):366147 312.70

AFTER REPAIRS WERE COMPLETED TO BRAKE SYSTEM AND TO FRONT
BUMPER
FOUND "SERVICE PARK ASSIST SYSTEM" ON DASH
SCAN SYSTEM FOR CODES, NO CODES IN SYSTEM. FOLLOW DIAGNOSTIC
TIP APPLICABLE. FOUND CODES IN SEAT MEMORY MODULE. DIAGNOSE
AND FOUND LEFT HEPSTIC MOTOR NOT WORKING, WIRES OPEN
CIRCUIT.
REMOVE LEFT FRONT SEAT ASSEMBLY
REPLACE LEFT FRONT SEAT HEPSTIC MODULE AND ACTUATOR,
REINSTALL SEAT.
CLEAR CODES AND CONFIRM REPAIRS

CLAIM #[redacted]

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	84287377	ACTUATOR 7.195 N	33.08	33.08	46.31	46.31
	1	84153946	SENSOR PK 7.831 N	99.14	99.14	138.80	138.80
				COST TOTAL	132.22		
					TOTAL - PARTS		185.11

JOB# 5 TOTALS

LABOR		312.70
PARTS		185.11
JOB# 5 JOURNAL PREFIX GCMS	JOB# 5 TOTAL	497.81
R/O TAX		0.00
R/O TOTALS		3510.61

NYS • DLR. LIC. NO. 7122345
NYC • DCA LIC. NO. 2052496

The Reynolds and Reynolds Company (Canada)

2018-08-31 13:39 SI Buick GMC 929 233 7593 >> DCWIPVMCAR018 P 3/6

[redacted]

BUICK

STATEN ISLAND BUICK GMC, LLC

1855 HYLAN BLVD.
STATEN ISLAND, NY 10305
718-979-8900

GMC

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: DONNA BORSARI 668482	TAG NO. [redacted]	INVOICE DATE: 08/31/18
	LABOR RATE: 130.29	INCURRED NO.	MILEAGE: 34,773
	YEAR / MAKE / MODEL: 16/GMC/YUKON/4DR SUV 4WD		OPTION: /
	VEHICLE I.D. NO.: 1GKS2CKJ7GR [redacted]		EST. DELIVERY DATE: 06/17/16
	P.O. NO.	R.O. NO.	DELIVERY MILES
	COMMENTS		PRODUCTION DATE
			RO DATE: 07/30/18

MO: 34806

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	755.69	1277.92	1477.00	0.00	0.00	0.00	0.00	3510.61
CLAIM TOTALS	755.69	1277.92	1477.00	0.00	0.00	0.00	0.00	3510.61

APPROVED BY SIGNATURE

NYS • DLR. LIC. NO. 7122345
NYC • DCA LIC. NO. 2052496

SERVICE FILE COPY-W

END OF INVOICE 01:18pm

The Republic and Republic Company Insurance

2018-08-31 13:39 SI Buick GMC 929 233 7593 >> DCWIPVMCAR018 P 4/6

[redacted] 1.00 [redacted] [redacted]
Bumper and Sensor

[redacted]	$0.00	[redacted]	$0.00
[redacted]	$375.00	[redacted]	$0.00
		[redacted]	$375.00
		[redacted]	$0.00
		[redacted]	$375.00

TRACK
AUTO BODY
1264 Castleton Ave, Staten Island, NY 10310
t 718.442.2964 fax 718.442.2965
e 1astrackautobody@outlook.com

DCA# [redacted]
DMV# [redacted]

Invoice

Number: [redacted]
Date: 8/24/2018

Bill To:
ISLAND BUICK GMC

Vehicle Information
2016 YUKON
1GKS2CKJ7GR[redacted] RO# [redacted]

Po Number	Date	Estimator	Service Rep	Promise Date

Description	Quantity/Hours	Price/Rate	Tax	Amount
Replsced and Refinished Front Sumper and Sensor	1.00	$375.00		$375.00

Amount Paid	$0.00	Discount	$0.00
Amount Due	$375.00	Shipping/Other	$0.00
		SubTotal	$375.00
		Sales Tax 8.875% on $0.00	$0.00
		Total	$375.00

PE18-012

GM

3-27-2019

Q3

[redacted] Repair Estimate

Staten Island Buick GMC
1855 Hylan Blvd.
Staten Island, NY 10305
718-979-8900
www.StatenIslandBuickGMc.com

Estimate for repair (mechanical).

2016 GMC Yukon 1GKS2CKJ7GF[redacted] RO #[redacted]

Replace engine vacuum pump, labor hours	1.4 x $130.29 =	$182.40
Diagnosis time	1.0 x $130.29 =	$130.29
Part Vacuum Pump – part # 12669488		$169.48
Total		**$482.17**

Fast Track Auto Body And Repairs, INC.

Workfile ID: 1f1f206

1264 Castleton Ave, Staten Island, NY 10310
Phone: (718) 442-2964
FAX: (718) 442-2965

Estimate

RO Number:

Customer:	Insurance:	Adjuster:	Estimator: Alfonso Perri
Island Buick GMC	OTHER	Phone:	Create Date: 8/10/2018
		Claim:	
		Loss Date:	
(718) 979-8900		Deductible:	

2016 GMC Yukon Denali 4WD 4D UTV 8-6.2L Flex Fuel Direct Injection

VIN:	1GKS2CKJ7GR[redacted]	Interior Color:	Mileage In:	Vehicle Out:
License:		Exterior Color:	Mileage Out:	
State:		Production Date:	Condition:	Job #:

Line	Ver	Operation	Description	Qty	Extended Price $	Part Type	Labor	Type	Paint
1	E01		**FRONT BUMPER**						
2	E01	Sublet	Hazardous waste removal	1	10.00T	Other			
3	E01	Remove/Replace	O/H front bumper				2.9T	Body	
4	E01	Remove/Replace	Bumper cover	1	772.32T	OEM	0.0T	Body	2.8T
5	E01		Add for Clear Coat						1.1T
6	E01	Remove/Replace	Add for fog lamps				0.3T	Body	
7	E01	Remove/Replace	Bumper cover bolt	1	5.98T	OEM			
8	E01	Remove/Replace	RT Bumper cover bracket	1	15.10T	OEM			
9	E01	Remove/Replace	Park sensor	1	165.23T	OEM	0.1T	Body	0.2T
10	E01		Add for Clear Coat						0.1T
11	E01	Remove/Replace	Cover Car	1	10.00T	Other			
12	E01		Color tint / color match	1	0.50T	Other			
13	E01	Repair	Color sand and buff				1.0T	Body	
14	E01	Remove/Replace	Flex additive	1	10.00T	Other			
15	E01	Remove/Replace	Corrosion protection primer	1	1.00T	Other			

Estimate Totals	Discount $	Markup $	Rate $	Total Hours	Total $
Parts					980.13
Sublet/Miscellaneous					10.00
Labor, Body			60.00	4.3	258.00
Labor, Refinish			60.00	4.2	252.00
Material, Paint			30.00	4.2	126.00
Material, Shop			30.00	1.1	33.00
Subtotal					**1,659.13**

Estimate

RO Number:

2016 GMC Yukon Denali 4WD 4D UTV 8-6.2L Flex Fuel Direct Injection

Sales Tax	136.07
Grand Total	**1,795.20**
Net Total	**1,795.20**

Estimate Version	Total $
Original	1,795.20

Insurance Total $:	0.00
Received from Insurance $:	0.00
Balance due from Insurance $:	0.00
Customer Total $:	1,795.20
Received from Customer $:	0.00
Balance due from Customer $:	1,795.20

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 08/14/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCJKC3FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/09/2018
Job Card Date: 08/14/2018
Days out of Warranty: 97

Mileage

Component's Warranty End Mileage (Miles): 36,049
Current Mileage: 49,940
Miles out of Warranty: 13,891

Repair

Total Repair Cost At Warranty Rates: $900.00
Repair Group: Brakes
Job Card / Repair Order : [redacted]

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 *
Cust/Dlr Participation Amount: $900.00
Agreed upon Customer/Dealer Participation Amount:

*** 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.

[redacted]

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

- [redacted]

GMC - Recall Question On A Vehicle I Own-Additional Info:Vin# FG[redacted]

Hi GMC, I recently had my vacuum pump replaced and I paid out of pocket for the repairs. Afterwards, I found that there was a service bulletin put out for that part in June of 2016. My trucks warranty ended at 39,000 miles and I'm now at appx. 46,000 miles. Would GMC Service compensate me back for the money spent on the repair?

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

Caller English

System [6:15:28 PM]:

Welcome to chat.

Allyson [6:15:47 PM]:

Thank you for contacting GMC Customer Assistance,[redacted]! My name is Allyson. I see that you have a recall question about your vehicle. We also have a great self-service tool where you can check for recalls anytime at www.my.gm.com/recalls. Please allow me 1-3 minutes to review your pre-chat notes.

[redacted] [6:16:22 PM]:

Thanks Allyson.

Allyson [6:17:09 PM]:

Thank you for your inquiry! I am so sorry to hear that you experienced a concern with the vehicle's vacuum pump. I can certainly understand how this situation can be frustrating and would be happy to look further into this. A Technical Service Bulletin (TSB) is an aid provided by GM to GM Dealerships to assist them with properly and efficiently diagnosing and/or repairing a vehicle concern. TSB's are not intended to be used as determination of a known concern or to indicate additional coverage beyond the original warranty parameters.

Allyson [6:17:18 PM]:

What dealership performed the repairs?

[redacted] [6:17:35 PM]:

It was Hardin Buick/GMC in Anaheim, California.

[redacted] [6:18:48 PM]:

I picked up my truck from body shop for a bumper repairs on Saturday evening. It was then that i noticed something amiss with the brakes. I took my truck in this morning for diagnostics and repairs at Hardin.

[redacted] [6:20:04 PM]:

About 2 hours after I picked it up, my insurance company called me and let me know there was a service bulletin on that issue. The insurance company was involved because I reported to them that I was having brake issues after picking up my truck at one of their preferred body shops.

Allyson [6:21:55 PM]:

Thank you. How much did the brake repairs cost?

[redacted] [6:22:36 PM]:

The total was $688.46

Allyson [6:23:24 PM]:

Thank you. As your time is valuable and we value you as a customer, what I would like to do escalate your case to a specialist. The specialist will continue to work with you and your dealership to resolve your concerns. They will contact you within one business day to assist you further.

Allyson [6:23:30 PM]:

Thank you! If the pre-chat information you provided when initiating this chat is correct, can you please confirm your home mailing address? This information will be used for documenting purposes and to ensure your vehicle is associated with your up-to-date contact information in our system. If your vehicle is associated with you in our system, you will receive notification in the event a recall, additional coverage, and/or a Customer Satisfaction Program is attached to your VIN.

[redacted] [6:23:48 PM]:

Thanks Allyson. I appreciate it.

[redacted] [6:25:33 PM]:

And for the record, Hardin Buick GMC did a fantastic job with service/repairs. I don't believe either of us were aware of the bulletin--but now that I know there was a bulletin issued, I wanted to inquire about whether GMC would take care of the cost. Thanks!

Allyson [6:25:51 PM]:

You are so very welcome, Tony! That is great to hear! I will be documenting that information in your case. For your reference, your case number is [redacted]

Allyson [6:26:09 PM]:

Do you have any additional questions for me at this time?

[redacted] [6:26:23 PM]:

Thank you. No, not at this time. Thank you again Allyson.

Allyson [6:27:02 PM]:

You are welcome! Thank you for taking the time to chat in with GMC Customer Assistance and allowing me the opportunity to assist you! If you have any additional questions or concerns, please feel free to contact us back. We are here to chat Monday - Friday, from 8 am - 9 pm EST, and Saturday, from 9 am - 9 pm EST. You may also call in at 1-866-790-5600. Have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Recipient Data:
Time Finished: 2018-08-15 17:17:50 EDT
IP: 198.208.47.88
ResponseID: R_[redacted]
Link to View Results: Click Here
[redacted]

Response Summary:

Personal Information (Required)
Employee First Name Ryan
Employee Last Name Bosn
Employee Phone Number [redacted]
Employee Email ryan.s.bosn@gm.com

Optional
Employee City Brighton
Employee State Michigan
Employee Zip Code 48114

Vehicle Identification Number (VIN) 1GNSKJKC4FR[redacted]
Involved Dealership Champion Buick GMC - Brighton, MI

Please provide a brief description of the problem
Vehicle is a personally-owned 2015 Suburban with 50,000 miles. On 8/14/18, my wife was driving the vehicle when she experienced a sudden loss of brake assist. She described it as if the vehicle were "sliding on ice, unable to stop". She was able to bring the vehicle to a stop with high effort on the brake pedal. I inspected the vehicle that evening, including a GDS2 scan of the EBCM. There was a C0299 DTC "Brake Booster Large Vacuum Leak Detected" in history in the EBCM. Brake pedal also required a large amount of pedal effort to slow the vehicle. I have submitted SUFS# SUFS081518NWAEWSE for "Loss or degradation of vehicle deceleration (LVD) - Loss of Brake Assist".

The next day (8/15/18), I drove it to Champion GMC of Brighton, approximately (1) mile from home. There, the dealer technician diagnosed it as having a faulty brake vacuum pump (via the C0299 DTC and via a vacuum reading below spec while the vacuum pump was in operation). The vacuum pump was replaced and the vehicle was returned to us.

I am submitting this to "Help a Customer" for the following reasons:

1) Loss of brake assist is a safety concern. My wife found the vehicle to

be unsafe after this experience and refused to drive it until repaired.

2) As a 2015 vehicle, my Powertrain Limited Warranty is effective until 03/20/2020 or 100,000 miles. My vehicle has 50,000 miles. The engine portion of the powertrain warranty states that it includes "all internally lubricated parts." The vacuum pump is driven by the engine and lubricated by pressurized engine oil from the block.

3) Despite #1 and #2, the vacuum pump was replaced at my expense (~$737) by the dealer. The dealer determined that the part replaced (12669488 - Vacuum Pump Asm) and labor operation used (4023850) are not covered under the powertrain warranty.

4) As an internally engine-lubricated, powertrain-released part, the vacuum pump should be covered under the powertrain warranty. I am seeking reimbursement from GM for the cost of this repair.

Is this a safety issue?
Yes

Has a Speak Up For Safety report been submitted?
Yes