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

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:21:55 AM]:

Welcome to chat.

Nisa [10:22:04 AM]:

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

Nisa [10:23:33 AM]:

Thank you for chatting. I am here to assist you.

[redacted] [10:23:39 AM]:

Hello. Several weeks ago I started having problems with my breaks. I had to press on the pedal extra hard for my vehicle to stop. Took it to a dealership and they worked on my vehicle. Again this week I'm having break problems.

[redacted] [10:24:17 AM]:

Is there a recall on any breaks components?

Nisa [10:25:02 AM]:

Hi, [redacted] I am sorry to hear that you're having a concern with your brakes. I'll be glad to check if there's recall related to it.

Nisa [10:25:08 AM]:

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

[redacted] [10:25:43 AM]:

I'm at the dealership and they are working on my vehicle right know. It has 35k miles

[redacted] [10:25:59 AM]:

I don't know the vin of the top of my head

Nisa [10:26:34 AM]:

All right. Recalls are VIN specific. Let me try to pull up the VIN using your contact information.

[redacted] [10:26:43 AM]:

Ok.

Nisa [10:27:38 AM]:

May I have your home address, please?

[redacted] [10:28:15 AM]:

Yes. [redacted]

Nisa [10:28:33 AM]:

Thank you so much! May I know the year and model of your vehicle?

[redacted] [10:29:01 AM]:

2016 Chevrolet Tahoe LT

Nisa [10:31:10 AM]:

Thank you. What's the name of the GM dealer that you're working with?

[redacted] [10:31:49 AM]:

Right now I'm at [redacted]

[redacted] [10:32:06 AM]:

I always come here.

Nisa [10:34:16 AM]:

Thank you. Did the dealer give you recommendation regarding this concern?

[redacted] [10:37:12 AM]:

The first time I had to go to a different dealership because I was out of town. They told me they fixed it, but that if I had any problems to take it to the dealership in my hometown, which is what I'm doing today. I'm concerned that my breaks will fail and also what happens when my warranty expires (if I still keep having problems with my breaks).

Nisa [10:38:04 AM]:

I understand where you're coming from. I want to provide you with the best assistance possible so that we can get your concerns addressed and resolved to your satisfaction. What does a fair resolution looks like to you?

Nisa [10:40:08 AM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [10:40:32 AM]:

That my breaks get fixed and If I still have problems later on that they get fixed at no charge to me. But most important that I'm guaranteed that my breaks will not fail especially when I have my little girls in the vehicle.

Nisa [10:42:31 AM]:

I understand that it's a safety concern. I created a claim for your concern and please take note of this service request number for your reference, [redacted]

Nisa [10:42:43 AM]:

Based on the information that you have shared with me, I will need to forward your concern to a Senior Advisor that specializes in this area. They will work with the Customer Experience Manager at your dealership to resolve this concern and someone will be in contact with you within 2 business days.

Nisa [10:42:50 AM]:

May I know the best time to call you, [redacted]

[redacted] [10:43:25 AM]:

Ok. Anytime after 5

[redacted] [10:43:33 AM]:

Pm

Nisa [10:43:41 AM]:

I'll take note of that.

Nisa [10:43:49 AM]:

May I address any further questions or concerns for you at this time?

[redacted] [10:44:14 AM]:

No. Thank you.

Nisa [10:44:58 AM]:

You're most welcome. If any other questions arise, please feel free to contact us at any time. Thank you for contacting Chevrolet Customer Assistance. Have a nice day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



July 30th 2018 Tony/Corey Rancho Grande Motors San Luis Obispo Ca. 2015 GMC Brake Failure Issues

1. This brake problem has occurred various times since the purchase of the truck always in stop and go traffic when traveling slow. It always seemed to stop when you were out of traffic. Each time this happened the brake fluid level was checked with no loss of fluid.
2. On a trip to our daughter's memorial weekend 2018 in traffic on the 405 after continued use of the breaks in stop and go traffic the brake pedal turns hard and does not stop the truck unless you are really pushing hard like having to straighten your leg out or standing on the brakes to get it to stop. Brake pedal pulsates when pushing hard. Pulled over checked the brake fluid all seemed fine. Started driving again after a few miles it started again got to destination. On trip home the brakes failed again in traffic then stopped, finished the trip with brake issue going away after returning to our normal traffic, problem seemed to be in continued use of the brakes in stop and go traffic.
3. Last week truck started doing the same thing in regular traffic situations only driving in and around San Luis Obispo County but more consistent stopped by Rancho Grande Motors described problem to Tony and Corey in service department, Corey indicated this is something he has heard of and possibly in the vacuum booster we need to make an appointment to get the truck in the following week. On the trip from San Luis to Paso Robles in normal driving situation traffic came to a stop near Atascadero when I went to apply the brakes the truck would not stop hard peddle again had to swerve of the road to the right to avoid an accident. (this is a very dangerous situation) I called Tony at Rancho Grande Motors and explained, he indicated I should not be driving the truck and said I could get it in at 1:30 PM on Monday. At this time the brakes no longer work properly at all, very hard brake pedal as if the power booster and brake system in the truck has completely failed (Power assist light on instrument panel is on constantly). Brake pedal pulsates when applying the brakes pushing very hard to stop the truck. Truck has not been driven will take to Rancho Grande on Monday 7/30/18.

In Conclusion I have looked this problem up on Complaints. Com and it seems this is an ongoing problem with the 2015 Sierra 1500 and other year mode GM vehicles according to TSB # PIT5361B. I believe this to be a very serious GM problem that needs immediate attention as this brake failure could cause a serious accident if not a fatality in a pedestrian situation in slower traffic situations around town if the failure happens as the articles describe. This failure could also cause a serious accident with mutable vehicle damage if not serious injuries as in my case of having to drive off the road to avoid an accident.

Thank you,

[redacted]

Received a phone call Cory Vegas 7/31/18 around 5:00 pm truck braking system was fine when their technician got in my truck where I had parked it at their service window at 1:30 pm on 7/30/18. (I disputed this, the brakes had been in failed mode with power assist light on for the previous 6 days and was not working braking system had nothing but a hard pedal when I parked the truck there) Corey indicated they found the problem to be the vacuum booster pump (which he had indicated on my visit

to the Facility on July 25th when I stopped by to report the brake failure to start with., he said he had heard of this problem previously. At this time, he said they had a pump in stock and would install it first thing in the morning hope fully by noon. He also indicated that he found no bulletins from General Motors on this brake issue which I had pointed a TSB # PIT5361B describing this issue in multiple GM vehicles. Received call from Corey at 12:15 pm on 8/1/18 that the truck was repaired working great he would he would get it to Vintage Auto Body. I did ask that the exchanged vacuum pump be put in the bed of my truck, which Cory indicated was already done. I will schedule pick up when truck is back from Vintage Auto Body. I clearly stated to Corey that my concerns in the matter of the braking system failure was not about the costs of repairs, or any disregard to Rancho Grande Motors in any way. My overall concern is for the overall safety of the driver of the vehicle, pedestrians, or an accident that the direct cause could be because of a known brake failure in GM vehicles. Brake failure problems with any vehicle should be considered part of the drive train no matter what the direct cause is. No person or company should ever put production or costs before safety when someone could be hurt or killed. This is why I strongly fill that this brake failure issue needs to be addressed by General Motors. 2:15 PM call from Corey Ranch Grande Motors found other problems with the brake system needed to order additional parts, switches to control oil pressure to cam shafts in the steering column area. Truck will be finished possibly tomorrow. 8/3/18 Corey called truck was back from Vintage Auto Body and back at their facility ready for pick up any time after 4:14 PM. Truck was picked up seemed fine requested conversation with Cory and Terry together, Terry was busy Corey and I discussed my issues with the safety of the brake system overall he said he would have Terry call me the first of the week. Terry did call and give me the contact information to General; Motors. 3:30 PM 8/6/18. While I was there another GMC truck was towed into the facility with the same issue. Don't know the year of the truck? I am requesting a follow up from General Motors regarding the brake failure in the GM pickup that I am currently driving. (2015 GMC Sierra crew cab two-wheel drive approximately 81,000 miles.

08/06/2018

[redacted]

PE18-012

GM

3-27-2019

Q3



Chevrolet - Concern On A Vehicle I Own-Additional Info:would like information on service bulletin for 2015 Silverado. VIN#FG[redacted]

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

Caller English

System [8:16:22 PM]:

Welcome to chat.

Brandon [8:16:52 PM]:

Thanks for contacting Chevrolet Customer Assistance,[redacted]. My name is Brandon. I apologize to see you are experiencing a vehicle concern.

[redacted] [8:17:31 PM]:

can you tell me about service bulletin # PIT5361

Brandon [8:18:01 PM]:

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

[redacted] [8:18:29 PM]:

[redacted]

[redacted] [8:18:40 PM]:

[redacted]39305

[redacted] [8:18:52 PM]:

27,238

Brandon [8:18:56 PM]:

Thank you for that information. What concerns are you having with the vehicle?

[redacted] [8:20:03 PM]:

My wife was driving and the brakes stopped working and she barely rolled to a stop. but when she backed up they worked fine but when she went forward again they failed again

Brandon [8:20:43 PM]:

Technical Service Bulletins are provided by GM (or Chevrolet) to GM (or Chevrolet) 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 common concern or to indicate additional coverage beyond the original warranty parameters. I have created a case in regards to your concerns. Your case number is [redacted]

Brandon [8:21:24 PM]:

Have you received a chance to have the vehicle visually inspected and diagnosed by your local Chevrolet dealer for this concern?

[redacted] [8:23:44 PM]:

yes the truck is at Nelson hall Chevrolet in meridian ms and they say they looked at it today and did not find anything wrong. I read online of several other vehicle owners who had the same problem only some ran into the vehicle in front of them. that is where I got the service bulletin info from. the dealer says they will look harder at it tomorrow again

Brandon [8:24:38 PM]:

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

[redacted] [8:25:36 PM]:

we had it towed there today at about 1000

Brandon [8:26:45 PM]:

I truly understand your frustrations. Your family safety is extremely important to us here at Chevrolet. To better assist you, what type of resolution are you seeking from Chevrolet?

[redacted] [8:27:19 PM]:

have the problem diagnosed and fixed as soon as possible

Brandon [8:29:10 PM]:

Our dealerships are able to visually inspect the vehicle and diagnose the vehicle. Does the concern occur intermittently or all the time?

[redacted] [8:30:04 PM]:

This was the first time it ever happened.

[redacted] [8:32:06 PM]:

she was pulling into a parking space and when she stepped on the brakes the vehicle would not stop and kept rolling until she bumped the curb stop. She backed up and stopped fine and then when she went forward to adjust the vehicle she lost the brakes again but stopped by the curb stop.

Brandon [8:32:58 PM]:

Does the brakes create any noises?

[redacted] [8:33:14 PM]:

no noise

Brandon [8:34:41 PM]:

What I can suggest is after the dealership has performed there final attempt inspection. If they are unable to duplicate the concern, please contact us back so that we can escalate your case to a Senior Advisor.

Brandon [8:35:00 PM]:

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

[redacted] [8:35:44 PM]:

how do I go about contacting you back if the problem still exists?

Brandon [8:36:18 PM]:

You are able to chat back in or contact us 800-222-1020.

Brandon [8:36:40 PM]:

You may also reach us at 866-790-3500.

[redacted] [8:37:00 PM]:

will it be of any help if I give the service people the service bulletin number I gave you?

Brandon [8:37:34 PM]:

They are able to view all Service Bulletins within there system.

[redacted] [8:37:49 PM]:

ok thank you

Brandon [8:38:19 PM]:

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

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



General Motors Policy Evaluation Tool

Date: 09/06/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GNSCKKC0FR[redacted] **Make** Chevrolet
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: 03/27/2017
Job Card Date: 09/06/2018
Days out of Warranty: 528

Mileage

Component's Warranty End Mileage (Miles): 36,006
Current Mileage: 68,000
Miles out of Warranty: 31,994

Repair

Total Repair Co t At Warranty Rate $5,000 00
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 $500 00
Cu t/Dlr Participation Amount $4,500 00 / 90%
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.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [10:01:28 AM]:

Welcome to chat.

Jovelle [10:01:35 AM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Jovelle.

Jovelle [10:01:37 AM]:

Please give me 2 to 3 minutes to review your concern.

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

ok, thank you

Jovelle [10:02:51 AM]:

Thank you for waiting. I'm sorry to hear that you're having concerns about your vehicle. I appreciate you bringing this to our attention, so that we can deal with this immediately.

Jovelle [10:02:54 AM]:

Have you taken the vehicle to a GM dealer for diagnosis?

[redacted] [10:04:02 AM]:

No. It is at a local garage being repaired and that is how we found out what was wrng.

Jovelle [10:05:18 AM]:

I’m looking at your vehicle’s profile. I see here that the vehicle doesn't have any recall related to the issue that you're having.

Jovelle [10:05:42 AM]:

Just to make sure that I'm looking at the right profile here, can you verify your address and phone number, please?

[redacted] [10:07:17 AM]:

Are there high number of reports for this part? Please document our issue for future reference.

Jovelle [10:08:06 AM]:

I can certainly create a ticket for this. In case we need to send you a notice in the mail for your vehicle, may I have your mailing address and phone number?

[redacted] [10:09:07 AM]:

it is already on file. we already recieve recall notices.

Jovelle [10:09:57 AM]:

I understand. I'm now creating a ticket for this issue. By the way, is the vehicle under your name?

[redacted] [10:11:11 AM]:

The vehicle is under my wife's name as primery

Jovelle [10:12:46 AM]:

Thank you.

Jovelle [10:13:07 AM]:

I'm also looking at your vehicle’s profile and I see here that your vehicle's Powertrain warranty is still active I understand that you're working with a mechanic right now about this issue. In order for us to determine if this part that you're having issues with is covered under your Powertrain warranty, we recommend taking the vehicle to a Chevrolet dealer for a proper diagnosis.

Jovelle [10:14:06 AM]:

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

Jovelle [10:14:30 AM]:

At this time I can assist you in locating the dealer information and the best way to schedule an appointment.

[redacted] [10:15:29 AM]:

We understand that braking components are not part of the powertrain warranty.

Jovelle [10:16:59 AM]:

I understand. I will take note of everything. By the way, I want to share a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

Jovelle [10:17:18 AM]:

Your case number is [redacted]

Jovelle [10:17:20 AM]:

Is there anything else I can help you with today?

[redacted] [10:18:38 AM]:

Thank you for your time. I am not in need of further help at this time. Have a good day.

Jovelle [10:18:48 AM]:

Thank you for contacting Chevrolet Customer Assistance. Have a good day, [redacted]

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



VEHICLE SERVICE CONTRACT REGISTRATION PAGE

GMC PROTECTION PLAN

CONTRACT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]				
CUSTOMER'S STREET ADDRESS [redacted]		CITY [redacted]		
STATE [redacted]	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]	[redacted]	
LIENHOLDER (NEEDED ONLY WHEN VSC IS INCLUDED WITH VEHICLE FINANCING) ,			VEHICLE PURCHASE DATE 7/24/2016	CONTRACT PURCHASE DATE 9/26/2018
ODOMETER READING AT CONTRACT PURCHASE DATE 27158	CONTRACT PURCHASE PRICE $2800	VEHICLE IDENTIFICATION NUMBER 3GTP1MEC7GG[redacted]		
YEAR 2016	MAKE GMC	MODEL SIERRA C1500 SLE	VEHICLE IN-SERVICE DATE	SURCHARGED COVERAGE
UNDERLYING FULL FACTORY WARRANTY 3 / 36000	CONTRACT TERM (Months/Miles) See Provisions "1. CONTRACT PERIOD" 48 / 60000	DEDUCTIBLE PER VISIT (If blank, $100 Per Visit) $0 Per Visit		DEALER BUSINESS ASSOCIATE CODE (BAC) [redacted]
SELLING DEALER General Motors Customer Assistance		ADDRESS 100 Renaissance Center Drive		
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER

YOUR CONTRACT EXPIRES ON 10/25/2022
OR WHEN YOUR VEHICLE'S ODOMETER READS 88158
WHICHEVER OCCURS FIRST

WHAT IS COVERED	SEE **SCHEDULE OF COVERAGES** SECTION OF THE **CONTRACT** FOR COVERAGE DETAILS.
	Platinum
ADDITIONAL BENEFITS	**RENTAL CAR, TOWING/ROAD SERVICE, TRIP INTERRUPTION, LOST KEY/LOCKOUT**

You (the **Contract** Holder), acknowledge that: The information contained above is, to the best of **Your** knowledge, true; **You** understand that authorization from the **Administrator** must be received before any repairs are performed under the **Contract. Coverage** for a **Commercial Use** vehicle is not included, unless the corresponding box above is marked.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle.
This is not an automobile liability insurance contract.
We do not disclose information about Our customers to anyone, except as permitted by law.
We may share customer data with GM and GM affiliates.

THE **CONTRACT** CONTAINS AN ARBITRATION PROVISION

CUSTOMER'S SIGNATURE	DATE	AUTHORIZED REPRESENTATIVE'S SIGNATURE
	9/26/2018	

The definition of "**We**, **Us** and **Our**" used frequently throughout the Vehicle Service **Contract** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. If this Vehicle Service **Contract** was purchased in any state where required by law, "**We**, **Us** and **Our**" is defined as the Dealer or Lessor from whom **You** purchased or leased the **Vehicle** described on the **Registration Page**. Please refer to the Vehicle Service **Contract** for additional Definitions.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038. If a covered claim is not paid within sixty (60) days [except Arizona thirty (30) days] after proof of loss has been filed, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048.

California residents, **You** may file a claim directly with the Insurance Company if any promise made in the **Contract** has been denied or has not been honored within sixty (60) days after **Your** request. If **You** are not satisfied with the Insurance Company's response, **You** may contact the California Department of Insurance at (800) 927-4357. California License #[redacted]

Washington insurance policy number for the service contract reimbursement policy issued by Wesco Insurance Company is WIC-AMT-SCRI-040111. **You** may file a claim directly with the Insurance Company at any time.

Florida residents, the Vehicle Service **Contract** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #[redacted]

THIS CONTRACT IS NOT VALID UNLESS A COMPLETED REGISTRATION PAGE IS ATTACHED.

GMC PROTECTION PLAN

IMPORTANT INFORMATION YOU NEED TO KNOW

CUSTOMER SUPPORT NUMBER – Please see the box labeled **Your Contract Number** on the **Registration Page**. This is Your CUSTOMER SUPPORT NUMBER. Please refer to this number in any written or verbal communication, such as requesting information or filing a claim.

PURCHASE OF THIS VEHICLE SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO PURCHASE OR FINANCE A MOTOR VEHICLE. THIS CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER'S WARRANTY.

This Vehicle Service **Contract** along with the **Registration Page** make up **Your** entire **Contract**. No other documents, unless provided directly to **You** from the **Administrator**, are legal and binding.

This Vehicle Service **Contract** does not cover all **Breakdowns** and excludes some conditions and vehicles. Please read the **Schedule of Coverages**, Provisions of This Vehicle Service **Contract** and Exclusions sections of this **Contract** so **You** fully understand what **Coverage** is provided to **You** for **Your Vehicle**. If **You** have any questions regarding this **Contract**, please contact the **Administrator** toll-free at (877) 265-1072 or P.O. Box 927, Bedford, TX 76095.

This Vehicle Service **Contract** contains Limits of Liability. Please read, "Limits of Liability" under "Provisions of this Vehicle Service **Contract**" to determine what those are.

THINGS TO DO NOW

Verify **Registration Page** – The **Registration Page** must be affixed to the front this **Contract** to complete and validate this **Contract**.

Check **Your Contract Coverage** – Not every part of **Your Vehicle** is covered by this **Contract**. **Coverage** is identified by the **Contract Coverage** as shown on the **Registration Page** of this **Contract**. Please compare the **Coverage** on the **Registration Page** with the corresponding **Coverage** as listed under the **Schedule of Coverages**. If this box was left blank, or the **Coverage** is inaccurate, contact **Your Selling Dealer** immediately.

Check **Your Deductible** – Please check the box labeled **DEDUCTIBLE** on **Your Registration Page**. A dollar amount should be in the box which identifies the portion of the covered repair **You** will be required to pay if **You** have a claim.

NOTE: This **Contract** is not valid unless **You** have signed the **Registration Page** and it has been affixed to the front this **Contract**.

THINGS YOU MUST DO THROUGHOUT THE TERM OF YOUR CONTRACT

Properly Maintain Your Vehicle and KEEP THE RECEIPTS – Keep copies of all receipts (oil changes, lubrication, etc.), as proof of maintenance may be required when You file a claim. SEE SECTION: "PROVISIONS OF THIS VEHICLE SERVICE CONTRACT" FOR SPECIFIC MAINTENANCE REQUIREMENTS.

OBTAIN APPROVAL PRIOR TO HAVING WORK PERFORMED THAT MAY BE COVERED BY THIS CONTRACT. If You experience a Breakdown, call Your Selling or nearest Chevrolet, Buick, GMC, Cadillac Dealer or the Administrator. SEE SECTION: "HOW TO FILE A CLAIM".

DEFINITIONS

The following definitions apply to words frequently used in this **Contract** and appear in **Bold Faced Type**:

You, **Your** – Means the **Contract** Holder shown on the **Registration Page** or the person to whom this **Contract** was properly transferred.

We, **Us**, **Our** – Means the obligor of this **Contract** as stated on the **Registration Page** attached to this **Contract**.

Administrator – Means the **Administrator** as shown on the **Registration Page**.

Contract – Means this Vehicle Service **Contract** which **You** have purchased from **Us** to protect **Your Vehicle**.

Registration Page – Means the numbered document which must be attached to and forms part of this **Contract**. It lists information regarding **You**, **Your Vehicle**, **Coverage** selected, and other vital information.

Schedule of Coverages – Lists the **Coverage** provided to **You** for **Your Vehicle** under this **Contract**.

Coverage – Means the protection **You** have selected, as listed in the **Schedule of Coverages** section.

Vehicle – Means the **Vehicle** which is described on the **Registration Page**.

In-Service Date – Means the date the **Vehicle** was first put into service, not the date **You** purchased **Your Vehicle**. The **In-Service Date** is the date the **Vehicle's** factory warranty was activated. The **In-Service Date** is only required for and applies to Platinum Wrap **Coverage** Plans.

Deductible – Means the amount **You** are required to pay, as shown on the **Registration Page**, for covered **Breakdowns**.

Breakdown – Means the failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts. **Subsequent Damages** resulting from the **Breakdown** of a covered part are covered by this **Contract**, except when **You** have failed to perform the recommended maintenance services for **Your Vehicle**.

Subsequent Damage – Means the direct or immediate damage to a non-covered part occurring as a singular event or failure originating with the failure of a covered part.

Consequential Damage – Means an event or damage that occurs separately as a consequence or result of the failure of a covered or non-covered part, such as, loss of time or use, inconvenience, commercial loss, personal injury or property damage.

Diagnostic – Means the system investigation required to determine the cause of the failure.

Teardown – Means the mechanical disassembly of a failed unit required to determine the cause and the extent of the failure.

Registered – Means a submitted claim has been recorded by the **Administrator** a claim reference number has been issued.

Pre-existing – Means a condition that within all reasonable mechanical probability relates to the mechanical fitness of **Your Vehicle** prior to **Contract** issuance.

Commercial Use – Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work, Delivery of Goods and Snow Removal. Usage must not exceed manufacturer's ratings and/or limitations.

PROVISIONS OF THIS VEHICLE SERVICE CONTRACT

This Contract is between Us and You, and is subject to all the Terms and Conditions contained in this Contract.

1. CONTRACT PERIOD

   PLATINUM AND SILVER COVERAGE PLANS

   If the **Contract Registration Page** reflects the purchase of Platinum or Silver, **Coverage** under this **Contract** begins on the **Contract** Purchase Date unless the **Contract** Purchase Date is more than 10 days after the **Vehicle** Purchase Date, then a MANDATORY "WAITING PERIOD" will apply before **Coverage** begins as explained below. This **Contract** will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

   - Expiration is measured in time from the **Contract** Purchase Date and expiration mileage is derived by adding Miles of **Coverage** as shown on the **Registration Page** to the Odometer Mileage at **Contract** Purchase Date. Maximum expiration mileage is 150,000 Odometer Miles.

- **The "WAITING PERIOD" is 30 days and 1,000 miles from the Contract Purchase Date. However, an additional 30 days and 1,000 miles will be added to Your Contract's scheduled expiration. Therefore the Waiting Period will not reduce the actual time/mileage during which You have Coverage. Coverage will commence the day following the Waiting Period. Claims incurred during the Waiting Period are not covered.**

PLATINUM WRAP COVERAGE PLANS

If the **Contract Registration Page** reflects the purchase of Platinum Wrap, **Coverage** under this **Contract** begins on the **Contract** Purchase Date and will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

- Expiration is measured in time from the **Vehicle's In-Service Date** and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first. If the **Vehicle In-Service Date** box is blank on **Your Registration Page**, expiration is measured in time from January 1st of the **Vehicle's** model year and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first.

2. COVERAGE

The **Coverage** afforded **You** for **Your Vehicle** is fully described in this **Contract**. Please see section: "**Schedule of Coverages**" of this **Contract**.

3. BREAKDOWN OF COVERED PARTS

During the term of this **Contract**, **We** will pay or reimburse **You**, an authorized Chevrolet, Buick, GMC, Cadillac dealership or if an authorized Chevrolet, Buick, GMC, Cadillac dealership is not accessible any licensed repair facility for approved costs to repair or replace any **Breakdown** of all parts as explained in the **Schedule of Coverages**. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by **You** or where such parts are not reasonably available as determined by the **Administrator**.

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**; the **Deductible** amount will be applied on a Per Repair Visit basis. If Disappearing has been marked on the **Registration Page** Deductible Plan box (available for $100 **Deductible** only), **Your Deductible** will be waived; as long as **You** have repairs made at the Selling Chevrolet, Buick, GMC, Cadillac Dealer where **You** purchased this **Contract**. Additionally, should **Your** permanent residence move more than 100 miles, **You** may contact the **Administrator** for assistance in changing **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer designation. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

5. ONE-TIME DEDUCTIBLE ELIGIBILITY

Once a part is repaired or replaced under the Terms and Conditions of this **Contract**, any **Deductible** amount for future repair or replacement of that same part will be waived for the term of this **Contract**.

6. TERRITORY

This **Contract** applies only to **Breakdowns** that occur and repairs made within the United States of America and Canada.

7. LIMITS OF LIABILITY

In no event will the liability for each **Breakdown**, under this **Contract**, exceed the average retail value of the **Vehicle** established by NADA (Official Used Car Guide) at the time immediately preceding the **Breakdown**. The established value of the **Vehicle** does not take into consideration the cost of repairs and no deduction for the cost of repairs is to be taken from the published value. In no event shall **We** or the **Administrator** have any liability for injury to or death of any person arising out of any services rendered or parts provided (or any failure to render service or provide parts) under this **Contract** and/or otherwise in connection with the operation, maintenance or use of **Your Vehicle** described in this **Contract**.

8. MAINTENANCE REQUIREMENTS

You must have Your Vehicle serviced as recommended by the Vehicle's manufacturer. If requested, proof of required service including verifiable receipts proving purchases of all required parts and materials necessary to perform the required maintenance; confirming the date and mileage for the services performed. Maintenance and/or service work receipts may be requested by the Administrator. Upon customarily and reasonable notice of the occurrence of a Breakdown, You shall protect Your Vehicle from further damage, whether or not such Breakdown is covered by this Contract. Any operation of the Vehicle that results in further damage, related to the original Breakdown, shall be considered Your failure to protect the Vehicle and shall not be covered under this Contract. You are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving the Vehicle. You are required to safely pull Your Vehicle off the road and shut off the engine immediately when either of these lights/gauges indicates a problem. You must give Your authorization to the repair facility for teardown to diagnose a problem. You may be required to supply the Administrator with all maintenance records for service performed on the Vehicle, when the maintenance involved relates to the specific Breakdown or to verify odometer operation.

9. TRANSFER OF YOUR VEHICLE SERVICE CONTRACT

a. **Your Contract** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Contract** is still in force. This **Contract** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Contract** cannot be transferred on a leased **Vehicle**, unless original lessee is purchasing the **Vehicle**. This **Contract** can only be transferred once and the transfer must be made by the original **Contract** Holder.

b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
   - A copy of **Your Registration Page**;
   - A completed transfer form; with
   - Name and Address of new owner, date of sale to new owner, current mileage; and
   - $75.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer.

10. SUBROGATION

You are entitled to complete reimbursement for **Your** loss before the **Administrator** is entitled to subrogation proceeds. **You** agree that **We**, after honoring a claim on **Your Contract**, have all rights of subrogation against those who may be responsible for **Your Breakdown** and **You** agree to provide reasonable assistance to secure such rights.

11. RENEWABLE COVERAGE

All Vehicle Service **Contracts** may be replaced upon expiration in accordance with the guidelines outlined in the **Contract**. The request for replacement must be made at least 30 days and/or 1,000 miles before the expiration of the Vehicle Service **Contract** to qualify for a Replacement **Contract**. See **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer for details and current pricing.

12. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no refund will be due and no claims will be approved.

CANCELLATION OF YOUR CONTRACT

a. **You** may cancel this **Contract** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Contract**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Contract**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Contract** can only be cancelled by the original **Contract** Holder.

b. **We** may cancel this **Contract** for non-payment of the **Contract** charge, or for misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.

c. If **Your Vehicle** and this **Contract** have been financed, the lienholder shown on the **Registration Page** may cancel this **Contract** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.

d. If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

HOW TO FILE A CLAIM

A. IN CASE OF BREAKDOWN, YOU SHOULD TAKE THE FOLLOWING:

1. Return the **Vehicle** to the Selling Chevrolet, Buick, GMC, Cadillac Dealer or nearest Chevrolet, Buick, GMC, Cadillac dealership to ensure proper service and that genuine OEM parts are utilized for repairs. **You** may contact the **Administrator** for assistance in locating an authorized Chevrolet, Buick, GMC, Cadillac dealership. If the Selling Chevrolet, Buick, GMC, Cadillac Dealer or authorized Chevrolet, Buick, GMC, Cadillac dealership are not accessible, **You** may take the **Vehicle** to any licensed repair facility. However, authorization from the **Administrator**, verified by issuance of a reference number, must be received before any repairs are performed under this **Contract**.
   a. Have **Your Contract** number, mileage and date of **Breakdown** ready for the **Administrator**.
   b. Have the authorized service representative contact the **Administrator** at (877) 265-1072.
2. Upon **Our** request, **You** must allow the **Administrator** to inspect the **Vehicle** to gather necessary information regarding any claim. Under certain conditions when a **Breakdown** occurs **You** may be required to have the **Vehicle** returned to the Selling or nearest authorized Chevrolet, Buick, GMC, Cadillac Dealer.
3. Submitting A Claim:
   Once the claim has been authorized, **You** are responsible for payment of the **Deductible** and for any items not covered by this **Contract**. Submit the following to the **Administrator** within sixty (60) days (90 days in Florida) (365 days in Wisconsin) (as soon as reasonably possible in Utah):
   a. A legible, itemized repair order signed by **You**.
   b. All sublet bills, when applicable.

B. EMERGENCY REPAIRS

We understand that an unexpected **Breakdown** may occur that needs immediate attention at a time when **We** cannot be reached. If this occurs and **You** are unable to reach **Us** to obtain prior authorization before repairs are fully completed, **You** may need to have emergency repairs performed. The **Administrator's** office must be contacted within five (5) business days from the date of repair (365 days in Wisconsin) (as soon as reasonably possible in Utah), to determine if such repair will be covered by this **Contract**. If covered, the **Contract** Holder will be reimbursed for the repair subject to the Terms and Conditions.

C. IF YOUR VEHICLE BREAKS DOWN ON THE ROAD:

Follow the same steps as above. If necessary, the repair facility will be paid, less the **Deductible** (if any), by the **Administrator's** national charge card system (MasterCard or VISA) on the **Contract** Holder's behalf. In some cases, the **Contract** Holder may need to pay the repair bill in full. If so, **Contract** Holder will be reimbursed for the **Registered** amount of the repair, less the **Deductible** (if any). If there are any questions regarding claim procedures or **Coverages**, please call the **Administrator** at the number below and ask for a Customer Support Representative.

AMT Warranty Corp.
P.O. Box 927, Bedford, TX 76095
Customer Service / Claims (877) 265-1072*
Email: protectionplanclaims@amtrustgroup.com
Available 24 hours a day / 365 days a year
*For Towing/Road Service and Lost Key/Lockout Assistance, Call (855) 237-3824
You will be requested to provide Your Contract number or last 8 digits of Your VIN, Producer Code 10951 and Plan Letter BH
Many vehicle manufacturers provide Road Club Service during the manufacturer's limited warranty period, please refer to Your manufacturer's road club benefits on how to obtain service.

SCHEDULE OF COVERAGES

PLATINUM COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts listed in Silver **Coverage** and any other parts, except for those items listed in the Exclusions section of this **Contract**.

PLATINUM WRAP COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts except for those parts that the manufacturer covers during their warranty term (full or certified), and except for those items listed in the Exclusions section of this **Contract**.

SILVER COVERAGE



1. ENGINE: Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts.



2. TRANSMISSION: (Automatic or Standard) Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.



3. DRIVE AXLE: (Front and Rear) Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.



4. TURBOCHARGER/SUPERCHARGER: (Factory Installed Only) Turbocharger / Supercharger Housing and All Internally Lubricated Parts.



5. TRANSFER CASE: Transfer Case and All Internally Lubricated Parts.



6. STEERING: All Internal Parts contained within the Steering Box; Rack and Pinion Gear; Power Steering Pump; Power Steering Hoses; Steering Knuckles; Pitman Arm; Idler Arm; Tie Rod Ends and Drag Link; Steering Dampner; Upper and Lower Steering Column Shafts and Couplings, including Internal Tilt–Wheel Mechanism; Steering Box and Rack and Pinion Gear Housings; Power Steering Assist Cylinder; Power Steering Pump Cooler; Twin "I" Beam & Bushings; and Steering Travel Stop. **REAR WHEEL STEERING:** Rear Steering Shaft and Couplings; Power Cylinder and Pump; Electronic Control Unit/ Solenoid; Phase Control Unit; Stepper Motor; Steering Box; Control Valve; Rack; and Tie Rod Ends.



7. ELECTRICAL: Alternator; Voltage Regulator; Starter Motor; Starter Solenoid and Starter Drive; Engine Compartment Wiring Harness; Computerized Timing Control Unit; Electronic Ignition Module; Crank Angle Sensor; Knock Sensor; Ignition Switch; Ignition Switch Lock Cylinder; Front and Rear Window Wiper Motor, Washer Pump and Switch; Stop Lamp Switch; Headlamp Switch; Turn Signal Switch; Heater/A.C. Blower Speed Switch; Manual Heater/A.C. Control Head; Horns; Trailer Brake Wiring Harness; Auxiliary Power Supply Wiring; Exterior Cab Lighting; Auxiliary Fuel Tank Switching Unit and Switch; and O-2 Sensors.



8. ENHANCED ELECTRICAL: Electronic Instrument Cluster; Distributor; Ignition Coil; Electronic Combination Entry System (Does Not Include Transmitters and Receivers for Remote Locks); Cruise Control Module, Transducer, Servo and Amplifier; Powertrain Control Module; Headlamp Motors; Power Window Motor; Power Seat Motor; Power Mirror Motor; Power Antenna Motor/Mast Assembly; Convertible Top Motor; Power Sunroof Motor; Power Window Switch; Cruise Control Engagement Switch; Power Seat Switch; Power Mirror Motor Switch; Rear Defogger Switch; Power Door Lock Actuator and Switch. OnStar, CUE, IntelliLink and MyLink (does not include programming or updates). **AIRBAGS/SAFETY RESTRAINT SYSTEM:** Airbags, Impact Sensors, Clock Springs, Safety Belts, Anchor Tensioner and Latch, Passenger Presence System, Occupancy Sensors, Inflator Modules and Restraint Sensing Module.



9. BRAKES: The following ABS Parts are covered: Electronic Control Processor; Wheel Speed Sensors; Hydraulic Pump/Motor Assembly; Pressure Modulator Valve/Isolation Dump Valve; and Accumulator. The following parts are also covered: Master Cylinder; Power Brake Cylinder; Vacuum/Hydro Assist Booster; Disc Brake Caliper; Wheel Cylinders; Compensating Valve; Brake Hydraulic Lines and Fittings; Hydraulic Control Unit; Hydraulic Trailer Brake Assembly and its Components.



10. AIR CONDITIONER: Condenser; Compressor, Compressor Clutch and Pulley; Air Conditioning Lines and Hoses; Evaporator; Idler Pulley and Idler Pulley Bearing; High/Low Compressor Cut-off Switch; Expansion Valve; and Pressure Cycling Switch. The following parts are also covered if they are required in connection with the repair of a covered part listed above **and** only if they have failed: Accumulator/Receiver Dryer; Orifice Tube; Oil and Refrigerant.



11. SEALS AND GASKETS COVERAGE: Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

SURCHARGED COVERAGE

COMMERCIAL USE: If the **Contract Registration Page** shows that **You** purchased the **Commercial Use** option, see **Commercial Use** definition for specific usage. This surcharge is mandatory as it applies.

BENEFITS



RENTAL: In the event of a **Breakdown** covered by this **Contract**, **We** will pay or reimburse **You** for receipted expenses to rent a replacement vehicle (from a licensed rental agency) or for alternate public transportation while **Your Vehicle** is being repaired. **Coverage** will be provided to **You** on the following basis, up to a maximum of forty dollars ($40) per day and a maximum of $280 for each repair visit, unless increased as specified below as a result of parts availability delays. To be eligible for rental **Coverage**, the repair must either: (i) require two (2) or more labor hours or, (ii) cause the covered **Vehicle** to be inoperable and kept in the repair facility overnight. The maximum dollar limit allowed for each repair visit will be increased to a maximum of $400 if the covered repairs are delayed because of parts availability issues. **We** must be notified of any parts delay within the first five days of the rental period. No **Deductible** applies to this benefit.



TOWING/ROAD SERVICE: In the event **Your Vehicle** is disabled, **We** will pay or reimburse **You** for receipted towing or road service expenses up to one hundred fifty dollars ($150) per occurrence. Any payment shall be for actual towing or road service charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service coverage. No **Deductible** applies to this benefit.



TRIP INTERRUPTION: In the event a **Breakdown** covered by this **Contract** occurs more than one hundred (100) miles from **Your** home and results in the repair facility keeping **Your Vehicle** overnight, **We** will reimburse **You** for receipted hotel and restaurant expenses, up to two hundred dollars ($200) per day for a maximum of four (4) days (Total benefit per occurrence of $800). No **Deductible** applies to this benefit.



LOST KEY/LOCK OUT: If the keys for **Your Vehicle** are lost, broken or accidentally locked in **Your Vehicle**, **We** will reimburse **You** for receipted expenses, up to a maximum of thirty-five dollars ($35) for locksmith services. No **Deductible** applies to this benefit.

EXCLUSIONS

This Vehicle Service **Contract** provides no **Coverage** or Benefits in case of the following:

A. **For any of the following parts: carburetor, battery and battery cable/harness (unless listed as specific covered parts), standard transmission clutch assembly, friction clutch disc and pressure plate, distributor cap and rotor, glass, lenses, sealed beams, light bulbs, fuses, circuit breakers, cellular phones, game centers, AM/FM radio/cassette/CD players exceeding $3000 repair or replacement cost, speakers, audio/ video equipment, any pixel damage on display screens, electronic transmitting/receiving devices, remote control consoles, radar detection**

devices, brake rotors and drums, all exhaust components, and the following emission components: EGR purge valve/solenoids/sensors, vacuum canister, vapor return canister, vapor return lines/valves, air pump/lines/valves, catalytic converter/filtering/sensors, emission vapor sensors, gas cap/filler neck, weather strips, trim, moldings, bright metal chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts, vinyl and convertible tops, any convertible top assemblies, hardware or linkages, tires, wheels/rims. External nuts, bolts and fasteners are not covered except where required in conjunction with a covered repair.

B. For maintenance services and parts described in Your Vehicle's owner's manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses, drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

C. For any damage and/or Breakdown resulting from collision, road hazard, fire, theft, vandalism, riot, acts of terrorism, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, chemicals, contamination of fluids, fuels, coolants or lubricants.

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by sludge build-up resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

E. For any repair or replacement of any covered part if a Breakdown has not occurred. Any part that a repair facility or manufacturer recommends or requires that it be replaced or repaired, or is an update, and is not a Breakdown, is Your responsibility and expense.

F. If any alterations have been made to Your Vehicle or You are using or have used Your Vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits, any tire that is not recommended by the original manufacturer if it creates an odometer/speedometer variance of greater than 4%, trailer hitches. Also not covered are any emissions and/or exhaust systems modifications, engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications.

G. If, while owned by You, Your odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way subsequent to purchase of this Contract.

H. If Your Vehicle has ever been a total loss, salvaged, rebuilt or is a grey market vehicle.

I. For any liability for property damage, or for injury to or death of any person arising out of the operation, maintenance or use of Your Vehicle described in this Contract, whether or not related to the parts covered. For loss of use, time, profit, inconvenience, or any other consequential loss, including any Consequential Damage to a non-covered part that results from a Breakdown.

J. For any Breakdown where the manufacturer is responsible for the repair or if the Breakdown is covered by a repairer's guarantee/warranty (regardless of manufacturer's or repairer's ability to pay for such repairs).

K. If Your Vehicle is used for towing (unless Your Vehicle is equipped with factory installed or factory authorized tow package), or is used as a Commercial unit (unless appropriate surcharge is marked on Registration Page and only as defined under "Definitions", "Commercial Use"), or is used for rental, taxi, limousine or shuttle, towing/wrecker service, dumping (dump beds), cherry pickers, lifting or hoisting, police or emergency service, principally off-road use, prearranged or organized racing or competitive driving.

L. For any Pre-existing condition or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

M. For Breakdowns that occur and/or repairs made outside of the United States of America and Canada.

N. For Diagnostic and/or Teardown procedures that are not listed, or are in excess of the times listed in the current year's national flat rate hourly guide in conjunction with a covered repair.

ARBITRATION PROVISION

As used in this provision, "You" and "Your" means the person or persons named in this **Contract**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Contract will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed $75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

ARBITRATION AGREEMENT

(1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
- claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
- claims that may arise after the termination of this **Contract**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Contract, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Contract** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Contract**.

(2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., 2200 Hwy 121, Suite 100, Bedford, TX 76021 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

(3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than $75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Contract**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Contract**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for $10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than $75,000 in damages, payment of these fees will be governed by the AAA rules.

(4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
- pay You the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
- pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").

If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

(5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.

(6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be voidable.

(7) Notwithstanding any provision in this **Contract** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Contract**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS / DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

ALABAMA

No administrative fee will be charged if **We** cancel **Your Contract**. In the event **We** cancel this **Contract**, written notice will be sent to **Your** last known address at least five (5) days prior to cancellation with the effective date of the cancellation and the reason for the cancellation. Prior notice is not required if the reason for cancellation is non-payment of the provider fee or material misrepresentation by the Service **Contract** Holder to the provider relating to the covered property or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.
An administrative fee not to exceed twenty-five dollars ($25.00) will be charged for cancellations occurring after sixty (60) days, or if a claim has been filed.

ALASKA

This **Contract** does provide **Coverage** if **Your Vehicle** is used for snow removal, provided **Your Vehicle** is properly equipped for such use and is not used commercially.
This **Contract** does not provide **Coverage** for damages for bad faith, punitive or exemplary damages, personal injury including bodily injury, property damage (except as specifically stated in the **Contract**), and attorney's fees.

ARIZONA

You may also cancel this **Contract** by returning it to the **Administrator,** AMT Warranty Corp., as listed on the **Registration Page**.
We may cancel this **Contract** for non-payment of the **Contract** charge, or for **Your** misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified by **You** in a manner not recommended by the manufacturer after the **Contract** start date, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.
Only those alterations made to **Your Vehicle** after the **Contract** start date are excluded as noted in EXCLUSION **F.**
EXCLUSION **H.** does not apply to Arizona residents.
EXCLUSIONS SECTION - Item **L.** is deleted and replaced with the following:
L. If the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.
The Arbitration Provision does not prohibit an Arizona resident from following the process to resolve complaints as outlined by the Arizona Department of Insurance. To learn more about this process, You may contact the Arizona Department of Insurance at 2910 N. 44th St., 2nd Floor, Phoenix, AZ 85018-7256, ATTN: Consumer Affairs..

CALIFORNIA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material or workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.
The definition of **Pre-existing** means existing prior to the **Contract** Purchase Date as shown on the **Registration Page** of this Service **Contract**.
We cannot deny a claim solely based on untrue information having been provided during the course of filing a claim.
PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **3.** is deleted and replaced with the following:
3. BREAKDOWN OF COVERED PARTS
We will pay or reimburse You for approved costs to repair or replace any Breakdown of a part listed in the Schedule of Coverages. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by You **OR WHERE SUCH PARTS ARE NOT REASONABLY AVAILABLE AS DETERMINED BY THE ADMINISTRATOR.**
After sixty (60) days, **We** may only cancel this **Contract** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Contract** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Contract** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Contract** within sixty (60) days, the entire **Contract** price will be refunded, less any

claims paid or approved for payment prior to the cancellation date. If **We** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **We** cancel this **Contract**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**. If **You** cancel this **Contract** within sixty (60) days, and no claims have been filed, the entire **Contract** charge will be refunded. If **You** cancel this **Contract** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **You** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** price charged will be charged.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Contract** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Contract**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Contract** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

COLORADO

The policy number for Wesco Insurance Company is WIC-AMT-SCRI-040111.

CONNECTICUT

Resolution of Disputes - In accord with CT Bulletin PC-45, a written complaint may be mailed to: State of Connecticut, Insurance Department, P O Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the product, the cost of repair of the product and a copy of the warranty **Contract**.

Connecticut Public Act, 87-393, Laws 1987, requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with a sale price of $3,000 but less than $5,000

Provides coverage for 30 days or 1,500 miles, whichever occurs first.

Used vehicles with a sale price of $5,000 or more

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **Your Vehicle** is being repaired for a **Breakdown** covered by the warranty plan, and the warranty plan expires during the repair, the warranty plan is extended until the repair is completed.

You may cancel this **Contract** if **You** return the covered **Vehicle** or the covered **Vehicle** is sold, lost, stolen, or destroyed.

FLORIDA

The rate charged to **You** for this **Contract** is not subject to regulation by the Florida Office of Insurance Regulation.

The definition of **Commercial Use** is deleted and replaced with the following:

Commercial Use - Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work and Delivery of Goods. Usage must not exceed manufacturer's ratings and/or limitations and **Vehicle** cannot exceed 10,000 lbs. GVW.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **4.** is deleted and replaced with the following:

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**, the **Deductible** amount will be applied on a Per Repair Visit basis. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

This Contract may be cancelled by You within sixty (60) days of purchase upon written request. We will refund 100 percent (100%) of the gross written premium minus claims paid (if any) plus an administrative fee of 5 percent (5%). If You cancel the Contract after sixty (60) days, We will refund 90 percent (90%) of the unearned pro rata premium. If We cancel the Contract, We will return 100 percent (100%) of the unearned pro rata premium. After the Contract has been in effect for more than sixty (60) days, We may only cancel for material misrepresentation, odometer tampering and You fail to repair, failure to maintain the motor vehicle as prescribed by the manufacturer, non-payment of premium (in which case You will be notified of cancellation by certified mail), if Your Vehicle is found to be modified in a manner not recommended by the manufacturer, or Your Vehicle is found to used as a Commercial Vehicle but the applicable surcharge has not been marked on the Registration Page and payment has not been received for this surcharge.

Arbitration is non-binding in the State of Florida. Arbitration proceedings shall be conducted in the county in which the consumer resides.

GEORGIA

EXCLUSIONS SECTION - Items **D.** and **L.** are deleted and replaced with the following:

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by contaminants resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.

Only those alterations made to **Your Vehicle** while owned by **You** are excluded as noted in EXCLUSION **F.**

The lienholder shown on the **Registration Page** and the funding party referenced in Provision 12. Financial Agreements may only cancel this **Contract** for non-payment if they hold a power of attorney.

We may cancel this **Contract** for non-payment of the **Contract** charge, for material misrepresentation, or for fraud and no administration fee will be charged. The cancellation shall be in writing and shall not be less than 30 days from the date of mailing or delivery in person of such notice of cancellation. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this **Contract** is cancelled by **You**. If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

HAWAII

The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non–covered parts.
Hawaii Revised Statutes requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 25,000 miles at the time of sale
Provides coverage for 90 days or 5,000 miles, whichever occurs first.
Used vehicles with 25,000 miles or more but less than 50,000 miles at the time of sale
Provides coverage for 60 days or 3,000 miles, whichever occurs first.
Used vehicles with 50,000 miles or more but not more than 75,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.

IDAHO

Notice - **Coverage** afforded under this **Contract** is not guaranteed by the Idaho Insurance Guarantee Association.

ILLINOIS

THE DEFINITION OF "WE, US, AND OUR" USED FREQUENTLY THROUGHOUT THE VEHICLE SERVICE CONTRACT IS DEFINED AS AMT WARRANTY CORP.
This Vehicle Service Contract provides no Coverage or Benefits for any repair or replacement of any covered part if a Breakdown has not occurred. A gradual reduction in operating performance due to wear and tear does not constitute a Breakdown.
The Vehicle Service Contract provides no Coverage or Benefits for failures resulting from normal wear and tear.
The Vehicle Service **Contract** provider may retain a cancellation fee not to exceed the lesser of 10% of the Vehicle Service **Contract** price or fifty dollars ($50.00).

INDIANA

This Service **Contract** is not insurance and is not subject to Indiana insurance laws.
Your proof of payment to the issuing dealer for this **Contract** shall be considered proof of payment to the Insurance Company which guarantees **Our** obligations to **You**.
If **We** fail to perform or make payment due under the service contract within sixty (60) days after **You** request the performance or payment, **You** may request the performance or payment directly from the insurer that issued the provider's service contract reimbursement policy, including any applicable requirement under the service contract that the provider refund any part of the cost of the service contract upon cancellation of the service contract.
EXCLUSIONS SECTION- Item **L**. is deleted and replaced with the following:
L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date.
Arbitration is not mandatory and is non-binding in the State of Indiana. Arbitration proceedings shall be conducted in the county in which the consumer resides.

IOWA

If **You** have any questions regarding this **Contract**, **You** may contact the **Administrator** by mail or by phone. Refer to the **Registration Page** for the **Administrator's** address and toll free telephone number. Iowa residents only may also contact the Iowa Insurance Commissioner at the following address: Iowa Insurance Department, 330 Maple Street, Des Moines, Iowa 50319-0065, (877) 955-1212.
If **You** cancel this **Contract**, **We** must mail written notice of cancellation to **You** within 15 days of cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty will be added each month to any refund not paid to the **Contract** Holder within thirty (30) days of the return of the Service **Contract** to the Service Company.

KANSAS

SCHEDULE OF COVERAGES – Lost Key/Lockout is not available.

LOUISIANA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
CANCELLATION OF **YOUR CONTRACT** SECTION – Item **d.** is deleted and replaced with the following:
d. If **You** cancel this **Contract** within the first thirty (30) days, the full price **You** paid for the Service **Contract** will be refunded, less a fifty dollar ($50) administrative fee. If **You** cancel this **Contract** after the first thirty (30) days, **We** will refund to **You** an amount according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

MAINE

An administrative fee not to exceed twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** charge, whichever is less, will be charged for cancellations occurring after sixty (60) days or if a claim has been filed.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation. The notice will state the effective date of the cancellation and the reason for the cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the service **Contract** to the provider.

MARYLAND

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.If **Your Vehicle** is being repaired for a **Breakdown** covered by this **Contract**, and the **Contract** expires during the repair, the **Contract** term is extended until the repair is completed. No cancellation fee shall apply to any refund.

MASSACHUSETTS

NOTICE TO CUSTOMER: PURCHASE OF THIS CONTRACT IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A VEHICLE. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. THE SELLER OF THIS COVERAGE IS REQUIRED TO INFORM YOU OF ANY WARRANTIES AVAILABLE TO YOU WITHOUT THIS CONTRACT.
Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 40,000 miles at the time of sale
Provides coverage for 90 days or 3,750 miles, whichever occurs first.
Used vehicles with 40,000 miles or more but less than 80,000 miles at the time of sale
Provides coverage for 60 days or 2,500 miles, whichever occurs first.
Used vehicles with 80,000 miles or more but less than 125,000 miles at the time of sale
Provides coverage for 30 days or 1,250 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer

warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

MINNESOTA

The coverages listed below are provided to **You** by the dealer at no charge as required by Minnesota Statute 325F.662. The term of the required warranty is based on the mileage at the time of sale as follows:

Used vehicles with less than 36,000 miles at the time of sale

Provides coverage for 60 days or 2,500 miles, whichever occurs first.

Used vehicles with 36,000 miles or more but less than 75,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

Engine: Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings; and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter. **Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts. **Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on vehicles other than passenger vans, mounted on a truck chassis. **Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers. **Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack. **Note:** The following parts are covered only on vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this **Contract** during the applicable warranty period, unless the dealer becomes unable to meet its obligations. **Your** rights and obligations are fully explained in the dealer issued used vehicle limited warranty document.

If **We** cancel this **Contract** for nonpayment of the provider fee, a material misrepresentation by **You** to the provider, or a substantial breach of duties by **You** relating to the covered product or its use, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known at least fifteen (15) days prior to cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within 45 days after return of the **Contract** to the **Administrator**.

If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

EXCLUSIONS SECTION – Items **B.** and **L.** are deleted in their entirety and replaced by the following:

B. For normal maintenance services and parts which include: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses (unless listed as specific covered parts), drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

L. For any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSISSIPPI

Our obligations and the performance to **You** under the Service **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038.

If **We** cancel this **Contract** for non-payment, **We** shall mail a written notice to **You** at **Your** last known address at least ten (10) days before cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known address at least thirty (30) days before cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSOURI

If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund **You** the entire purchase price of the **Contract**. If this **Contract** is cancelled within the first sixty (60) days and a claim has been filed, **We** will refund **You** the entire purchase price of the **Contract** less claims paid. This "free-look" period only applies to the original **Contract** purchaser. If this **Contract** is cancelled after the first sixty (60) days **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If this **Contract** is cancelled, **We** shall mail written notice of cancellation to **You** within forty-five (45) days of cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and no claims have been filed, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of the **Contract** to the provider.

MONTANA

If **We** cancel this **Contract, We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to provider; or substantial breach of duties **You** relating to the covered product or its use.

NEBRASKA

We may only cancel this Service **Contract** for fraud, material misrepresentation, nonpayment by **You**, or a substantial breach of duties by **You** relating to the covered property or its use. If **We** cancel this **Contract**, **We** will give **You** sixty (60) days notification, except for non-payment, which will be ten (10) days notification.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Nebraska and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

NEVADA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

Any claim for repairs that have not received prior approval will not be covered.

We may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, **We** may only cancel this Service **Contract** for: (a) Nonpayment by **You**; (b) **Your** conviction of a crime which results in an increase in the service required under this **Contract**; (c) Fraud or material misrepresentation by **You** in obtaining this **Contract**, or in presenting a claim for service thereunder; (d) Discovery of: (1) An act or omission by **You** or (2) A violation by **You** of any condition of this **Contract**, which occurred after the effective date of the **Contract** and which substantially and materially increases the service required under the **Contract**; or (e) A material change in the nature or extent of the required service or repair which occurs after the effective date of this **Contract** and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that this **Contract** was issued or sold. If **We** cancel **Your Contract**, **You** will be entitled to a refund on the unearned **Contract** fee according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, no administrative fee will be deducted. In the event **We** or the lienholder cancel this **Contract**, written notice will be sent to **Your** last known address at least fifteen (15) days prior to cancellation with the effective date of the cancellation.

You may cancel this **Contract** at anytime. If **You** have made no claim and **Your** request for cancellation is within sixty (60) days, the full price **You** paid for the Service **Contract** will be refunded and no administrative fee will be deducted. If **You** have made a claim under the **Contract**, or if **Your** request is beyond the first sixty (60) days, **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If **Your Contract** was financed, the outstanding balance will be deducted from any refund. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and the refund is not processed within forty-five (45) days, a penalty of ten percent (10%) of the **Contract** price will be added to the refund for every thirty (30) days the refund is not paid.

EXCLUSIONS SECTION – Item **F.** is amended by adding the following:

F. This Contract will not cover any unauthorized or non-manufacturer recommended modifications to Your Vehicle, or any damages arising from such unauthorized or non-manufacturer recommended modifications. However, if Your Vehicle is modified in a manner that is not recommended by the manufacturer of Your Vehicle, this Contract will continue to provide any applicable Coverage that is not related to the unauthorized or non-manufacturer recommended modification or any damages arising there from, unless such Coverage is otherwise excluded by the terms of this Contract.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

10. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure by **You** to make monthly payments in a timely manner may result in cancellation of this **Contract**. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**.

The Arbritration Provision section of this **Contract** is not mandatory Pursuant to Nevada Law.

NEW HAMPSHIRE

In the event **You** do not receive satisfaction under this **Contract**, **You** may contact the New Hampshire Insurance Department at 21 South Fruit St., Suite 14, Concord, NH 03301-7317.

Cancellation and Transfer Fees do not apply.

The Arbirtration Provision of this Service **Contract** is stricken in its entirety.

NEW JERSEY

If **You** request cancellation of this **Contract** within sixty (60) days of the purchase date of the **Contract** and the refund is not paid or credited within forty-five (45) days after **Your** cancellation request to **Us**, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to the provider; or substantial breach of duties **You** relating to the covered product or its use.

NEW MEXICO

You may cancel this **Contract** within sixty (60) days of the time of sale. If **You** have made no claim, the service **Contract** is void and the full purchase price will be refunded to **You**. A ten percent (10%) penalty per month will be added to a refund that is not made within sixty (60) days of **Your** return of the service **Contract**. These provisions apply only to the original purchaser of the service **Contract**. In the event **We** cancel this service **Contract**, **We** will mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation with the effective date for the cancellation and the reason for the cancellation. The provider of this service **Contract** may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, the provider may only cancel this service **Contract** for fraud, material misrepresentation, non-payment by **You** or a substantial breach of duties by **You** relating to the covered property or its use.

NEW YORK

Section 196b of New York General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with 36,000 miles or less at the time of sale

Provides coverage for 90 days or 4,000 miles, whichever occurs first.

Used vehicles with more than 36,000 miles but less than 80,000 miles at the time of sale

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

Used vehicles with 80,000 miles or more but no more than 100,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the Service **Contract** to the provider.

If **We** cancel this Service **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of a cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.

NORTH CAROLINA

An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this Service **Contract** is cancelled by **You**. **We** may cancel this **Contract** only for non-payment of the purchase price of the **Contract** or a direct violation of the **Contract** by **You**.

OKLAHOMA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP., LICENSE #[redacted]

This is not an insurance **Contract**.

Coverage afforded under this **Contract** is not guaranteed by the Oklahoma Insurance Guaranty Association.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

11. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no claims will be approved.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **d.** is deleted and replaced with the following:

d. If this **Contract** is canceled within the first sixty (60) days after **Coverage** takes effect by the warranty holder and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is canceled by the warranty holder after the first sixty (60) days of **Coverage** taking effect or a claim has been filed within the first sixty (60) days after **Coverage** has taken effect, return of premium shall be based upon ninety percent (90%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**. In the event the **Contract** is cancelled by the association, return of premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.

While arbitration is mandatory, the outcome of any arbitration shall be non-binding on the parties, and either party shall, following arbitration, have the right to reject the arbitration award and bring suit in a district court of Oklahoma.

OREGON

This Contract is between the Obligor/Provider, AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, and You.

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the Oregon Department of Consumer & Business Services, Insurance Division, Consumer Advocacy Unit at 350 Winter Street NE, Room 300, Salem, Oregon 97301, (888) 877-4894.

The Arbitration section is deleted and replaced as follows:
If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Oregon and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.
Oregon arbitration law will prevail unless it conflicts with the Federal Arbitration Act.
Notwithstanding the foregoing, either party may bring an individual action in small claims court or trial by jury. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Plan, You and We are each waiving the right to participate in a class action.**

RHODE ISLAND

Section 31-5.4 of Rhode Island General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with 36,000 miles or less at the time of sale
Provides coverage for 90 days or 4,000 miles, whichever occurs first.
Used vehicles with more than 36,000 miles but less than 100,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

SOUTH CAROLINA

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the South Carolina Department of Insurance at Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, (803) 737-6160.
If **We** cancel this **Contract We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service **Contract** to the provider.

TEXAS

AMT Warranty Corp. Service Contract Administrator License No. [redacted]
If **You** have any questions regarding the regulation of the Service **Contract** provider or a complaint against the Obligor, **You** may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711, (800) 803-9202.
If this **Contract** is cancelled within the first sixty (60) days, **We** will refund the entire **Contract** charge, less claims paid. If this **Contract** is cancelled after the first sixty (60) days, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee and less claims paid. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** before the fifth day preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, fraud or a material misrepresentation by the Service **Contract** Holder to the provider or the provider's administrator, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. If **We** cancel this **Contract**, no cancellation fee shall apply. **You** may apply for reimbursement directly to the insurer if a refund or credit is not paid before the 46th day after the date on which the Service **Contract** is canceled.
If a Service **Contract** is canceled and the provider does not pay the refund or credit the Service **Contract** Holder's account before the 46th day after the date of the return of the Service **Contract** to the provider, the provider is liable to the **Contract** Holder for a penalty in an amount not to exceed ten percent (10%) of the amount outstanding per month.

UTAH

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
This Service **Contract** or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Full payment will be received for the **Contract** Purchase Price listed on the **Contract Registration Page**.
Note: **Coverage** afforded under this **Contract** is not guaranteed by the Property and Casualty Guarantee Association.
We may only cancel this **Contract** for the following reasons by sending to **You** notice of cancellation and the reason for cancellation, via first class mail, to **Your** last known address:
1. **We** may cancel this **Contract** for non-payment of the **Contract** charge. Such cancellation will be effective ten (10) days after mailing of notice.
2. **We** may cancel this **Contract** for misrepresentation of a claim. Such cancellation will be effective thirty (30) days after mailing of notice.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.
The Arbitration Provision section of this **Contract** is stricken in its entirety.

VERMONT

The Arbitration Provision section of this **Contract** is stricken in its entirety.

WASHINGTON

The definition of "**We, Us** and **Our**" means the obligor/service **Contract** provider of this **Contract** as stated on the **Registration Page** attached to this **Contract.**
CANCELLATION OF **YOUR CONTRACT** SECTION - Items **a., b.** and **d.** are deleted and replaced with the following:
a. **You** may cancel this **Contract** by returning it to the **Administrator** or the Insurer. A ten percent (10%) penalty will be added to any refund that is not paid within thirty (30) days of return of the **Contract** to the **Administrator**.
b. After the first sixty (60) days, **We** may only cancel this **Contract** for misrepresentation in obtaining this **Contract** or in the submission of a claim for nonpayment of the **Contract** charge by **You**.
d. If **You** cancel this **Contract** within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If **You** cancel this **Contract** after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a twenty-five dollar ($25.00) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

This Service **Contract** allows for binding arbitration proceedings to be held at a location in closest proximity to the Service **Contract** Holder's permanent residence. The commissioner is the Service **Contract** provider's attorney to receive service of legal process in any action, suit, or proceedings in any court.
The State of Washington is the jurisdiction for any civil action in connection with the motor vehicle service **Contract**.
Information Disclosure: As the undersigned, I agree that I have read and understand the following **Contract** provisions and implied warranty disclosure:
1. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 8. MAINTENANCE REQUIREMENTS and HOW TO FILE A CLAIM, which outlines **Your** responsibilities regarding maintenance requirements and filing a claim.
2. **SCHEDULE OF COVERAGES**, which outlines the **Coverage** provided under the **Contract**.
3. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 1. **CONTRACT** PERIOD, which outlines the time and mileage limitations.

4. The implied warranty of merchantability on the motor vehicle is not waived if this **Contract** has been purchased within ninety days of the purchase date of the motor vehicle from a provider who also sold the motor vehicle covered by this **Contract**.
5. EXCLUSIONS, which outlines conditions where the **Contract** does not provide **Coverage**.
6. CANCELLATION OF **YOUR CONTRACT**, which outlines the **Contract** cancellation conditions.

_____ _____

Signature Date

WISCONSIN

THE CONTRACT OBLIGOR AMT WARRANTY CORP.
THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

Any claim for repairs that have not been **Registered** prior to having repairs made may jeopardize **Coverage** under this **Contract**, except as provided under Emergency Repairs.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **b.** and **d.** is deleted and replaced with the following:

b. **We** may only cancel this **Contract** for material misrepresentation by **You**, nonpayment by **You** or a substantial breach of duties by **You** relating to the covered **Vehicle** or its use. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation.

d. If this **Contract** is canceled within thirty (30) days of the date of purchase and no claims have been paid, the **Administrator** shall return one hundred percent (100%) of the purchase price paid and the **Contract** shall be void. The right to void the **Contract** applies only to the original purchaser of the **Contract**. If the refund is not paid or credited within forty-five (45) days after return of the **Contract** to **Us**, **We** shall pay a ten percent (10%) per month penalty of the refund amount outstanding, which **We** shall add to the amount of the refund. For **Contracts** canceled subsequent to the period stated in the preceding paragraph or if a claim has been made under this **Contract** within such period, **We** shall refund 100 percent of the unearned pro rata provider fee and less a cancellation fee not to exceed ten percent (10%) of the **Contract** purchase price paid. If **You** request cancellation due to a total loss of **Your Vehicle** which is not covered by a replacement under the terms of **Your Contract**, the **Administrator** shall return one hundred percent (100%) of the unearned pro-rata **Contract** purchase price paid.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 505-4048. If a covered claim is not paid within sixty (60) days after proof of loss has been filed or, if the Provider becomes insolvent or otherwise financially impaired, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048 for reimbursement, payment or provision of this **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Wisconsin and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

WYOMING

Our obligations under this Vehicle Service **Contract** are insured by a policy issued by the Insurance Company as noted on the **Registration Page**. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a claim directly with the Insurance Company.

The provider of the Service **Contract** shall mail a written notice to the Service **Contract** Holder at the last known address of the Service **Contract** Holder in the records of the provider at least ten (10) days prior to cancellation by the provider. Prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. The notice shall state the effective date of the cancellation and the reason for cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the provider. In the event the lienholder is named on a cancellation, both the **Contract** Holder and the lienholder will be shown jointly on the cancellation refund check.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

The Arbitration Provision section is replaced with the following: At the time of any dispute the parties may voluntarily agree to submit their matters of difference to arbitration in a separate written agreement. Any arbitration proceedings shall be conducted within the state of Wyoming.

VEHICLE MAINTENANCE LOG

DATE SERVICED	MILEAGE WHEN SERVICED / REPAIR ORDER NUMBER	SERVICE PERFORMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

PE18-012

GM

3-27-2019

Q3



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(909) 390-8287 (Fax)
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MARK CHRISTOPHER AUTO CENTER
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Ontario, CA 91764

I acknowledge notice and oral approval of an increase in the original price.
CUSTOMER SIGNATURE X _____

WE ACCEPT
VISA • MASTERCARD • DIVERS
AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

BAR # AA003134 • EPA ID # CAD # 044336741

[redacted]

ADVISOR: WADE HANNA 3098	CASH NO. [redacted]		INVOICE DATE: 01/29/16	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE IN: 5	COLOR: IRIDIUM MET	STOCK NO. [redacted]
YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
P. I. N. NO. [redacted]	P.O. NO.		R. O. DATE: 01/26/16	
COMMENTS				MO: 5

JOB# 1 CHARGES----------

LABOR----------[redacted]----------

J# 1 83GCZ QUICK SERVICE HOURS: 1.30 TECH(S):2758 142.05

TECH#	DATE	START	FINISH	A[redacted]IME	DESCRIPTION
2758	01/28/16	16.60	16.60	0.00	FINISHED
2758	01/28/16	0.00	1.30	0.00	FINISHED
		TOTAL TECH TIME		0.00	1.30

PER LPO INSTALL EXHAUST TIP AND UNDERSEAT STORAGE
BED LIGHTS AND BED HOOKS
LPO
INSTALLED EXHAUST TIP,UNDERSEAT STORAGE,BED LIGHTS AND BED HOOKS

JOB# 1 TOTALS----------

LABOR 142.05

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 142.05

COMMENTS----------
PER LPO

R/O TAX 0.00
R/O TOTALS 142.05

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	142.05
CLAIM TOTALS	142.05

APPROVED BY SIGNATURE _____

Reynolds and Reynolds COMSO ES028948-(0906)

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(909) 390-8287 (Fax)
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Ontario, CA 91764

I acknowledge notice and oral approval of an increase in the original price.
CUSTOMER SIGNATURE X _____

WE ACCEPT
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AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: WADE HANNA 3098	CARD NO. [redacted]	INVOICE DATE: 01/29/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 5	COLOR: IRIDIUM MET / STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. I. L. NO. [redacted]	P.O. NO.	R. O. DATE: 01/26/16	
	COMMENTS			MO: 5

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	3GTP1MEC7GG[redacted]	REPAIRING BAC	114[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/26/2016
ODOMETER	5	SERVICE ADVISOR GMIN	514077693
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	EPA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZPDI		[redacted]	001275982904	0002

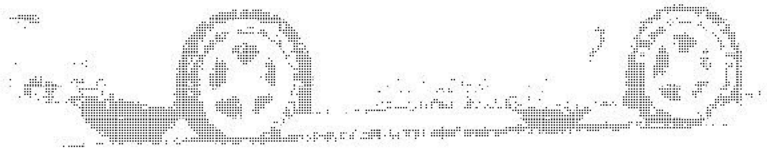
JOB COMPLETION DATE: 01/28/2016
TECHNICIAN GMIN: 802883634

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	1.3

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	142.05	0.00	142.05
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	142.05	0.00	142.05



[END OF INVOICE]

10:38am

Reynolds and Reynolds COMSO ES0284S (1006)

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I acknowledge notice and oral approval of an increase in the original price.
CUSTOMER SIGNATURE X _____

WE ACCEPT
VISA • MASTERCARD • DIVERS
AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: DARLEENE HAMILTON 3583	CARD NO. [redacted]	INVOICE DATE: 01/29/16	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE IN: 5	COLOR: IRIDIUM MET
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE	STOCK NO. [redacted]
	VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.	DELIVERY MILES
	P. I. L. NO. [redacted]	P.O. NO.	R. O. DATE: 01/22/16	PRODUCTION DATE
	COMMENTS			MO: 5

JOB# 1 CHARGES----------

LABOR---------- [redacted] ----------

J# 1 28GCZ	GMC MISC	HOURS: 1.30	TECH(S):2758			142.05
TECH#	DATE	START	FINISH	A[redacted]IME	DESCRIPTION	[redacted]
2758	01/29/16	0.00	1.30	0.00 1.30	ENTERED IN INVOICING	
		TOTAL TECH TIME		0.00 1.30		

PDI
PDI COMPLETED

CLAIM # [redacted]

JOB# 1 TOTALS----------

LABOR		142.05
JOB# 1 JOURNAL PREFIX GCWP	JOB# 1 TOTAL	142.05
	R/O TAX	0.00
	R/O TOTALS	142.05

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	142.05	0.00	0.00	0.00	0.00	0.00		142.05
CLAIM TOTALS	142.05	0.00	0.00	0.00	0.00	0.00	0.00	142.05

APPROVED BY SIGNATURE



PAGE 1 OF 1 [END OF INVOICE] 03:51pm

Reynolds and Reynolds COMSO ST-028948-(1006)

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Ontario, CA 91764

I acknowledge notice and oral approval of an increase in the original price.
CUSTOMER SIGNATURE X _____

WE ACCEPT
VISA • MASTERCARD • DIVERS
AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: VINCENT VILLEGAS 3322	CARD NO. [redacted]	INVOICE DATE: 02/24/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 5	COLOR: IRIDIUM MET	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P. I. N. NO. [redacted]	P.O. NO.	R. O. DATE: 02/22/16		
	COMMENTS			MO: 5	

JOB# 1 CHARGES----------

LABOR----------[redacted]----------

J# 1 83GCZ	QUICK SERVICE	HOURS: [redacted] 0.50 TECH(S):3453	[redacted] 52.50
	PER SALES INSTALL BEDLINER.		
	INSTALLED BEDLINER.		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23221573	LINER PKG 17.090 N	362.25	362.25
			TOTAL - PARTS		362.25

JOB# 1 TOTALS----------

LABOR	52.50
PARTS	362.25
JOB# 1 JOURNAL PREFIX GCIS JOB# 1 TOTAL	414.75

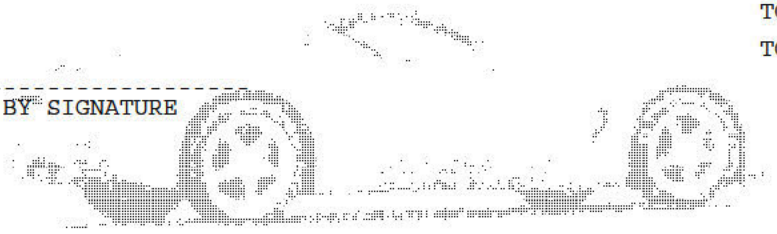
COMMENTS----------
PER SALES

TOTALS----------

CONTROL# 43776 ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	52.50
TOTAL PARTS....	362.25
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 $	414.75

APPROVED BY SIGNATURE



PAGE 1 OF 1 [END OF INVOICE] 11:55am

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 12,424		COLOR: IRIDIUM MET	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE: 07/24/16	DELIVERY MILES: 52
	VEHICLE I.D. NO.: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE:
	F. T. E. NO. / P. O. NO.		R. O. DATE: 08/09/17	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 12424

JOB# 1 CHARGES----------

LABOR----------

J# 1 81GCZZINTLOFDEX INT LOF DEXOS TECH(S):3468 WARRANTY

CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL. SCHEDULED MAINTENANCE COMPLETED REQUESTED MAINTENANCE SERVICES

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	19330000	FILTER 1.836 Y		WARRANTY
		TOTAL - PARTS		0.00

G.O.G. & SUPPLIES----------

1.0	8 QTS DEXOS 0/20	@ /UNIT		WARRANTY
		TOTAL - GOG		0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

CODE	DESCRIPTION		
HW	HAZARDOUS WASTE		WARRANTY
	TOTAL - MISC		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 81GCZZINTSPINSP INT SERV PLUS INSP TECH(S):3468 WARRANTY

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------
WAITER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:48pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 12,424		COLOR: IRIDIUM MET	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE: 07/24/16	DELIVERY MILES: 52
	VEHICLE I.D. NO.: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 08/09/17	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 12424

LABOR----------
J# 1 81GCZZINTLOFDEX INT LOF DEXOS TECH(S):3468 WARRANTY
CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID
LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES
VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH
L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19330000	FILTER 1.836 Y		WARRANTY
				TOTAL - PARTS		0.00

G.O.G. & SUPPLIES----------

1.0	8 QTS DEXOS 0/20	@	/UNIT	WARRANTY
			TOTAL - GOG	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		WARRANTY
			TOTAL - MISC	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 81GCZZINTSPINSP INT SERV PLUS INSP TECH(S):3468 WARRANTY
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------
WAITER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:48pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 12,424		COLOR: IRIDIUM MET	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE: 07/24/16	DELIVERY MILES: 52
	VEHICLE I.D. NO.: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE:
	F. T. E. NO. / P. O. NO.		R. O. DATE: 08/09/17	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 12424

JOB# 1 CHARGES----------

LABOR----------

J# 1 81GCZZINTLOFDEX INT LOF DEXOS TECH(S):3468 WARRANTY

CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL. SCHEDULED MAINTENANCE COMPLETED REQUESTED MAINTENANCE SERVICES

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	19330000	FILTER 1.836 Y		WARRANTY
		TOTAL - PARTS		0.00

G.O.G. & SUPPLIES----------

1.0	8 QTS DEXOS 0/20	@ /UNIT		WARRANTY
		TOTAL - GOG		0.00

MISC------CODE--------DESCRIPTION-----------------------------CONTROL NO---------

CODE	DESCRIPTION		
HW	HAZARDOUS WASTE		WARRANTY
	TOTAL - MISC		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 81GCZZINTSPINSP INT SERV PLUS INSP TECH(S):3468 WARRANTY

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------
WAITER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:48pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,424	IRIDIUM MET	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/SIERRA 1500/CREW CAB 2WD 143.	07/24/16	52

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G T P 1 M E C 7 G G [redacted]	5000	

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/09/17

CELL PHONE & E-MAIL ADDRESS & COMMENTS

MO: 12424

TOTALS----------

```
**********************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU  *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT     *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE   *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER     *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*                                                          *
*                   *PARTS WARRANTY*                       *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE    *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF       *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE    *
* SPECIFIED.                                               *
*                                                          *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918     *
**********************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:48pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,424	IRIDIUM MET	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/SIERRA 1500/CREW CAB 2WD 143.	07/24/16	52

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G T P 1 M E C 7 G G [redacted]	5000	

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/09/17

CELL PHONE & E-MAIL ADDRESS & COMMENTS

MO: 12424

TOTALS----------

```
**********************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU  *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT     *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE   *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER     *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*                                                          *
*                    *PARTS WARRANTY*                      *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE    *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF       *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE    *
* SPECIFIED.                                               *
*                                                          *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918     *
**********************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:48pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MIKE AMERSONIS 3674	[redacted]	08/09/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,424	IRIDIUM MET	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/SIERRA 1500/CREW CAB 2WD 143.	07/24/16	52

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G T P 1 M E C 7 G G [redacted]	5000	

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/09/17

CELL PHONE & E-MAIL ADDRESS & COMMENTS

MO: 12424

[redacted]

TOTALS----------

```
**************************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU    *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT       *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE     *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:48pm

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: SAM ACEVES 3714	CARD NO. [redacted]	INVOICE DATE: 02/01/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 6050	COLOR: IRIDIUM MET
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE: 07/24/16	STOCK NO. [redacted]
	VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO: 5000	DELIVERY MILES: 52
	P. I. N. NO. [redacted]	P.O. NO.	R. O. DATE: 02/01/17	PRODUCTION DATE
	COMMENTS			MO: 6050

JOB# 1 CHARGES----------

LABOR----------[redacted]----------
J# 1 81GCZZINTLOFDEX INT LOF DEXOS — TECH(S):3569 — WARRANTY [redacted]
CUSTOMER REQUEST LUBE, OIL & FILTER [redacted], CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES
LOF PERFORMED 8QTS 0W-20

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19330000	FILTER 1.836 Y		WARRANTY
			TOTAL - PARTS		0.00

G.O.G. & SUPPLIES					
	0.1	8 QTS DEXOS 0/20	@ /UNIT		WARRANTY
			TOTAL - GOG		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		WARRANTY
		TOTAL - MISC		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 81GCZZINTROTATE INTERNAL ROTATE — TECH(S):3569 — WARRANTY
ROTATE TIRES
MAINTENANCE ITEM
ROTATED TIRES
FRONT TO REAR

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 81GCZZINTSPINSP INT SERV PLUS INSP — TECH(S):3569 — WARRANTY
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.
FRONT TIRE PRESSURES 35PSI REAR 35PSI

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 83GCZ QUICK SERVICE — TECH(S):3569 — WARRANTY
PERFORM 16007 RECALL
REPROGRAMMED AIRBAG PER RECALL 16007
CLAIM CODE: S3005

 [CONTINUED ON NEXT PAGE] 02:19pm

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HUMMER

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CUSTOMER SIGNATURE X _____

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: SAM ACEVES 3714	CARD NO. [redacted]	INVOICE DATE: 02/01/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 6050	COLOR: IRIDIUM MET / STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE: 07/24/16	DELIVERY MILES: 52
	VEHICLE ID NO: 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE
	F. I. L. NO. [redacted]	P.O. NO.	R. O. DATE: 02/01/17	
	COMMENTS			MO: 6050

JOB# 4 TOTALS----------

[redacted] JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

COMMENTS----------[redacted]----------[redacted]
WAITER
IN LOBBY

TOTALS----------

```
**************************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU    *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT       *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE     *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE



[END OF INVOICE]

02:19pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 19710

JOB# 1 CHARGES----------

LABOR----------

J# 1 82GCZOWARRDIAG DRIVABILITY WARRANTY TECH(S):3298 WARRANTY

CUSTOMER STATES VEHICLE CHECK ENGINE LIGHT IS ON. RUNS FINE
GDS DIAGNOSE CODE P050D,#1,#3,#4 FUEL INJECTORS OUT OF
CALIBRATION COLD START DOUBLE PULSE ONLY
REPLACE FUEL INJECTORS BOTH BANKS.#1,#3,#4,BOTH FUEL PIPES
CLEAR CODES,VERIFY WITH COLD START.OPERATING AS INTENDED
AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	3	12684125	INJECTOR 3.300 Y	WARRANTY
	1	12677002	PIPE 3.163 Y	WARRANTY
		NO DEALERS		
	1	12677004	PIPE 3.163 Y	WARRANTY
		NO DEALERS		

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 82GCZSPSAFETY SERV PLUS INSPECTION TECH(S):3298 0.00

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM
PERFORMED SAFETY INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
CALLED CUSTOMER 2.03.18 @ 8:30- TRUCK NEEDS INJECTORS. SHOULD BE
DONE BY 2:00

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 02:12pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 19710

JOB# 1 CHARGES----------

LABOR----------

J# 1 82GCZOWARRDIAG DRIVABILITY WARRANTY TECH(S):3298 WARRANTY

CUSTOMER STATES VEHICLE CHECK ENGINE LIGHT IS ON. RUNS FINE
GDS DIAGNOSE CODE P050D,#1,#3,#4 FUEL INJECTORS OUT OF
CALIBRATION COLD START DOUBLE PULSE ONLY
REPLACE FUEL INJECTORS BOTH BANKS.#1,#3,#4,BOTH FUEL PIPES
CLEAR CODES,VERIFY WITH COLD START.OPERATING AS INTENDED
AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	3		12684125	INJECTOR 3.300 Y	WARRANTY
	1		12677002	PIPE 3.163 Y	WARRANTY
			NO DEALERS		
	1		12677004	PIPE 3.163 Y	WARRANTY
			NO DEALERS		

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 82GCZSPSAFETY SERV PLUS INSPECTION TECH(S):3298 0.00

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM
PERFORMED SAFETY INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
CALLED CUSTOMER 2.03.18 @ 8:30- TRUCK NEEDS INJECTORS. SHOULD BE
DONE BY 2:00

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 02:12pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 19710

JOB# 1 CHARGES----------

LABOR----------

J# 1 82GCZOWARRDIAG DRIVABILITY WARRANTY TECH(S):3298 WARRANTY

CUSTOMER STATES VEHICLE CHECK ENGINE LIGHT IS ON. RUNS FINE
GDS DIAGNOSE CODE P050D,#1,#3,#4 FUEL INJECTORS OUT OF
CALIBRATION COLD START DOUBLE PULSE ONLY
REPLACE FUEL INJECTORS BOTH BANKS.#1,#3,#4,BOTH FUEL PIPES
CLEAR CODES,VERIFY WITH COLD START.OPERATING AS INTENDED
AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	3		12684125	INJECTOR 3.300 Y	WARRANTY
	1		12677002	PIPE 3.163 Y	WARRANTY
			NO DEALERS		
	1		12677004	PIPE 3.163 Y	WARRANTY
			NO DEALERS		

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 82GCZSPSAFETY SERV PLUS INSPECTION TECH(S):3298 0.00

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM
PERFORMED SAFETY INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
CALLED CUSTOMER 2.03.18 @ 8:30- TRUCK NEEDS INJECTORS. SHOULD BE
DONE BY 2:00

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 02:12pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 19710

TOTALS----------

```
**************************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU    *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT       *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE     *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 02:12pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 19710

TOTALS----------

```
**********************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU  *
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* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER     *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*                                                          *
*                    *PARTS WARRANTY*                      *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE    *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF       *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE    *
* SPECIFIED.                                               *
*                                                          *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918     *
**********************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVO
[redacted]	JULIE ESCOBAR 3768	[redacted]	02/03/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 19,708	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/03/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 19710

TOTALS----------

```
**************************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU    *
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* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE     *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	08/30/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26510

JOB# 1 CHARGES----------

LABOR----------

J# 1 86GCZOWARRDIAG1 BK/FR END/STEER WARR TECH(S):3201 WARRANTY

CHECK AND ADVISE CUSTOMER REPORTS BRAKE PEDAL FEELS HARD
INSPECT AND ADVISE
LOW BRAKE BOOSTER VACUUM LEVEL CAUSING HARD BRAKE PEDAL AND
ABS ACTIVATION,MEASURED VACUUM AT 17 INCHES,SHOULD BE
27 INCHES,VACUUM PUMP WEAK
MEASURED VACUUM AND REPLACED VACUUM PUMP,ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	12669488	PUMP 3.280 Y	WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 90GCZ GM MPVI TECH(S):3201 WARRANTY

PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3+97GCZXOLK OIL LEAK TECH(S):3201 0.00

Added Operation (CRAIG @ 08/30/2018 15:00)

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)

COMMENTS----------

++WAITER++
8.30.2018-3:23PM CALLED JOSE-ADVISED VEHICLE COMPLETE--J/F--

RECOMMENDATIONS----------

ENGINE OIL LEAK AT AFTERMARKET OIL FILTER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:24pm

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CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR SAM ACEVES 3714	TAG NO. [redacted]	INVOICE DATE 08/30/18
[redacted]	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18
	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

IN [redacted]
DELIVERY MILES 52
PRODUCTION DATE
MO: 26510

JOB# 1 CHARGES----------

LABOR----------
J# 1 86GCZOWARRDIAG1 BK/FR END/STEER WARR TECH(S):3201 WARRANTY
CHECK AND ADVISE CUSTOMER REPORTS BRAKE PEDAL FEELS HARD
INSPECT AND ADVISE
LOW BRAKE BOOSTER VACUUM LEVEL CAUSING HARD BRAKE PEDAL AND
ABS ACTIVATION,MEASURED VACUUM AT 17 INCHES,SHOULD BE
27 INCHES,VACUUM PUMP WEAK
MEASURED VACUUM AND REPLACED VACUUM PUMP,ROAD TEST

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

1	12669488	PUMP 3.280 Y		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 90GCZ GM MPVI TECH(S):3201 WARRANTY
PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3+97GCZXOLK OIL LEAK TECH(S):3201 0.00
Added Operation (CRAIG @ 08/30/2018 15:00)

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)
COMMENTS----------
++WAITER++
8.30.2018-3:23PM CALLED JOSE-ADVISED VEHICLE COMPLETE--J/F--

RECOMMENDATIONS----------
ENGINE OIL LEAK AT AFTERMARKET OIL FILTER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:24pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	08/30/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26510

JOB# 1 CHARGES----------

LABOR----------

J# 1 86GCZOWARRDIAG1 BK/FR END/STEER WARR TECH(S):3201 WARRANTY

CHECK AND ADVISE CUSTOMER REPORTS BRAKE PEDAL FEELS HARD
INSPECT AND ADVISE
LOW BRAKE BOOSTER VACUUM LEVEL CAUSING HARD BRAKE PEDAL AND
ABS ACTIVATION,MEASURED VACUUM AT 17 INCHES,SHOULD BE
27 INCHES,VACUUM PUMP WEAK
MEASURED VACUUM AND REPLACED VACUUM PUMP,ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	12669488	PUMP 3.280 Y	WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 90GCZ GM MPVI TECH(S):3201 WARRANTY

PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3+97GCZXOLK OIL LEAK TECH(S):3201 0.00

Added Operation (CRAIG @ 08/30/2018 15:00)

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)

COMMENTS----------

++WAITER++
8.30.2018-3:23PM CALLED JOSE-ADVISED VEHICLE COMPLETE--J/F--

RECOMMENDATIONS----------

ENGINE OIL LEAK AT AFTERMARKET OIL FILTER

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[CONTINUED ON NEXT PAGE] 03:24pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	08/30/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26510

TOTALS----------

```
**************************************************************
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU    *
* TO GRADE YOUR SERVICE VISIT WITH US.  IF WE HAVE NOT       *
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE     *
* CONTACT YOUR SERVICE CONSULTANT  OR  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:24pm

The Reynolds and Reynolds Company ERAINTINVE
SF688847 Q (10/16)

(909) 390-2900 (Phone)
(909) 390-8287 (Fax)
www.markchristopher.com

MARK CHRISTOPHER AUTO CENTER
CHEVROLET BUICK GMC CADILLAC

2131 Convention Center Way
Ontario, CA 91764

WE ACCEPT
VISA • MASTERCARD • DINERS
AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	08/30/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26510

TOTALS----------

```
**************************************************************
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*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:24pm

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	08/30/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,510	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/30/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26510

TOTALS----------

```
**************************************************************
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* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

_____
CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 03:24pm

The Reynolds and Reynolds Company ERAINTINVE
SF688847 Q (10/16)

PE18-012

GM

3-27-2019

Q3



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AMERICAN EXPRESS
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CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR SAM ACEVES 3714	TAG NO. [redacted]	INVOICE DATE 09/14/18	IN [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 26,905	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/13/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 26905

JOB# 1 CHARGES----------

LABOR----------

J# 1 84GCZODIAG4 15A DIAGNOSIS TECH(S):3235 WARRANTY

CHECK AND ADVISE CUSTOMER REPORTS VEHICLE HAD TO BE JUMP
STARTED AND
SERVICE TRAILER BRAKE LIGHT CAME ON AFTER INSPECT AND ADVISE
BATTERY FAILED GR8 TEST
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88865934	94RPG BAT 2.330		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 90GCZ GM MPVI TECH(S):3235 WARRANTY

PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------

CALLED JOSE ON 09/14/18 @ 9:20AM TO UPDATE VEHICLE IS READY FOR
PICK UP

TOTALS----------

```
**********************************************************
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*                                                          *
*                    *PARTS WARRANTY*                      *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE    *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF       *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE    *
* SPECIFIED.                                               *
*                                                          *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918     *
**********************************************************
```

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**

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 09:22am

The Reynolds and Reynolds Company ERAINTINVE
SF688847 Q (10/16)

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(909) 390-8287 (Fax)
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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	09/14/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,905	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/13/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26905

JOB# 1 CHARGES----------

LABOR----------

J# 1 84GCZODIAG4 15A DIAGNOSIS TECH(S):3235 WARRANTY

CHECK AND ADVISE CUSTOMER REPORTS VEHICLE HAD TO BE JUMP
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SERVICE TRAILER BRAKE LIGHT CAME ON AFTER INSPECT AND ADVISE
BATTERY FAILED GR8 TEST
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88865934	94RPG BAT 2.330		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 90GCZ GM MPVI TECH(S):3235 WARRANTY

PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------

CALLED JOSE ON 09/14/18 @ 9:20AM TO UPDATE VEHICLE IS READY FOR
PICK UP

TOTALS----------

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* *
* *PARTS WARRANTY* *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *
* SPECIFIED. *
* *
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *

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**

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CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 09:22am

The Reynolds and Reynolds Company ERAINTINVE
SF688847 Q (10/16)

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(909) 390-8287 (Fax)
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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	[redacted]	09/14/18	[redacted]
	LABOR RATE [redacted]	MILEAGE 26,905	COLOR IRIDIUM MET	[redacted]
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143.		DELIVERY DATE 07/24/16	DELIVERY MILES 52
	VEHICLE I.D. NO. 3 G T P 1 M E C 7 G G [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/13/18	
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 26905

JOB# 1 CHARGES----------

LABOR----------

J# 1 84GCZODIAG4 15A DIAGNOSIS TECH(S):3235 WARRANTY

CHECK AND ADVISE CUSTOMER REPORTS VEHICLE HAD TO BE JUMP
STARTED AND
SERVICE TRAILER BRAKE LIGHT CAME ON AFTER INSPECT AND ADVISE
BATTERY FAILED GR8 TEST
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88865934	94RPG BAT 2.330		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 90GCZ GM MPVI TECH(S):3235 WARRANTY

PERFORMM MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------

CALLED JOSE ON 09/14/18 @ 9:20AM TO UPDATE VEHICLE IS READY FOR
PICK UP

TOTALS----------

```
**********************************************************
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* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*                                                          *
*                    *PARTS WARRANTY*                      *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE    *
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* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE    *
* SPECIFIED.                                               *
*                                                          *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918     *
**********************************************************
```

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**

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

[END OF INVOICE] 09:22am

The Reynolds and Reynolds Company ERAINTINVE
SF688847 Q (10/16)

PE18-012

GM

3-27-2019

Q3



[redacted]

MIKE HERNANDEZ'
CAMINO REAL CHEVROLET

CHEVROLET PARTS

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

GM QUALITY SERVICE PARTS

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	TRINIDAD SANCHEZ 159	[redacted]	12/09/16	[redacted]
	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 12,523		COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 07/12/16	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO: 12523

JOB# 1 CHARGES----------

LABOR----------
J# 1 46CVZ WHEELS/TIRES TECH(S):522 551 INTERNAL
REPAIR RIGHT FRONT WHEEL SHOP DAMAGE
REMOVED RIGHT FRONT TIRE INSTALLED SPARE

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 90CVZ DETAIL TECH(S):546 553 INTERNAL
REMOVE SCRATCHES FROM FRONT BUMPER CENTER
PAINT AND REFINSH FRONT BUMPER COVER

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 02CVZ RECALL TECH(S):225 WARRANTY
15822 PRODUCT SAFTY RECALL SEAT BELT LAP ANCHOR TENSIONER
CABLE
SOP HERE
RECALL 15822
PERFORMED RECALL 15822 SEATBELT LAP ANCHOR TENSIONER CABLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
1 19330320 BELT KIT 16.714 N WARRANTY
TOTAL - PARTS 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 00CVZ0108 21 POINT INSPECTION TECH(S):522 WARRANTY
PERFORM 21 MULTI-POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5+99CVZ CONDITION CODES TECH(S):99 WARRANTY
Added Operation (GTAKAMINE @ 08/08/2016 10:03)
PROVIDE PARTIAL 1 MONTH CAR PAYMENT - CUSTOMER ENTHUSIASM -
$383.00
DONE

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

[redacted]

MIKE HERNANDEZ'
CAMINO REAL
CHEVROLET

CHEVROLET PARTS

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754
(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719
E.P.A. NO. CAD981384852

GM QUALITY SERVICE PARTS

SE HABLA ESPAÑOL

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 12/09/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 12,523	COLOR WHITE/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		LLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/12/16	
	COMMENTS			

MO: 12523

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

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

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X
CUSTOMER SIGNATURE

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 PATRONAGE !!!!

CUSTOMER SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 12:27pm

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 06/09/16	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 11,567	COLOR WHITE/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 11567

JOB# 1 CHARGES

LABOR

J# 1 10CVZ06 CHECK ENGINE LIGHT TECH(S):223 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON
P050D 00 COLD START ROUGH IDLE.
MONITORED MISSFIRE DATA AT COLD START AND FOUND ALL 8 CYL
MISSFIRING. REMOVED BOTH FUEL INJECTOR RAILS AND FOUND ALL 8
INJECTORS PARTIALLY RESTRICTED WITH CARBON BUILT UP. CALLED
TAC FOR ASSISTENCE. CASE # [redacted] REPLACED ALL 8 INJE-
CTORS, CLEARED CODE AND TESTED VEHICLE NEXTT DAY AT COLD
START. NO MORE MISSFIRES FOUND AND CODE DID NOT RETURN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	8	12672368	INJECTOR 3.300 Y			WARRANTY
	8	12626354	GASKET 3.270 Y			WARRANTY
	1	12618336	PIPE 3.163 Y			WARRANTY
	1	12673077	PIPE 3.163 Y			WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02CVZ RECALL TECH(S):225 WARRANTY

15822 PRODUCT SAFTY RECALL SEAT BELT LAP ANCHOR TENSIONER
CABLE
S/O SEAT BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	0	19330320	BELT KIT 16.714 N			WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00CVZ0108 21 POINT INSPECTION TECH(S):223 WARRANTY

PERFORM 21 MULTI-POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
HS 06-09

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE: 06/09/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 11,567	COLOR: WHITE/
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 06/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS: MO: 11567		

TOTALS----------

****
* *
* [ ] 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**

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X _____
CUSTOMER SIGNATURE

THANK YOU FOR PATRONAGE !!!!

_____
CUSTOMER SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 12:27pm

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

[redacted]

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 04/12/16	INVOICE NO. [redacted]
	LABOR RATE	MILEAGE 9,446	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/12/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 9446

JOB# 1 CHARGES

LABOR

J# 1 00CVZ0600723 2YR/24K MAINT 2014 TECH(S):551 WARRANTY
PERFORM LOF/ROTATE 2YR/24K MAINT 2014
MAINT
PERFORM LOF/ROTATE MPVI
E

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y			WARRANTY
	9		19259487	OIL 8.800 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 40CVZ01 BRAKE CONCERN TECH(S):163 WARRANTY
CUSTOMER STATES WHEN ALPIES BRAKE HAS SQUEEK AT BRAKE
PEDAL
BRAKE BOOSTER INTERNAL NOISE
CAUSING SQUEEK
REPLACE BRAKE BOOSTER,TEST DROVE TO VERIFY REPAIRS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		23135220	BOOSTER 4.805 Y			WARRANTY
						TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00CVZ0108 21 POINT INSPECTION TECH(S):551 WARRANTY
PERFORM 21 MULTI-POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
HS 04-12

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CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

[redacted]

MIKE HERNANDEZ'
CAMINO REAL
CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 04/12/16	INVOICE NO. [redacted]
	LABOR RATE [redacted]	MILEAGE 9,446	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/12/16	
PHONE	COMMENTS			MO: 9446

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR PATRONAGE !!!!

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**

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CUSTOMER SIGNATURE

_____
CUSTOMER SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 12:27pm

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

[redacted]

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 10/06/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 4,104	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/06/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 4104

JOB# 1 CHARGES----------

LABOR----------

J# 1 45CVZ10 SUSPENSION NOISE TECH(S):163 INTERNAL

CHECK AND ADVISE CUSTOMER STATES LEFT REAR SUSPENSION SQUEEK
WHEN GOES OVER BUMPS

.

RETOURQE LEFT REAR SWING ARM BNOLT
AFTER MARKET STEP INSTALLED

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 00CVZ0108 21 POINT INSPECTION TECH(S):163 WARRANTY

CUSTOMER REQUESTS PERFORM 21 POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE----------

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

TOTALS----------

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CUSTOMER SIGNATURE

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 PATRONAGE !!!!

_____
CUSTOMER SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 12:27pm

The Reynolds and Reynolds Company ER/NTINVE
SF667735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE 09/29/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 3,916	COLOR WHITE/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/29/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 3916

JOB# 1 CHARGES----------

LABOR----------

J# 1 45CVZ03 SUSPENSION CONCERN TECH(S):163 WARRANTY

CHECK AND ADVISE CUSTOMER STATES REAR SUSPENSION SQUEEK
LEFT SIDE WHEN GOES OVER BUMPS
06-03-09-004G BULLETIN
LUBRICATE REAR LEAF SPRINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12345996	LUBRICANT 8.800 N			WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 00CVZ0108 21 POINT INSPECTION TECH(S):551 WARRANTY

CUSTOMER REQUESTS PERFORM 21 POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 00CVZ0600723 2YR/24K MAINT 2014 TECH(S):551 WARRANTY

PERFORM LOF/ROTATE 2YR/24K MAINT 2014
LOF
PERFORM LOF/ROTATE MPVI

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.836 Y			WARRANTY
	9	19259487	OIL 8.800 N			WARRANTY
				TOTAL - PARTS		0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS----------
WARR.IN BASKET
09-29 DR

NOTICE TO CONSUMER:

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X _____
CUSTOMER SIGNATURE

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 12:27pm

The Reynolds and Reynolds Company ERAINTINVE
SF867735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CHEVROLET PARTS

GM QUALITY SERVICE PARTS

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TRINIDAD SANCHEZ 159	TAG NO. [redacted]	INVOICE DATE: 09/29/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE: 3,916	COLOR: WHITE/	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 09/29/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS: MO: 3916		

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR PATRONAGE !!!!

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**

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X _____
CUSTOMER SIGNATURE

_____
CUSTOMER SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 12:27pm

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

PE18-012

GM

3-27-2019

Q3



[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/08/16	
	COMMENTS			MO: 15849

JOB# 1 CHARGES

LABOR

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE HOURS: TECH(S):4226 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.50	

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
2 YEAR MAINTANCE
CHANGE ENGINE OIL AND ROTATE TIRES

PAID NOV 09 PAID

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
	8		19259487	OIL 8.800 N	3.37	26.96	3.71	29.68
				COST TOTAL		31.26		
						TOTAL - PARTS		34.41

JOB# 1 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 1 JOURNAL PREFIX CVZS JOB# 1 TOTAL	50.00

JOB# 3 CHARGES

LABOR

J# 3 11CVZ03 RECALL HOURS: 0.30 TECH(S):4226 32.54

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.30	

RECALL#16007
recall
recall performed

PAID NOV 09 PAID

JOB# 3 TOTALS

LABOR	32.54
JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL	32.54

JOB# 4 CHARGES

LABOR

J# 4 11CVZ12 RECALL HOURS: 0.60 TECH(S):4226 65.09

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.60	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.60	

RECALL#15822
recall
recall performed

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849 / COLOR: /			STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/08/16	
	COMMENTS			MO: 15849

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84160781	BRACKET 16.714 N	2.50	2.50	3.50	3.50
				COST TOTAL		2.50		
						TOTAL - PARTS		3.50

JOB# 4 TOTALS

LABOR	65.09
PARTS	3.50
JOB# 4 JOURNAL PREFIX CVWS JOB# 4 TOTAL	68.59

RECOMMENDATIONS
CABIN FILTER-80.00
CPOMPLETE FUEL INDUCTION SERVICE-295.00

R/O TAX	0.00
R/O TOTALS	151.13

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00
	32.54
	68.59
CLAIM TOTALS	151.13

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

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SF680096 O (09/16)

[redacted]

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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,849	/	

YEAR/ MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SILVERADO 1500/CR		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C S E C 8 F G [redacted]		

F.T.E.NO.	P.O. NO.	R.O. DATE	
		11/08/16	

COMMENTS

MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001310945234	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. [redacted]	INVOICE DATE 11/09/16	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE 15,849	COLOR /	STOCK NO.
	YEAR/ MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/08/16		
[redacted]	COMMENTS				

MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		[redacted]	001310945324	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	0.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: recall performed

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	32.54	0.00	32.54
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	32.54	0.00	32.54

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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WARRANTY COPY

[CONTINUED ON NEXT PAGE] 12:18pm

The Reynolds and Reynolds Company ERAINTINVE
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[redacted]

[redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]		BORA CUMMINGS 4333		[redacted]	11/09/16	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE 15,849	COLOR /	STOCK NO.
		YEAR/ MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
		F.T. E.NO.	P.O. NO.		R. O. DATE 11/08/16	
	SS PHONE	COMMENTS				MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZFAT		[redacted]	001310945462	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
9102394	0.6

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: recall performed

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84160781	1	2.50			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	1.00		
PARTS	2.50	0.00	3.50
LABOR	65.09	0.00	65.09
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	68.59	0.00	68.59

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[END OF INVOICE] 12:18pm

The Reynolds and Reynolds Company ERAINTINVE
SF680096 O (09/16)

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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR BORA CUMMINGS 4333	TAG NO. [redacted]		INVOICE DATE 11/09/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 15,849	COLOR /	STOCK NO.
LOS ANGELES, CA [redacted]	YEAR/ MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO 3 G C P C S E C 8 F G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO	P.O. NO.		R.O. DATE 11/08/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 15849

JOB# 1 CHARGES

LABOR

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE HOURS: TECH(S):4226 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.50	

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
2 YEAR MAINTANCE
CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
	8		19259487	OIL 8.800 N	3.37	26.96	3.71	29.68
				COST TOTAL		31.26		
						TOTAL - PARTS		34.41

JOB# 1 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 1 JOURNAL PREFIX CVZS JOB# 1 TOTAL	50.00

JOB# 3 CHARGES

LABOR

J# 3 11CVZ03 RECALL HOURS: 0.30 TECH(S):4226 32.54

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.30	

RECALL#16007
recall
recall performed

JOB# 3 TOTALS

LABOR	32.54
JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL	32.54

JOB# 4 CHARGES

LABOR

J# 4 11CVZ12 RECALL HOURS: 0.60 TECH(S):4226 65.09

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4226	11/08/16	0.00	0.00	0.00	0.60	ENTERED IN INVOICING
4226	11/08/16	17.90	17.90	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.60	

RECALL#15822
recall
recall performed

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[redacted]

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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS	4333	[redacted]	11/09/16	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 15,849	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C 8 F G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T. E.NO.	P.O. NO.		R.O. DATE 11/08/16	
	COMMENTS				MO: 15849

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84160781	BRACKET 16.714 N	2.50	2.50	3.50	3.50
				COST TOTAL		2.50		
						TOTAL - PARTS		3.50

JOB# 4 TOTALS

	LABOR	65.09
	PARTS	3.50
JOB# 4 JOURNAL PREFIX CVWS	JOB# 4 TOTAL	68.59

RECOMMENDATIONS
CABIN FILTER-80.00
CPOMPLETE FUEL INDUCTION SERVICE-295.00

R/O TAX	0.00
R/O TOTALS	151.13

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00
	32.54
	68.59
CLAIM TOTALS	151.13

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO. / P.O. [redacted]		R.O. DATE: 11/08/16	
	COMMENTS			MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001310945234	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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[CONTINUED ON NEXT PAGE]
12:18pm

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (09/16)

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[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849 / COLOR: /			STOCK NO.
	YEAR/ MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E NO. / P.O. NO.		R.O. DATE: 11/08/16	
	COMMENTS			MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		[redacted]	001310945324	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	0.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: recall performed

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	32.54	0.00	32.54
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	32.54	0.00	32.54

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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SF680096 O (09/16)

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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/09/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/08/16	
	COMMENTS			MO: 15849

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCSEC8FG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/08/2016
ODOMETER	15849	SERVICE ADVISOR GMIN	316974629
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZFAT		[redacted]	001310945462	0002

JOB COMPLETION DATE: 11/08/2016
TECHNICIAN GMIN: 163109203

LABOR OPERATION	BASE HOURS
9102394	0.6

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: recall performed

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
84160781	1	2.50			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	1.00		
PARTS	2.50	0.00	3.50
LABOR	65.09	0.00	65.09
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	68.59	0.00	68.59

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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ACCOUNTING COPY

[END OF INVOICE] 12:18pm

The Reynolds and Reynolds Company ERAINTINVE
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[redacted]

[redacted]

CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE		INVOICE NO.
[redacted]		BORA CUMMINGS 4333		[redacted]		11/08/16		[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE		COLOR		STOCK NO
				15,849		/		
		YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES
		15/CHEVROLET TRUCK/SILVERADO 1500/CR						
		VEHICLE I.D. NO				SELLING DEALER NO		PRODUCTION DATE
		3 G C P C S E C 8 F G [redacted]						
		F. T. E. NO.	P.O. NO.			R.O. DATE		
						11/08/16		
		COMMENTS						
						MO: 15849		

JOB# 1 CHARGES

LABOR 06000723

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4226 WARRANTY $50.00
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS

CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y			WARRANTY
	8		19259487	OIL 8.800 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00CVZ001 27 POINT INSPECTION TECH(S):4226 0.00
PERFORM MULTI-POINT INSPECTION
27 point inspection
cabin filter,complete fuel service

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR 91022776

J# 3 11CVZ03 RECALL TECH(S):4226 WARRANTY
RECALL#16007
recall
recall performed

3

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR 91023994

J# 4 11CVZ12 RECALL TECH(S):4226 WARRANTY
RECALL#15822
recall
recall performed

6

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84160781	BRACKET 16.714 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTERVE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/08/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,849		COLOR: /	STOCK NO.
	YEAR/ MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E NO. / P. O. NO.		P. O. DATE: 11/08/16	
	COMMENTS: MO: 15849			

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
RECOMMENDATIONS----------
CABIN FILTER-80.00
CPOMPLETE FUEL INDUCTION SERVICE-295.00

TOTALS----------

****
* *
* [ ] 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

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 05:58pm

The Reynolds and Reynolds Company (BRAINTREE)
SF680096 O (09/16)

[redacted]



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Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE		INVOICE NO.
[redacted]		BORA CUMMINGS	4333	[redacted]		11/08/16		[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE	15,849	COLOR	/	STOCK NO.
		YEAR / MAKE / MODEL	15/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE		DELIVERY MILES
		VEHICLE I.D. NO.	3 G C P C S E C 8 F G [redacted]			SELLING DEALER NO.		PRODUCTION DATE
		F.T.E.NO.		P.O. NO.		R.O. DATE	11/08/16	
		COMMENTS						MO: 15849

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
RECOMMENDATIONS----------
CABIN FILTER-80.00
CPOMPLETE FUEL INDUCTION SERVICE-295.00

TOTALS----------

****
* *
* [ ] 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**

T[redacted]R BUSINESS!!

[redacted]IGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 05:58pm

The Reynolds and Reynolds Company ERAINTRVE
SF680096 Q (09/16)

[redacted]

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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	11/08/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO
		15,849	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SILVERADO 1500/CR		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C S E C 8 F G [redacted]		

F.T.E.NO.	P.O. NO.	R.O. DATE
		11/08/16

COMMENTS

MO: 15849

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4226 WARRANTY

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS

.

CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y			WARRANTY
	8		19259487	OIL 8.800 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 00CVZ001 27 POINT INSPECTION TECH(S):4226 0.00

PERFORM MULTI-POINT INSPECTION
27 point inspection
cabin filter,complete fuel service

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 11CVZ03 RECALL TECH(S):4226 WARRANTY

RECALL#16007
recall
recall performed

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 11CVZ12 RECALL TECH(S):4226 WARRANTY

RECALL#15822
recall
recall performed

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		84160781	BRACKET 16.714 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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SF680096 O (09/16)

[redacted]

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www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **SERVICE** STATE REG# ARD00261498

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
3GCPCSEC8FG[redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/C				[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					11/08/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	15,849	4333	BORA CUMMINGS

[redacted]

03:46pm | 11/08/16 | 06:00pm | PRIORITY 2

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SMOG WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X [redacted]

1 W 00CVZLOFW 4226 **24/24 GM OIL CHANGE**
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS

2 C 00CVZ001 4226 **27 POINT INSPECTION**
PERFORM MULTI-POINT INSPECTION

3 W 11CVZ08 4226 **RECALL** 9102276 0.3
RECALL#16007 code S3029

4 W 11CVZ12 4226 **RECALL** 9102394 0.6
RECALL#15822

WAIVER

NO WORK

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON	HAZ WASTE	REVISED TOTAL
	$	$

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON	HAZ WASTE	REVISED TOTAL
	$	$

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON	HAZ WASTE	REVISED TOTAL
	$	$

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____
"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature X	Date:

The Reynolds and Reynolds Company ERAINTWO14E CC725088 Q (02/15)

SF680171 Q (09/16)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PAGE 1 OF 1

TECH COPY

[redacted]

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

CC725088 Q

Vehicle Report

Printed on: 11/08/2016 06:40:37

WORKBENCH Service

VIN: 3GCPCSEC8FG[redacted] **Vehicle Model:** 2015 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 02/16/2015

Service Consultant : BORA CUMMINGS **Mileage :** 15849

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	BG5Y83WM

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open
	Product Safety Recall	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet 2 Year Scheduled Maintenance	02/16/2015	39 MI	02/16/2017	24039 MI	2 of 4 visits remaining
Bumper to Bumper Limited Warranty	02/16/2015	39 MI	02/16/2018	36039 MI	Applicable
Emission Select Component Ltd Wty	02/16/2015	39 MI	02/16/2023	80039 MI	Applicable
Corrosion Limited Warranty	02/16/2015	39 MI	02/16/2021	100039 MI	Applicable
Emission Select State Component Ltd Wty	02/16/2015	39 MI	02/16/2022	70039 MI	Applicable
Powertrain Limited Warranty	02/16/2015	39 MI	02/16/2020	100039 MI	Applicable
Emission Limited Warranty	02/16/2015	39 MI	02/16/2018	50039 MI	Applicable

Service Contracts

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

Service Information

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

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/07/2016	[redacted]	ZREG	[redacted]	Fuel Injector Replacement	11567 MI	Warranty
04/12/2016		ZREG		Power Vacuum Brake Booster Replacement	9446 MI	Warranty
04/12/2016		ZREG		Chevrolet 2 Year Maintenance	9446 MI	Warranty
09/29/2015		ZREG		Lubricate Rear Leaf Spring	3916 MI	Warranty
09/29/2015		ZREG		Chevrolet 2 Year Maintenance	3916 MI	Warranty
09/15/2014		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	6 MI	Warranty
08/30/2014		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

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

Vehicle Report

Printed on: 11/08/2016 06:40:37

WORKBENCH Service

VIN: 3GCPCSEC8FG[redacted] **Vehicle Model:** 2015 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 02/16/2015

Service Consultant : BORA CUMMINGS **Mileage :** 15849

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
06/13/2016	[redacted]	CA	CHECK ENGINE LIGHT	3	W	11567 MI
04/14/2016		CA	2YR/24K MAINT 2014	3	W	9446 MI
10/26/2015		CA	SUSPENSION NOISE	2	I,W	4104 MI
09/30/2015		CA	SUSPENSION CONCERN	3	W	3916 MI
03/23/2015		CA	PER DUE BILL	3	I	579 MI
02/27/2015		CA	SUBLET	2	I	424 MI
09/23/2014		CA		0		6 MI

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

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

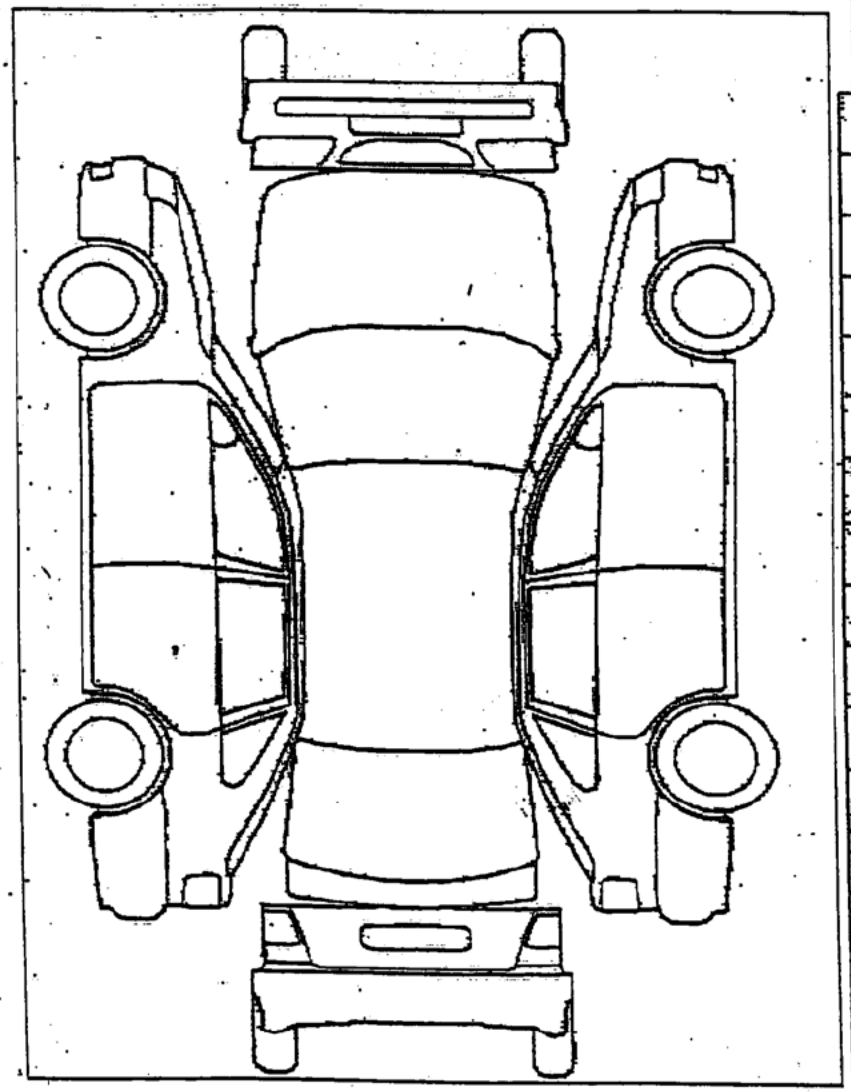
Date of Estimate: _____ Original Estimate: $ FG [redacted]

Name: _____ Phone: _____ E-mail: _____

Year: _____ Make: _____ Model: _____ VIN: _____

Service Recommended: _____ Service Accepted: 1584.

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Paint Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GG	Gouges/Grease
LM	Loose Molding

[redacted]

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BAR #ARD00261498 EPA #CAL000351998

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CLAUDIA OSUNA 4265	[redacted]	02/01/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		17,690	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SILVERADO 1500/CR		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C S E C 8 F G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/31/17

COMMENTS

MO: 17691

JOB# 1 CHARGES----------

LABOR----------

J# 1 51CVZZ1 BODY ELECT CONCERN TECH(S):4224 WARRANTY

CUSTOMER STATES SERVICE PARK ASSIST MESSAGE COMES UP. CHECK AND ADVISE
inspect park assit found lane departure actuators open
replace both lane departure actuators and road test

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	2	84017512	ACTUATOR 2.195 N			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 40CVZ01 BRAKE CONCERN TECH(S):4224 WARRANTY

CUSTOMER STATES BRAKE PEDAL SQUEAKS WHEN APPLIED. CHECK ADVISE
inspect brake pedal road test unable to verify

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

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

COMMENTS----------
CELL [redacted]

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

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (09/16)

PE18-012

GM

3-27-2019

Q3



[redacted]

CHEVROLET of MONTEBELLO

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL MERAZ 4447	[redacted]	09/14/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 27,492		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO. / P		R.O. DATE: 09/07/18	
	COMMENTS			MO: 27942

JOB# 1 CHARGES

LABOR

J# 1 40CVZ01 BRAKE CONCERN TECH(S):4224 273.00

CUSTOMER STATES HARD BRAKING AT LOW SPEEDS WHEN PARKING
SOMETIMES OR LOW SPEED CHECK AND ADVICE PEDAL EXTENDED
WARRANTY
INSPECT BRAKES FOUND VACCUM PUMP FAULTY
REPLACE VACCUM PUMP AND ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12669488	PUMP 3.280 Y	242.13	242.13	242.13
					TOTAL - PARTS	242.13

JOB# 1 TOTALS

LABOR	273.00
PARTS	242.13
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	515.13

JOB# 2 CHARGES

LABOR

J# 2 00CVZ001 51 POINT INSPECTION TECH(S):4224 0.00

PERFORM MULTI-POINT INSPECTION
PERFORM INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+51CVZ03 HORN TECH(S):4305 312.00

CUSTOMER CALL TO ADD HORN WILL NOT WORK SOMETIMES OR SOUND
WILL CHANGE
CHECK AND ADVICE EXTENDED WARRANTY
VERIFIED HORN SOUNDED WEAK,CHECK CIRCUITS OK,CHECK LO AND HI
NOTE HORN AND IS WEAK .
REPLACED HORN HI AND LO NOTE ASSEMBLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	23314226	HORN 2.810 Y	33.12	33.12	33.12
					TOTAL - PARTS	33.12

JOB# 3 TOTALS

LABOR	312.00
PARTS	33.12
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	345.12

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $130.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $886.40 (+TAX) ON 09/14/18 AT 09:10am
BY [redacted] COMMENTS

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF680096 O (09/16)

[redacted]



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Montebello, CA 90640-5324
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BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL MERAZ 4447	[redacted]	09/14/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 27,492		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G C P C S E C 8 F G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 09/07/18	
	COMMENTS: MO: 27942			

TOTALS----------

TOTAL LABOR....	585.00
TOTAL PARTS....	275.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	26.15
TOTAL INVOICE $	**886.40**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR YOUR BUSINESS!!

[redacted]

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

PAID
SEP 17 PAID
By MC

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 09:15am

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY RECOMMENDATIONS FROM RO# 237035 AIR FILTER AND CABIN FILTER-160.00

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/21/17	[redacted]	22583	4333	4155	C	00CVLOFDEXOS	DEXOS LOF/ROTATE
				4155	C	00CVZ001	51 POINT INSPECTION
01/31/17		17690	4265	4224	W	51CVZZ1	BODY ELECT CONCERN
				4224	W	40CVZ01	BRAKE CONCERN
11/08/16		15849	4333	4226	W	00CVZLOF-WT	24/24 GM OIL CHANGE
				4226	C	00CVZ001	51 POINT INSPECTION

SALESPERSON NO. **S E R V I C E** STATE REG# ARD00261498

VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3GCPCSEC8FG[redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/C			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					09/07/18

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	27,492	4447	ABEL MERAZ

[redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from fre[redacted] antifreeze. SMOG WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR AD[redacted]EWHERE. I HEREBY WAIVE THIS RIGHT.

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 130.00

X [redacted]

1 C 40CVZ01 ***BRAKE CONCERN***
CUSTOMER STATES HARD BRAKING AT LOW SPEEDS WHEN PARKING SOMETIMES OR LOW SPEED CHECK AND ADVICE PEDAL EXTENDED WARRANTY
4224 4023850 1.2+.9=2.1

2 C 00CVZ001 ***51 POINT INSPECTION***
PERFORM MULTI-POINT INSPECTION

3 HOLD customer call Vacum pump to Add 9/7/18 11:51 AM
1.4+1=2.4
[redacted]
total 4.5

275.25
585
26.15
886.40

1809100037GM

Fax → 8772649705

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ CUSTOMER

X _____

"I acknowledge notice and ... approval of an increase in the original ..."

X _____ pays 0
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature: X _____	Date:

SF680171 Q (09/16)

The Reynolds and Reynolds Company ERAINTWO14E CC725088 Q (02/15)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TECH COPY

[redacted]

●○○○○ T-Mobile LTE 1:35 PM 71%

Done [redacted]_Chevy_[redacted]_Mar...

VEHICLE SERVICE CONTRACT REGISTRATION PAGE

PROTECTION PLAN

CONTRACT NUMBER [redacted]

CUSTOMER INFORMATION

[redacted]

[redacted]

CUSTOMER'S EMAIL ADDRESS: llongaleno@yahoo.com

LIENHOLDER (NEEDED ONLY WHEN VSC IS INCLUDED WITH VEHICLE FINANCING)	VEHICLE PURCHASE DATE	CONTRACT PURCHASE DATE
	2/16/2015	2/24/2017

ODOMETER READING AT CONTRACT PURCHASE DATE	CONTRACT PURCHASE PRICE	VEHICLE IDENTIFICATION NUMBER
18000	$2500	3GCPCSEC8F[redacted]

YEAR	MAKE	MODEL	VEHICLE IN SERVICE DATE	ODOMETER AT PURCHASE
2015	Chevrolet	SILVERADO C1500 LTZ		

UNDERLYING FULL FACTORY WARRANTY	CONTRACT TERM (Months/Miles) (or Previous VSC CONTRACT PERIOD)	DEDUCTIBLE PER INCIDENT (Labor, Misc. Per Visit)	DEALER NUMBER (AS SO DATE CODE (BAC)
3 / 36000	48 / 75000	$0 Per Visit	900009

SELLING DEALER	ADDRESS			
General Motors Customer Assistance	100 Renaissance Center Drive			
CITY	STATE	ZIP CODE	PHONE NUMBER	FAX NUMBER
Detroit	Mi	48265	(866) 790-5680	

YOUR CONTRACT EXPIRES ON 3/25/2021
OR WHEN YOUR VEHICLE'S ODOMETER READS 94000 WHICHEVER OCCURS FIRST

WHAT IS COVERED	SEE SCHEDULE OF COVERAGES SECTION OF THE CONTRACT FOR COVERAGE DETAILS.
	Platinum
ADDITIONAL BENEFITS	RENTAL CAR, TOWING/ROAD SERVICE, TRIP INTERRUPTION, LOST KEY/LOCKOUT

You (the Contract Holder), acknowledge that: The information contained above is, to the best of Your knowledge, true; You understand that authorization from the Administrator must be received before any repairs are performed under the Contract. Coverage for a Commercial Use vehicle is not included, unless the corresponding box above is marked.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle.
This is not an automobile liability insurance contract.
We do not disclose information about Our customers to anyone, except as permitted by law.
We may share customer data with GM and GM affiliates.

THE CONTRACT CONTAINS AN ARBITRATION PROVISION

2/24/2017

CUSTOMER'S SIGNATURE DATE AUTHORIZED REPRESENTATIVE'S SIGNATURE

The definition of "We, Us and Our" used frequently throughout the Vehicle Service Contract is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. If this Vehicle Service Contract was purchased in any state where required by law, "We, Us and Our" is defined as the Dealer or Lessor from whom You purchased or leased the Vehicle described on the Registration Page. Please refer to the Vehicle Service Contract for additional Definitions.

Our obligations and the performance to You under this Contract are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038. If a covered claim is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of loss has been filed, You may file a claim directly with the Insurance Company at the above address or by calling (866) 506-4048.

California residents. You may file a claim directly with the Insurance Company if any promise made in the Contract has been denied or has not been honored within sixty (60) days after Your request. If You are not satisfied with the Insurance Company's response, You may contact the California Department of Insurance at (800) 927-4357. California License #CH18143.

Washington insurance policy number for the service contract reimbursement policy issued by Wesco Insurance Company is WIC-AMT-SCRI-040111. You may file a claim directly with the Insurance Company at any time.

Florida residents, the Vehicle Service Contract Obligor/Provider and Administrator is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

Administrator: AMT Warranty Corp., P.O. BOX 927, Bedford, TX 76095, 1-877-265-1072 (NAT'L) A736EP0915

THIS CONTRACT IS NOT VALID UNLESS A COMPLETED REGISTRATION PAGE IS ATTACHED.

PROTECTION PLAN

IMPORTANT INFORMATION YOU NEED TO KNOW

CUSTOMER SUPPORT NUMBER – Please see the box labeled Your Contract Number on the Registration Page. This is Your CUSTOMER SUPPORT NUMBER. Please refer to this number in any written or verbal communication, such as requesting information or filing a claim.

PURCHASE OF THIS VEHICLE SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO PURCHASE OR FINANCE A MOTOR VEHICLE. THIS CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER'S WARRANTY.

This Vehicle Service Contract, along with the Registration Page, makes up Your entire Contract. No other documents, unless provided directly by You from the

866 790 5600

866 7905600

[redacted]-5914383

IRMA

1(877)2651072

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
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Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY RECOMMENDATIONS FROM RO# 237035 AIR FILTER AND CABIN FILTER-160.00

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/21/17	[redacted]	22583	4333	4155	C	00CVL0FDEXOS	DEXOS L0F/ROTATE
				4155	C	00CVZ001	51 POINT INSPECTION
01/31/17		17690	4265	4224	W	51CVZZ1	BODY ELECT CONCERN
				4224	W	40CVZ01	BRAKE CONCERN
11/08/16		15849	4333	4226	W	00CVZL0F-WT	24/24 GM OIL CHANGE
				4226	C	00CVZ001	51 POINT INSPECTION

SALESPERSON NO.

S E R V I C E

STATE REG# ARD00261498

VEHICLE I.D. NO. 3GCPCSEC8FG [redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/C

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					09/07/18

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	27,492	4447	ABEL MERAZ

PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SMOG WAIVER. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 130.00

X _____

1 C 40CVZ01 ***BRAKE CONCERN***

CUSTOMER STATES HARD BRAKING AT LOW SPEEDS WHEN PARKING SOMETIMES OR LOW SPEED CHECK AND ADVICE PEDAL EXTENDED WARRANTY

2 C 00CVZ001 ***51 POINT INSPECTION***

PERFORM MULTI-POINT INSPECTION

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ .

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee	Phone Number
E-Mail Address	Fax Number
Customer's Signature X _____	Date

SF680098 Q (09/16)

© Reynolds and Reynolds Company ERAINTWO/E

SERVICE FILE COPY

[redacted]

AUTOMOTIVE ADMINISTRATION

Automotive Administration ~ Attn: Credit Card Claims
2200 Highway 121 - Suite 100
Bedford, TX 76021

9/17/2018

Chevrolet of Montebello
310 W Whittier Blvd
CA 90640
13237212356

Re: Contract No [redacted] Claim No. [redacted] RO# [redacted]

Dear Service Facility:

Below is the information needed to pay the claim filed on this contract by credit card.

Customer Name: [redacted]

Approved Amount: $886.40 (Valid for 7 days from date of issue)

Credit Card Number: [redacted] (VALID FOR THIS CLAIM ONLY)

Expiration Date on the Card: 9/2020

Name on the Card: Automotive Administration

V Code: [redacted]

Customer Code: [redacted]

When the credit card payment has been processed, please fax a copy of the receipt with the claim number to [redacted]

We appreciate your business.

Auto Claims

By processing this credit card payment, Servicer agrees to the following:

Servicer will allow Automotive Administration or its designated representatives to enter its place of business upon reasonable prior notice, during regular business hours, to review Servicer's records with respect to repairs performed under our Service Contracts.

Automotive Administration shall provide Servicer with not less than ten (10) days advance notice of such audits. Automotive Administration may conduct its audits with a review of physical files, electronic files, phone records and claim handling phone recordings. Automotive Administration audits may include interviewing Servicer's personnel with the presence of Servicer's managerial staff during the interview. Servicer will be responsible for reimbursing the insurance carrier for all erroneous reimbursements that result from incorrect, incomplete or false claim submissions.

This Agreement shall be binding upon and inure to the benefit of, and be enforceable by, the successors and/or proper assigns of the respective parties hereto. Automotive Administration may assign this Agreement without consent of Servicer but only to a parent or subsidiary of Automotive Administration or any other entity under common control with Automotive Administration



Service Contract Worksheet

Service Contract name (not name of company that owns it): GM protection plan

(Examples are National Fleet Maintenance) If it's GM Fleet Track stop and see me first

~~Fleet~~ Name _____

Examples: (Maps/wheels Inc. Donlen, Emkay, Lease Plan/network)

Telephone # 1 877 265 1077

Contact # [redacted]

Drivers Name: _____

Fleet ID Number _____

~~Unit Number~~ Fax 877 2649705

~~P.O.~~ # Auth [redacted]

R/O # [redacted]

Labor Approved (must be exact) 4.5 $585.00

Parts approved (must be exact) $275.25

Rental (does the fleet co. pay?) 0

Misc: _____

Sales Tax: 26.15

Sub total _____

Deductible if any 0

Total Auth: 886.40

Advisor # filling out Abel Meraz

TRANSMISSION VERIFICATION REPORT

TIME : 09/14/2018 14:13
NAME : CHEVY OF MONTEBELLO
FAX : 3237212356
TEL : 3237212356
SER.# : [redacted]

DATE,TIME	09/14 14:12
FAX NO./NAME	8772649705
DURATION	00:00:52
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

PE18-012

GM

3-27-2019

Q3



[redacted]

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	06/21/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,583	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SILVERADO 1500/CR		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C S E C 8 F G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/21/17

COMMENTS

MO: 22584

JOB# 1 CHARGES

LABOR

J# 1 00CVLOFDEXOS DEXOS LOF/ROTATE TECH(S):4155 15.54
OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE
CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y	8.60	4.73	4.73
	8		19259487	OIL 8.800 N	5.91	3.71	29.68
						TOTAL - PARTS	34.41

JOB# 1 TOTALS

LABOR	15.54
PARTS	34.41
JOB# 1 JOURNAL PREFIX CVUS JOB# 1 TOTAL	49.95

JOB# 2 CHARGES

LABOR

J# 2 00CVZ001 27 POINT INSPECTION TECH(S):4155 0.00
PERFORM MULTI-POINT INSPECTION
PLEASE RESET TIRE PRESURE LIGHT
27 POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $56.00 (+TAX)

RECOMMENDATIONS
AIR FILTER AND CABIN FILTER-160.00
COMPLETE FUEL INDUCTION SERVICE-295.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVI
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BORA CUMMINGS 4333	[redacted]	06/21/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,583	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SILVERADO 1500/CR		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C S E C 8 F G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		06/21/17	

COMMENTS

MO: 22584

TOTALS

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

TOTAL LABOR....	15.54
TOTAL PARTS....	34.41
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.01
TOTAL INVOICE $	**52.96**

THANK YOU FOR YOUR BUSINESS!!

[redacted]

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

PAID
JUN 21 PAID
By CASH

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERA-IGNITE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/17	[redacted]	17690	4265	4224	W	51CVZZ1	BODY ELECT CONCERN
				4224	W	40CVZ01	BRAKE CONCERN
11/08/16		15849	4333	4226	W	00CVZLOF-WT	24/24 GM OIL CHANGE
				4226	C	00CVZ001	27 POINT INSPECTION
				4226	W	11CVZ03	RECALL
				4226	W	11CVZ12	RECALL

SALESPERSON NO. **SERVICE** STATE REG# ARD00261498

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3GCPCSEC8FG[redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/C			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					06/21/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	22,583	4333	BORA CUMMINGS

[redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SMOG WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 56.00

X [redacted]

1 C 00CVLOFDEXOS ***DEXOS LOF/ROTATE*** DONE
OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE

2 C 00CVZ001 ***27 POINT INSPECTION*** DONE
PERFORM MULTI-POINT INSPECTION
PLEASE RESET TIRE PRESURE LIGHT

air filter >.3
Cabin filter >.5 71.60.00
throttle >.5 — 29.6

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature: X _____	Date:

SF680171 Q (09/16)

The Reynolds and Reynolds Company ERAINTWO14E CC725088 Q (02/15)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TECH COPY

[redacted]

PE18-012

GM

3-27-2019

Q3



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

[redacted]

[redacted]

INVOICE

PAGE 1

PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DR.
BUENA PARK, CA 90621
(714) 868-4044
premierchevroletofbuenapark.com

SERVICE ADVISOR: 292 JAY RAYMONDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET SILVERADO	3GCPCSEC8FG[redacted]		579/579	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB15 IS			18:00 05MAR15		120.00	CASH	05MAR15

R.O. OPENED	READY	OPTIONS:
13:18 05MAR15	16:47 05MAR15	SOLD-STK:FG[redacted] ENG:5.3_LITER_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A INSTALL RETRACTABLE ASSIST STEP			
DB PER DUE BILL			
108 IDB			(N/C)
1 23121786 STEP PKG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
,,,,579 1.00 install folding side assist step per request Driver"s side			
**********			
B COMPLIMENTARY MULTI POINT INSPECTION			
MPI COMPLIMENTARY MULTI POINT INSPECTION			
999IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSSTATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESS URE TO MANUFACTURES SPECIFICATIONS			
TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSSTATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESS URE TO MANUFACTURES SPECIFICATIONS			
999IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
$	$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
X		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

BAR # ARD270109

EPA #CAL000399186

CUSTOMER COPY

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

[redacted]

[redacted]

INVOICE

PAGE 1

PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DR.
BUENA PARK, CA 90621
(714) 868-4044
premierchevroletofbuenapark.com

SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCPCSEC8FG[redacted]		424/424	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB15 IS			18:00 26FEB15		120.00	CASH	26FEB15

R.O. OPENED	READY	OPTIONS:
10:10 26FEB15	17:24 26FEB15	SOLD-STK;FG[redacted] ENG;5.3_LITER_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A INSTALL BEDLINER			
SUB SUBLET			
108 IDB			(N/C)
1 23458538 LINER PKG			(N/C)
SUBL WASH PO#4732			
IDB			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
,,,,424 1.00 install bed liner kit per request			
**********			
B REMOVE SPOTS ON GLASS & PAINT-SEE SANDRA			
SUB SUBLET			
999 IDB			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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

X

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

BAR # ARD270109

EPA #CAL000399186

CUSTOMER COPY

CUSTOMER #: [redacted]

INVOICE

PREMIER CHEVROLET OF BUENA PARK
6692 AUTO CENTER DR.
BUENA PARK, CA 90621
(714) 868-4044
premierchevroletofbuenapark.com

PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCPCSEC8FG[redacted]		6/6	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			18:00 15SEP14			CASH	16SEP14

R.O. OPENED	READY	OPTIONS:
08:17 15SEP14	15:47 16SEP14	STK:FG[redacted] ENG:5.3_LITER_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PRE DELIVERY INSPECTION
CAUSE: .
PDI PRE DELIVERY INSPECTION
108 WPDI (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
,,,,6 0590072 1.30 pdi check and charge battery set tires to 32 / 32 k
,,,,code v0774

****

B CARPETED FLOOR MATS,FRONT & REAR,DEALER INSTALLED
CAUSE: .
ACC ACCESSORIES
108 WPDI (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
,,,,6 0590032 0.10 install mats

****

C UNDERSEAT STOREAGE DEALER INSTALLED
CAUSE: .
ACC ACCESSORIES
108 WPDI (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
,,,,6 0590032 0.30 install storage box

****

D CUSTOM SILL PLATES DEALER INSTALLED
CAUSE: .
ACC ACCESSORIES
108 WPDI (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
,,,,6 0590032 0.50 install sill plates

****

E FLOOR MATS,ALL WEATHER FRONT & REAR DEALER INSTALLED
CAUSE: .
ACC ACCESSORIES
108 WPDI (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

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

X

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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

BAR # ARD270109

EPA #CAL000377407

CUSTOMER COPY

CUSTOMER #: [redacted]

INVOICE

PREMIER CHEVROLET OF BUENA PARK
6692 AUTO CENTER DR.
BUENA PARK, CA 90621
(714) 868-4044
premierchevroletofbuenapark.com

PAGE 2

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCPCSEC8FG[redacted]		6/6	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			18:00 15SEP14			CASH	16SEP14

R.O. OPENED	READY	OPTIONS:
08:17 15SEP14	15:47 16SEP14	STK:FG[redacted] ENG:5.3_LITER_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
,,,,6	0590032			0.10	install mats			

****

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
$	$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
X		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

BAR # ARD270109

EPA #CAL000377407

CUSTOMER COPY

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

DEAL [redacted]
STK# FG[redacted]
PURCHASE

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*)

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

VEHICLE/VESSEL ID

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPCSEC8FG[redacted]	2015 SILVERA	CHEVROL		

SECTION 2 — BILL OF SALE

I/We PREMIER CHEVROLET OF BUENA PARK (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 02/16/2015 (MO DAY YEAR) for the amount of Value Received ($) (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ (GIFT VALUE)

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.

ODOMETER

The odometer now reads [ ][ ][ ],[ ][4][0][/10ths] (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER (*MUST hand print his or her name, date and sign this section.*)

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X [redacted]	02/16/15	[redacted]
PRINT BUYER'S NAME	X	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	X	DATE	DL/ID OR DEALER/DISM #

BUYER'S MAILING ADDRESS [redacted] CITY LOS ANGELES STATE CA ZIP CODE [redacted] DAYTIME TELEPHONE NO. [redacted]

SELLER'S SECTION

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

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
PREMIE[redacted]RK	X	02/16/15	[redacted]
PRINT SELLER'S NAME	X	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	X	DATE	DL/ID OR DEALER/DISM #

SELLER'S MAILING ADDRESS 6195 AUTO CENTER DR CITY BUENA PARK, STATE CA ZIP CODE 90621 DAYTIME TELEPHONE NO. 7148684044

SECTION 5 — POWER OF ATTORNEY

POWER OF ATTORNEY

I/We [redacted] (PRINT NAME(S)) appoint PREMIER CHEVROLET OF BUENA PAR (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

SIGNATURE OF PERSON APPOINTING POWER OF ATTORNEY	DATE
X [redacted]	02/16/2015
SIGNATURE OF PERSON APPOINTING POWER OF ATTORNEY	DATE
X	

REG 262 (REV. 10/2011)

2015 SILVERADO 1500 Z71 2WD LTZ CREW /V8G
GAZ SUMMIT WHITE
H3B JET BLACK
ORDER NO. RWMVRS/TRE STOCK NO.
VIN 3GC PCSE C8 F[redacted]

GENERAL MOTORS LLC

RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********1242**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CC15543 SILVERADO 1500 Z71 2WD LT	42560.00	39580.80
AN3 SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS	375.00	330.00
C5W GVW RATING - 7,000 LBS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	495.00	435.60
KB6 HEATED & COOLED SEATS DRIVER & FRONT PASSENGER	650.00	572.00
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C
PDF LTZ PLUS PACKAGE: * POWER ADJUSTABLE PEDALS * BOSE AUDIO SYSTEM * HEATED STEERING WHEEL	770.00	677.60
RC7 20" TIRES, ALL TERRAIN	N/C	N/C
RD2 WHEELS, 20" CHROME (REPLACES STD/OPT WHEELS)	1395.00	1227.60
RWS CARPETED FLOOR MATS, FRONT & REAR (DEALER INSTALLED)	180.00	158.40
SYT CUSTOM SILL PLATES - ALTERNATE (DEALER INSTALLED)	145.00	127.60
S6V RETRACTABLE ASSIST STEP (DEALER INSTALLED)	360.00	316.80
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80
VBJ UNDERSEAT STORAGE (DEALER INSTALLED)	230.00	202.40
VV4 ONSTAR(R) WI-FI	0.00	0.00
YF5 50-STATE EMISSIONS	N/C	N/C
Y65 DRIVER ALERT PACKAGE: * FRONT AND REAR PARK ASSIST * LANE DEPARTURE WARNING * FORWARD COLLISION ALERT * SAFETY ALERT SEAT	845.00	743.60

RETAIL - STOCK	
INVOICE	08/28/14
SHIPPED	08/27/14
EXP I/T	09/11/14
INT COM	09/11/14
PRC EFF	08/27/14
KEYS	V0774 V0774
WFP-$ QTR - OPT-1	
BANK: ALLY - 061	
CHG-TO	15-640
SHIP WT:	5270
HP:	45.7
GVWR:	7000
GAWR.FT:	3650
GAWR.RR:	3950
EMPLOY:	44127.67
SUPPLR:	45908.20
NTR: 1/2	
DAN:	NONE
EMPINC:	2710.10
SUPINC:	929.57

** CONTINUED ON PAGE 2 **

PREMIER CHEVROLET OF BUENA PARK

2015 SILVERADO 1500 Z71 2ND LTZ CREW
GAZ SUMMIT WHITE
H3B JET BLACK
ORDER NO. RWMVRS/TRE STOCK NO.
VIN 3GC PCSE C8 FG [redacted]

GENERAL MOTORS LLC
/V8G
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********1242**********$

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			
TOTAL MODEL & OPTIONS	48165.00	44513.20	ACT 237 44263.25
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1444.95
DEALER IMR CONTRIBUTION		481.65	ADV 261 481.65
LMA GROUP CONTRIBUTION		481.65	EXP 65A 481.65
TOTAL	49360.00	46671.50	PAY 310 46671.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		44588.15	

****

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.

PREMIER CHEVROLET OF BUENA PARK

REMIT TO ALLY NO. 061
VIN 3GCPCSEC8FG[redacted]
$ 46671.50 INV [redacted]
DUE 09/11/14 DEALER 15-640

PE18-012

GM

3-27-2019

Q3



DEAL # 12781

(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PREMIER CHEVROLET OF BUENA PARK 6195 AUTO CENTER DR BUENA PARK, CA 90621

You (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	2015	CHEVROLET SILVERADO 15	40	3GCPCSEC8F[redacted]	Personal, family, or household unless otherwise indicated below [X] 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 $ 10500.00
4.99 %	$ 5518.54 (e)	$ 41085.86	$ 46604.40 (e)	$ 57104.40 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
59	776.74	Monthly beg ning 04/02/2015
N/A	N/A	N/A
One final payment	776.74	03/02/2020

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

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

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories		$ 46204.00 (A)
1. Cash Price Vehicle	$ 46204.00	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe: N/A	$ N/A	
Describe: N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) KARR ALARM		$ 495.00 (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)
I. EV Charging Station (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 4210.11 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR		$ 29.00 (K)

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	Mo.	$ N/A
$ N/A Ded. Collision	N/A	Mo.	$ N/A
Bodily Injury $ N/A Limits	N/A	Mo.	$ N/A
Property Damage $ N/A Limits	N/A	Mo.	$ N/A
Medical N/A	N/A	Mo.	$ N/A
N/A	N/A	Mo.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [redacted]
Co-Buyer X N/A
Seller X PREMIER CHEVROLET OF BUENA

If any insurance listed below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

[ ] Credit Life [X] Buyer [ ] Co-Buyer [ ] Both
[ ] Credit Disability (Buyer Only)

	Term		Premium
Credit Life N/A	N/A	Mo.	$ N/A
Credit Disability N/A	N/A	Mo.	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

M. (Optional) Service Contract (to whom paid) N/A — $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A — $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A — $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A — $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (see downpayment and trade-in calculation) (e) $ N/A (Q)
R. (Optional) Gap Contract (to whom paid) N/A — $ N/A (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement — $ N/A (S)
T. Other (to whom paid) N/A For N/A — $ N/A (T)
Total Cash Price (A through T) — $ 51613.11 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATE — $ 301.00 (A)
B. Registration/Transfer/Titling Fees — $ 235.00 (B)
C. California Tire Fees — $ 6.75 (C)
D. Other SMOG ABATEMENT — $ 20.00 (D)
Total Official Fees (A through D) — $ 562.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column (b)) — $ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee — $ N/A (4)
5. Subtotal (1 through 4) — $ 51585.86 (5)
6. Total Downpayment
A. Agreed Trade-In Value Yr N/A Make N/A Model N/A Odom N/A VIN N/A — $ N/A (A)
B. Less Prior Credit or Lease Balance (e) — $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) — $ N/A (C)
D. Deferred Downpayment — $ N/A (D)
E. Manufacturer's Rebate — $ 3500.00 (E)
F. Other N/A — $ N/A (F)
G. Cash — $ 7000.00 (G)
Total Downpayment (C through G) — $ 10500.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above) — $ 41085.86 (7)
7. Amount Financed (5 less 6)

Date (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. Refer to "Total Disabilities Not Covered" in your policy for details.)
You want to buy the credit insurance.
X N/A
Date Buyer Signature Age
X N/A
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT: A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the itemization of Amount Financed. See your gap contract for details, limitations and conditions it provides. It is part of this contract.
Term N/A Mos. N/A Name of Gap Contract
You want to buy a gap contract.
Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S): You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.
1L Company N/A Term N/A Mos. or N/A Miles
1M Company N/A Term N/A Mos. or N/A Miles
1N Company N/A Term N/A Mos. or N/A Miles
1O Company N/A Term N/A Mos. or N/A Miles
1P Company N/A Term N/A Mos. or N/A Miles
Buyer X N/A

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A installments of $ N/A
Term of this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked.
☐ **Name of autobroker receiving fee, if applicable:**

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
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 to a financial institution will apply.
X [redacted] Buyer
X N/A Co-Buyer

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 court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X [redacted] Co-Buyer Signs X N/A

OPTION: ☐ If you pay no finance charge, the Amount Financed, item 7, is paid in full on or before

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 BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted] X N/A

Trade-In: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the itemization of Amount Financed as the Prior Credit or Lease Balance. You understand that the amount quoted is an estimate.
Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle or its designee. If the actual payoff amount is more than the amount shown in 6B you must pay the Seller

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

ORTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before _____ Year _____ SELLER'S INITIALS _____

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

WARNING:

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

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

TH[redacted]GN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade[redacted]u Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor, except as stated in the NOTICE on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

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

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

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

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

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

Buyer Signature [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 vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature X [redacted] Date 02/16/15 Co-Buyer Signature X N/A Date

Co-Buyers and Other [redacted]yer 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 pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

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

Guarantor X _____ Date 02/16/15 Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs PREMIER CHEVROLET OF BUENA PAR Date 02/16/15 By X _____ Title MGR

FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,762

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FILE COPY

PE18-012

GM

3-27-2019

Q3



Customer Name: [redacted]
SR#: [redacted]
VIN:3GCPCSEC8FG[redacted]
Y, M, M:2015 Chevrolet Silverado 1500
Mileage 27495
In Service:2/16/15

****

VIN Scan

Comments: Previous SR's Found: Yes/[redacted] Rear Park Assist Sensor Issues-Vehicle Currently At The Dealer. CBGC Contract has been entered and emailed to the customer.
[redacted] MIL TAC US Advised caller (your suggestions, info source, etc.):Test injector balance with Active Fuel Injector Test, if all pass, attach results to RO.Verify LT fuel trim is within +/-10%. If no fault found, replace all 8 injectors, per similar resolved cases. Provide customer a copy of 05-06-04-022M and recommend regular use of top tier fuel.
[redacted] GBX
Open Recalls:Yes/Product Safety Recall N182156820 18289 EPS Loss of Steering Assist 09/07/2018 Open
Branded Title/Warranty block -No
Previous Goodwill -Yes/[redacted] Rear Park Assist Sensor Issues-Vehicle Currently At The Dealer. CBGC Contract has been entered and emailed to the customer.

****

261230 CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
Montebello, ca 90640
P: (323) 728-9181
F: (323) 721-2356
CEM: Cristina Campos - NOAHART24
E: ccampos@chevroletofmontebello.com
DMA is Paul Byrne 805-279-8324 paul.byrne@gm.com
ROS#[redacted]-newest

****

BAC: 114[redacted] ROS#[redacted]
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
Monterey Park, CA 91754
P: (323) 264-3050
F: (323) 264-9750
CEM: Guadalupe Arias - GARIAS2017
garias@caminorealchevrolet.com
GARY TAKAMINE
SERVICE MANAGER
GARY@CAMINOREALCHEVROLET.COM

****

BAC: 278[redacted] ROS#[redacted]
PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927
[redacted]

CEM:Sandra Telles STELLES205 stelles@premierautomotive.com
DMA: Evert De Wyn 702-280-5842
****

Customer called in stated that the vehicle back and forth at the dealership because of issue after another.The vehicle is back at the dealership once again due to brake issue that hesitating at low speed.Customer now seeking buy back option to the vehicle , he started losing confidence with the vehicle eventhough GM provide him with an extended warranty.

****
9/10/18
Called customer. Took Chevy to be repaired for the brake pedals and 3 times but not duplicated. He stated he is still having different isses and the vehice back in the shop. Advised him I will check with the dealership and establish if he can still pursue buyback.
Per review of the closed SR# [redacted] customer was offered the extended warranty (extended warranty for 48 months/ 75,000 miles) because he did not qualify for repurchase.
****
Has an extended service contract.

Orma CA CEC ATX 5914383
Called customer back and

PE18-012

GM

3-27-2019

Q3



General Motors Policy Evaluation Tool

Date: 09/13/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GCVKREC6E [redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 03/20/2017
Job Card Date: 09/13/2018
Days out of Warranty: 542

Mileage

Component's Warranty End Mileage (Miles): 36,041
Current Mileage: 59,845
Miles out of Warranty: 23,804

Repair

Total Repair Cost At Warranty Rates: $421.00
Repair Group Brake
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $231.55 - $315.75
Cust/Dlr Participation Amount: $105.25 - $189.45
Agreed upon Cu tomer/Dealer Participation Amount $150 00

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



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

Caller English

System [3:02:00 PM]:

Welcome to chat.

Jomel [3:02:14 PM]:

Thank you for contacting Chevrolet Customer Assistance Center. My name is Joms.

Jomel [3:02:30 PM]:

I am sorry to learn of the concern on your vehicle. I understand this can be very frustrating and I appreciate the opportunity to assist you further.

Jomel [3:03:08 PM]:

What is the name of the dealership that checked your vehicle?

[redacted] [3:03:33 PM]:

just trying to establish if the warranty will cover this part. Suttle Motors in Newport News, VA

Jomel [3:03:54 PM]:

I understand.

Jomel [3:04:00 PM]:

Thank you.

Jomel [3:04:04 PM]:

Please allow me two to three minutes to review your concern.

[redacted] [3:04:09 PM]:

ok

Jomel [3:06:41 PM]:

Thank you for waiting.

Jomel [3:06:45 PM]:

Checking your vehicle information, brake and vacuum pump issue is covered by Bumper to Bumper Limited Warranty. Your Vehicle Identification Number shows that it is already expired.

[redacted] [3:07:00 PM]:

is it out by time?

[redacted] [3:07:18 PM]:

I have an extended warranty through the dealer

Jomel [3:07:57 PM]:

It is out by time and mileage. The warranty expired last May 27, 2017 or when your vehicle reached 36,009 miles.

Jomel [3:08:23 PM]:

If you purchased an extended warranty from the dealer, I suggest that you contact your warranty provider.

Jomel [3:09:10 PM]:

I cannot see here that it is from neither Chevrolet nor GM.

[redacted] [3:09:12 PM]:

ok i need to get some documents from the dealer.

Jomel [3:09:23 PM]:

That is correct, [redacted]

[redacted] 3:09:39 PM]:

ok thank you

Jomel [3:10:19 PM]:

Please accept my apologies for any inconvenience this matter has caused you.

Jomel [3:10:22 PM]:

Is there anything else that I can do for you today?

Caller mike sherrow left the call.

Call Disconnected.

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GM

3-27-2019

Q3



Pre chat comments: GMC - Recall Question On A Vehicle I Own-Additional Info:FG[redacted]

is there a recall on the pump for the brake system?

if not is replacement under warranty?

thanks

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

Caller English

System [2:41:29 PM]:

Welcome to chat.

Trisha [2:41:46 PM]:

Thank you for contacting GMC Customer Assistance! My name is Trisha. I see that you have a recall question on a vehicle you own.

Trisha [2:41:52 PM]:

To better assist you, can you please confirm that the name and contact information you provided in the pre chat comments is correct?

[redacted] [2:42:06 PM]:

yes it is correct

Trisha [2:43:41 PM]:

Thank you. What is the current mileage on the vehicle?

[redacted] [2:44:04 PM]:

around 60000

Trisha [2:45:56 PM]:

There is one open recall on the vehicle, but this is for the possibility of the loss of electric power steering. The vehicle is out of the Bumper to Bumper warranty, so any possible work needed to the pump/brake system would not be covered, I do apologize. We recommend having the vehicle diagnosed at a GMC dealership for the concern. Would you like me to locate a dealership in your area, and help set up an appointment for this and the open recall?

[redacted] [2:46:49 PM]:

no thank you I can make appointment.

[redacted] [2:47:03 PM]:

what is the warranty on this vehicle?

Trisha [2:48:05 PM]:

The vehicle still has the Powertrain warranty, which is good until 7/10/2020, or 100,000 miles, whichever comes first. This covers the internal parts of the engine and transmission.

[redacted] [2:48:37 PM]:

ok thank you

Trisha [2:49:00 PM]:

You're welcome. I have also documented this concern for future reference, and the reference number is: [redacted].

Trisha [2:49:25 PM]:

Is there anything else I can assist you with at this time? Would you like to provide your mailing address to update your file with us?

[redacted] [2:49:57 PM]:

no I will keep the reference number. thank you for your assistance.

Trisha [2:50:12 PM]:

You're welcome. Thank you for taking the time to chat in with us today and allowing me the opportunity to assist you. Have a good day [redacted]

Trisha [2:50:17 PM]:

Thank you for contacting GMC Customer Assistance. 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. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600.

Call Disconnected.