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

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors - Policy Evaluation Tool

Date: 09/18/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2VEC3EG[redacted] **Make:** GMC
Component Warranty Coverage: Certified Pre-Owned Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 09/22/2018
Job Card Date: 09/11/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 71,585
Current Mileage: 72,642
Miles out of Warranty: 1,057

Repair

Total Repair Cost At Warranty Rates: $1,800.00
Repair Group: Brakes
Job Card / Repair Order : [redacted]

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: $720.00
Cust/Dlr Participation Amount: $1,080.00 / 60%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 09/28/2018

Customer Information

First Nam [redacted]
Last Nam [redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2VEC3EG[redacted] **Make:** GMC
Component Warranty Coverage: Certified Pre-Owned Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 09/22/2018
Job Card Date: 09/07/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 71,585
Current Mileage: 72,642
Miles out of Warranty: 1,057

Repair

Total Repair Cost At Warranty Rates: $1,756.16
Repair Group: Brakes
Job Card / Repair Order : [redacted]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments: Oil in brake booster R&R booster, cylinder, pump and hose. brake fluid bleed and fill.

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $702.46
Cust/Dlr Participation Amount: $1,053.70 / 60%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

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GM

3-27-2019

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Winter
3750 CENTURY COURT
P.O. Box 31
PITTSBURG, CA 94565-0231
(925) 439-8222
www.winterauto.com

BUS: CELL:

SERVICE ADVISOR: 10260 CAROL NICHOLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	GMC SIERRA 1500	3GTU2VEC3EG[redacted]		72642/72642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN18 DD			15:00 07SEP18	0.00	CASH	08SEP18

R.O. OPENED	READY
09:41 07SEP18	13:59 08SEP18

OPTIONS: ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES WHEN DOING SLOW SPEEDS, THERE ARE NO BRAKES, PEDAL IS HARD AND GOES TO THE FLOOR CK AND ADVISE

400 * CHASSIS AND RELATED REPAIRS

10195 CC 1120.00 1120.00

1	23135220	4805CT (S)	BOOSTER	161.41	161.41	161.41
1	20925765	4650CT (S)	CYLINDER	139.90	139.90	139.90
1	12669488	3280CT (S)	PUMP	242.13	242.13	242.13
1	23135228	4930CT (S)	PIPE	73.24	73.24	73.24
2	19353126	8800BOPCKT	FLUID	9.74	9.74	19.48

PARTS: 636.16 LABOR: 1120.00 OTHER: 0.00 TOTAL LINE A: 1756.16

,,,,72642
,,,,HAS ENGINE OIL IN BRAKE BOOSTER FROM VACUUM PUMP REC REPLACE
,,,,BOOSTER MASTER CYLINDER VACUUM PUMP AND VACUUM PUMP HOSE
,,,,REPLACED VACUUM PUMP BRAKE BOOSTER MASTER CYLINDER AND HOSE BLED
,,,,BRAKE SYSTEM ALL OK AT THIS TIME.

****

B PERFORM COURTESY MULTI-POINT INSPECTION

MPI PERFORM COURTESY MULTI-POINT INSPECTION

10195 IC (N/C)

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

,,,,72642 PERFORMED MPI

****

C CUSTOMER AUTHORIZES A TIRE PRESSURE CHECK AND INFLATE SERVICE / /
CAUSE: PERFORMED TIRE PRESSURE CHECK AND SET TO SPECS

TP CUSTOMER AUTHORIZES A TIRE PRESSURE CHECK AND INFLATE SERVICE

10195 IC (N/C)

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

****

D** CUST STATES THERE IS AN ENGINE OIL LEAK CK AND ADVISE

1 1

10195 IC (N/C)

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

,,,,72642 OIL LEAKING FROM VACUUM PUMP

NOTICE: YOU MAY CHOOSE ANOTHER SMOG CHECK STATION TO PERFORM THE NEEDED REPAIRS, INSTALLATIONS, ADJUSTMENTS, OR SUBSEQUENT TESTS.

ORIGINAL ESTIMATE $ _____ FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON — REVISED TOTAL $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON — REVISED TOTAL $

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

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

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD00006633 EPA # CAL000276197

CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Winter
3750 CENTURY COURT
P.O. Box 31
PITTSBURG, CA 94565-0231
(925) 439-8222
www.winterauto.com

BUS: CELL: SERVICE ADVISOR: 10260 CAROL NICHOLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	14	GMC SIERRA 1500	3GTU2VEC3EG[redacted]		72642/72642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN18 DD			15:00 07SEP18	0.00	CASH	08SEP18

R.O. OPENED	READY
09:41 07SEP18	13:59 08SEP18

OPTIONS: ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

EST: 160.00 07SEP18 09:41 SA: 10260

Thank you for allowing Winter Chevrolet the opportunity to serve you. We greatly value your business and wish to remain your preferred Service provider. If for any reason you're not "Completely Satisfied" with your visit, please feel free to contact our Service Manager @ 925-706-6512.

PAID AI

SEP 08 2018

BY DB

NOTICE: YOU MAY CHOOSE ANOTHER SMOG CHECK STATION TO PERFORM THE NEEDED REPAIRS, INSTALLATIONS, ADJUSTMENTS, OR SUBSEQUENT TESTS.

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
				REVISED TOTAL $

REASON

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
				REVISED TOTAL $

REASON

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	1120.00
PARTS AMOUNT	636.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1756.16
LESS INSURANCE	0.00
SALES TAX	55.66
PLEASE PAY THIS AMOUNT	1811.82

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD00006633 EPA # CAL000276197

CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3



STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES VALIDATED REGISTRATION CARD

TYPE VEHICLE USE	REGISTRATION VALID FROM	LICENSE NUMBER	TYPE	ENGINE NUMBER
COMMERCIAL	11/30/2017 TO 11/30/2018	[redacted]	31	

VEHICLE IDENTIFICATION NUMBER	MAKE	VLF CLASS	*YR	YR MODEL	TYPE VEH	DATE ISSUED
3GTU2VEC3EG[redacted]	GMC	JP	2017	2014	32P	10/18/2017

BODY TYPE MODEL	YEAR FIRST SOLD	MP	AXLE	WC	UNLADEN/G/CGW	TOTAL FEES PAID	CC/ALCO
PK	2014	G	2	E	05399	$ 502.00	07

STICKER ISSUED	PRIOR HISTORY	PIC	DATE FEES RECEIVED	OFFICE/TECH ID/SEQ	MISC/EQ NO
[redacted]		2	10/18/2017	VD1JQ 0015	

REGISTERED OWNER
[redacted]

OAKLEY CA [redacted]

LIENHOLDER
WELLS FARGO DLR SVCS
PO BX 997517
800.289.8004
SACRAMENTO CA 95899

W 00154
R 00053
L 00215

[redacted]

PE18-012

GM

3-27-2019

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

Caller English

System [8:30:53 PM]:

Welcome to chat.

Frenz Ann [8:31:04 PM]:

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

Frenz Ann [8:31:35 PM]:

I do understand how this situation can be concerning and I would be happy to look into this further.

Frenz Ann [8:32:21 PM]:

Is it for a 2014 Silverado 1500?

[redacted] [8:32:39 PM]:

Yes

Frenz Ann [8:33:06 PM]:

Thank you. Are you aware of how many miles are on your vehicle?

[redacted] [8:33:51 PM]:

Just had rear brakes replaced on 09/08/18

[redacted] [8:34:16 PM]:

Has 90,300 Miles

Frenz Ann [8:34:22 PM]:

Thank you.

Frenz Ann [8:34:55 PM]:

What's the name and location of the GM dealership that serviced the vehicle?

[redacted] [8:35:49 PM]:

[redacted]

Frenz Ann [8:36:32 PM]:

Thank you.

Frenz Ann [8:37:10 PM]:

To best assist you, how do you want GM to help you on this concern?

Frenz Ann [8:39:50 PM]:

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

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

Have been reading about Vacuum Problem that discibes my problem, I think it should be Recalled

Frenz Ann [8:42:12 PM]:

I've set up a case for you. From here, your case will be endorsed and assigned to a Senior Advisor who can work directly with you and your dealer to review your vehicle and concerns. At most it could take 2 business days for the advisor to be in contact.

Frenz Ann [8:42:59 PM]:

Your case number is [redacted] May I have your mailing address for documentation purposes?

[redacted] [8:44:21 PM]:

I have an appt. on 09/13/18 . Do not want to wait i am afraid to get hurt or hurt someone

Frenz Ann [8:46:31 PM]:

I understand. If you are seeking immediate assistance, you can also speak with the Customer Experience Managers, Tony Hand or Dan Houghton. They will be working with your advisor, once assigned.

Frenz Ann [8:46:54 PM]:

They can be reached at (210) 819-4444.

Frenz Ann [8:48:44 PM]:

To ensure your information on file is updated and accurate, can you please provide your address, if you wish to put one on file?

Frenz Ann [8:50:52 PM]:

Are you there[redacted]

[redacted] [8:51:28 PM]:

Thanks for your

[redacted] [8:53:09 PM]:

Address is [redacted]

Frenz Ann [8:53:46 PM]:

I appreciate you provided that information.

Frenz Ann [8:54:05 PM]:

Is there anything else I can help you with?

[redacted] [8:54:31 PM]:

No Thanks for your help

Frenz Ann [8:54:43 PM]:

You're welcome.

Frenz Ann [8:55:11 PM]:

Thank you for contacting GMC, Robert. If you have additional questions, please feel free to contact us again. We are here to chat from Monday through Friday from 8:00 AM to 9:00 PM, Saturday from 9:00 AM to 9:00 PM Eastern Standard Time. Or you may call in at 1-866-790.3600. Thanks for visiting us. Have a great evening!

Call Disconnected.

PE18-012

GM

3-27-2019

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GMC - Concern On a Vehicle I Own-Additional Info:Vin 3GTU2VEC2FG[redacted]

I've got a 2015 GMC SIERRA and have had several visits to the dealer about brakes that lose pressure in low speed conditions, especially when backing in a boat, pedal goes to floor and coasts to a stop. I took this into McCardles in Midland Michigan before the warranty was up and they could never find anything. The last time I took it in they found a sensor that was showing bad but that I would need to pay for this replacement even though I have been having this problem for over a year. The problem is getting worse and I'd like GM to provide this fix free of charge.

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

Caller English

System [3:33:36 PM]:

Welcome to chat.

Alyssa [3:33:47 PM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Alyssa. I am sorry to hear that you are experiencing a vehicle concern. How may I assist you with your concerns today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[redacted] [3:34:41 PM]:

I would like you to work with the dealer on this brake issue until it is resolved.

Alyssa [3:35:56 PM]:

I sincerely apologize that you are experiencing this concern with your vehicle. In order to better assist you, can you please confirm your name, phone number, and e-mail entered in the pre-chat is correct, along with your home mailing address and approximate mileage?

[redacted] [3:36:52 PM]:

[redacted] 48642 51,000 miles

Alyssa [3:37:36 PM]:

Thank you. Is your vehicle currently at the dealership?

[redacted] 3:38:56 PM]:

no

[redacted] [3:39:16 PM]:

I've had it in at least 4 times

Alyssa [3:40:20 PM]:

Thank you. When was the last time you took your vehicle to the dealership for this concern?

[redacted] [3:41:13 PM]:

a month ago, that's when they told me about the sensor issue but they would not cover it. I travel quite a bit and I told them I would contact GM directly about this issue.

Alyssa [3:41:26 PM]:

I also have to make you aware of the open recall on your vehicle for the EPS Loss of Steering Assist. General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue. If EPS assist is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds, increasing the risk of a crash. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls. You can have this recall taken care of at your local GMC dealership free of charge.

[redacted] [3:42:42 PM]:

thanks I did not know this, it would be great to have both taken care of at the same time

Alyssa [3:43:17 PM]:

You're welcome. This is in regards to a brake sensor?

[redacted] [3:44:41 PM]:

yes, that's what they told me that they were getting this error code. I'm still not certain that is the only issue because they weren't getting this error code the 1st 3 times I took it into the dealership

Alyssa [3:46:27 PM]:

Thank you. Can you please allow me 4-6 minutes to continue to look into this for you?

[redacted] [3:46:36 PM]:

sure

Alyssa [3:48:54 PM]:

Thank you for your patience, [redacted]. Is there another name this dealership goes by? I am not finding a McCardle.

[redacted] [3:50:15 PM]:

[redacted]

Alyssa [3:51:48 PM]:

Thank you. It will just be about 4-6 minutes while I continue to look into this. Is that okay?

[redacted] [3:51:55 PM]:

sure

Alyssa [3:57:07 PM]:

Thank you for your patience, [redacted]. What I have done is created a case for you today. Your service request number is [redacted]. What I am going to do is get your case over to a Senior Advisor for further assistance. They will work with the dealership to determine if there is anything they can do to assist with the costs for this repair. It does take up to two business days for the Senior Advisor to reach out to you.

Alyssa [3:57:17 PM]:

What is the best two hour time frame to reach you during the day?

[redacted] [3:58:15 PM]:

maybe 10-12 eastern standard time

[redacted] [3:58:27 PM]:

Thanks for your help.

Alyssa [3:58:52 PM]:

Thank you. You're welcome. Is there anything else I can help you with?

[redacted] [3:59:11 PM]:

nope that's it. thanks.

Alyssa [3:59:33 PM]:

You're welcome.

Alyssa [3:59:47 PM]:

Thanks 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. Have a good day,

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 09/28/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKCKC9FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/13/2017
Job Card Date: 09/28/2018
Days out of Warranty: 411

Mileage

Component's Warranty End Mileage (Miles): 36,018
Current Mileage: 75,374
Miles out of Warranty: 39,356

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Job Card / Repair Order : Tier2
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $250.00 - $450.00
Cust/Dlr Participation Amount: $550.00 - $750.00
Agreed upon Customer/Dealer Participation Amount:

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

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

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

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GM

3-27-2019

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BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 09/13/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: [redacted]		State: [redacted]	Zip code: [redacted]
Day phone: [redacted]	Evening phone: [redacted]		Cell phone:
Fax:	E-mail address [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Tahoe	Year: 2016	Current mileage: 48
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Classic Chevrolet, Grapevine, TX			
Primary Servicing dealer/city/state: Stonebriar Chevrolet,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 06/01/16	Mileage at purchase/lease:		
First repair attempt date: 09/13/18	First repair attempt mileage: 48		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

There have been many complaints active in regards to this with the 2016 Chevy Tahoe. There was a recall opened for the year, make and model recall No. 20760 however GM corporate is telling me that my VIN isnt covered under this recall. I would like them to fully replace vacuum pump with no charge.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Vehicle does not brake in slow speeds				no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

PE18-012

GM

3-27-2019

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2016 TAHOE 2WD LT — GENERAL MOTORS LLC
GXG TUNGSTEN METALLIC /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. [redacted]/TRF STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCBK C1 GR[redacted] — VEHICLE INVOICE [redacted]
**********3893******13*07348S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	52030.00	48387.90	INVOICE 06/22/16
ATN SEATS, 2ND ROW BUCKET, POWER	795.00	723.45	SHIPPED 06/22/16
C5Y GVW RATING - 7100 LBS	N/C	N/C	EXP I/T 06/24/16
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 06/24/16
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	PRC EFF 06/22/16
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V1664 V1664
PDR SIGNATURE PACKAGE:	6635.00	6037.85	WFP-S QTR OPT-1
* TEXAS EDITION PACKAGE, PLUS			BANK: JP MORGAN C
* 20" CHROME WHEELS			CHG-TO 07-348
* CHROME GRILLE INSERT			
* CHROME ASSIST STEPS			SHIP WT: 5258
* CHROME BODY SIDE MOLDINGS			HP: 45.7
* CHROME TOW HOOKS			GVWR: 7100
* POLISHED EXHAUST TIP			GAWR.FT: 3200
VV4 4G LTE WI-FI(R) HOTSPOT WITH	0.00	0.00	GAWR.RR: 4100
LIMITED DATA TRIAL AND MORE.			EMPLOY: 53289.91
(SUBJECT TO TERMS SEE			SUPPLR: 55452.20
ONSTAR.COM)			NTR: 1/2
1SZ OPTION PACKAGE DISCOUNTER	1200.00-	1092.00-	DAN: LTTEX
			EMPINC: 3341.35
			SUPINC: 1179.06

TOTAL MODEL & OPTIONS	58260.00	54057.20	ACT 237 53504.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1747.80
DEALER IMR CONTRIBUTION		291.30	ADV 261 291.30
LMA GROUP CONTRIBUTION		873.90	EXP 65A 873.90
TOTAL	59455.00	56417.40	PAY 310 56417.40

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 53889.15

****

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.

****

HUFFINES CHEVROLET

PE18-012

GM

3-27-2019

Q3



Fax

FACSIMILE

Date: 9/20/2018

To: 8662156750
From: STNSvcWFax 2144726821

Subject:] ADR Alert â€" Action Required: Case #Chevrolet [redacted]
VIN 1GNSCBKC1GR [redacted] Mileage 48000

From:
Sent: Thursday, September 20, 2018 7:13 AM
To: Hendrix, Karen <KHendrix@stonebriarchevrolet.com>
Subject: [EXTERNAL] Scan Data from [TX-STN-SVC-P02][1]

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
* PRE-INVOICE **

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 CHRIS POSAS

		MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48455/48455	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
08:11 08SEP18	10:35 14SEP18	DLR:64893

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES: WHEN TRYING TO STOP THE VEHICLE BRAKE PEDAL START COMING STIFF AND CUSTOMER IS UNABLE TO STOP THE VEHICLE. C/S TRY TO BACK FROM GARAGE AND COULD NOT STOP VEHICLE COMPLETLY AND ALMOST HIT A WALL. C/S THIS HAPPEN MORE THAN ONE TIME.						
CAUSE: BRAKE ASSIST VACUUM PUMP WEAK LOW VACUUM-REPLACED VACUUM PUMP, BELT AND AC BELT						
CONCERN CODE: 0131						
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT						
36 W 1.40	4060	21039			210.39	210.39
1 12658179 (S)BELT	3765	7161	0	71.61	71.61	71.61
1 12658178 (S)BELT KIT	3785	7199	0	75.71	71.99	71.99
1 12669488 (S)PUMP	12106	23024	0	242.13	230.24	230.24
FC: 6021						
PART#: 12658179						
COUNT: 1						
CLAIM TYPE:	19656	37384 TPARTS				
AUTH CODE:						
,,,,48455 BRAKE ASSIST VACUUM PUMP WEAK LOW VACUUM 4023850 1.40 REPLACE	4060	21039 TLABOR				
,,,,WEAK BRAKE ASSIST VACUUM PUMP, BELT, AND AC BELT						
B WASH AND VACUUM VEHICLE AT NO CHARGE						
CSIW WASH AND VACUUM VEHICLE AT NO CHARGE						
99 IW 0.00	0	0			0.00	0.00
C GM MULTI-POINT INSPECTION						
27PI GM MULTI-POINT INSPECTION						
36 ISP 0.00	0	0			0.00	0.00
,,,,48455 COMPLETE						
D CUSTOMER IN AN IN HOUSE LOANER						
IHR CUSTOMER IN AN IN HOUSE LOANER						
99 ISP 0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-14-18	08:34	09:56	1.36	W	36	A	

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

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

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

CUSTOMER SIGNATURE

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

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WARRANTY COPY

75
32

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 POSAS, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48455/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
08SEP2018 08:11		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S140		CDEF	CUSTOMER STATES: WHEN TRYING TO STOP THE VEHICLE BRAKE PEDAL START COMING STIFF AND CUSTOMER IS UNABLE TO STOP THE VEHICLE. C/S TRY TO BACK FROM GARAGE AND COULD NOT STOP VEHICLE COMPLETLY AND ALMOST HIT A WALL. C/S THIS HAPPEN MORE THAN ONE TIME. 4023850 1.4
# B	CSIW		CDEF	WASH AND VACUUM VEHICLE AT NO CHARGE
# C	27PI		CDEF	GM MULTI-POINT INSPECTION
# D	IHR		CDEF	CUSTOMER IN AN IN HOUSE LOANER

36

SEP 14 2018

36

12699488 - $ 290.56

12659655 $

BRAKE ASSIST VACUUM PUMP

2.5 BELT 12658179 - $ 79.26

AC BELT 12658178 - $ 90.85

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

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TECHNICIAN

PRELIMINARY ESTIMATE $ 459.00

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

[redacted] NOTIFIED & GAVE ORAL APPROVAL

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 114 Ryan McGrath

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/48613	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 18SEP18		0.00	CC	18SEP18

R.O. OPENED	READY	OPTIONS: DLR:64893
07:49 18SEP18	09:48 18SEP18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	1 YEAR OBD STICKER. TEXAS STATE INSPECTION										
	5550 1 YEAR OBD STICKER. TEXAS STATE INSPECTION										
		63	CS		0.50	500	2550			25.50	25.50
	,,,,48613 complete										
B	DO NOT PERFORM GM MULTI-POINT INSPECTION										
	N27PI DO NOT PERFORM GM MULTI-POINT INSPECTION										
		63	ISP		0.00	0	0			0.00	0.00
	,,,,48613 complete										
C	WASH AND VACUUM VEHICLE AT NO CHARGE										
	CSIW WASH AND VACUUM VEHICLE AT NO CHARGE										
		99	IW		0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-18-18	08:29	08:51	0.37	W	63	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
136000	2550	500		136300	0	0	
136002	0	0		153230	0	*******	
110400	2550	*******					

SEP 18 2018
CC 25.50

COST, SALE, & COMP TOTALS 500 2550 0

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	25.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	25.50

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [redacted]

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 165 COE, LENAH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 18SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
18SEP2018 07:49		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	5550		CDEF	1 YEAR OBD STICKER. TEXAS STATE INSPECTION
# B	N27PI		CDEF	DO NOT PERFORM GM MULTI-POINT INSPECTION
# C	CSIW		CDEF	WASH AND VACUUM VEHICLE AT NO CHARGE

03

Pay 3:00 please

25.50

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

[redacted]

AUTHO[redacted]

		TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED[redacted]			

IED & GAVE ORAL APPROVAL

TECHNICIA[redacted]

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PE18-012

GM

3-27-2019

Q3



Fax

FACSIMILE

Date: 9/20/2018

To: 8662156750
From: STNSvcWFax 2144726821

Subject:] ADR Alert â€" Action Required: Case #Chevrolet, [redacted]
VIN 1GNSCBKC1GF[redacted] Mileage 48000

From:
Sent: Thursday, September 20, 2018 7:13 AM
To: Hendrix, Karen <KHendrix@stonebriarchevrolet.com>
Subject: [EXTERNAL] Scan Data from [TX-STN-SVC-P02][2]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 165 COE, LENAH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 18SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
18SEP2018 07:49		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION
[redacted]	161	48455	[redacted] 36		W	VACUUM PUMP ASSEMBLY REPLACEMENT
			99		IW	WASH AND VACUUM VEHICLE AT NO CHARGE
			36		ISP	GM MULTI-POINT INSPECTION
			99		ISP	CUSTOMER IN AN IN HOUSE LOANER

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

Copyright 2014 CDK Global, LLC WORKORDER TYPE 2 - SW2C - IMAGING

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 POSAS, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48455/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
08SEP2018 08:11		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

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PE18-012

GM

3-27-2019

Q3



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law excluding attorney's fees. An arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- **Reimbursement** for reasonable, documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims not covered by the General Motors New Vehicle Limited Warranty.
- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.
- Claims seeking attorney's fees.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE TEXAS LEMON LAW

The following is a brief explanation of most relevant provisions of the Texas lemon law. The complete text of the lemon law can be found at Tex. Occ. Code Ann. §§ 2301.001 *et seq.*

VEHICLES COVERED

The Texas lemon law covers a motor vehicle, defined as:

1. Every fully self-propelled vehicle that has two or more wheels and has as its primary purpose the transport of persons or property on a public highway;
2. Every fully self-propelled, titled vehicle that has two or more wheels and has as its primary purpose the off-road transportation of persons or property;
3. An engine, transmission, or rear axle whether or not attached to a vehicle chassis, that is manufactured for installation in a vehicle having as its primary purpose the transport of persons or property on a public highway and having a gross vehicle weight rating of more than 16,000 pounds; or
4. A towable recreational vehicle.

CONSUMERS COVERED

The lemon law covers a "consumer," defined as a person who is entitled to enforce a manufacturer's warranty with respect to a motor vehicle, and is one of the following :

1. A person who purchases a motor vehicle at retail from a Texas dealer;
2. The lessor or lessee (other than a sublessee) who purchased or leased a motor vehicle from a Texas dealer or lessor;
3. A person who is a resident of Texas and has registered the vehicle in Texas;
4. A person who purchased or leased the vehicle at retail and is an active member of the U.S. armed forces stationed in Texas at the time the claim is filed; or
5. The transferee or assignee of a retail purchaser, lessor or lessee as described above, as long as the transferee or assignee is a resident of Texas and registered the vehicle in Texas.

PROBLEMS COVERED

The lemon law covers any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle. This is referred to as a *nonconformity*.

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion.

"Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle, or the nonconformity does not substantially impair the use or market value of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to the manufacturer's, converter's, or distributor's express warranty, then the manufacturer, converter or distributor must make the necessary repairs.

The necessary repairs must be made after the applicable warranty period has expired if:

1. The consumer or the consumer's agent reports the nonconformity to the manufacturer, converter, or distributor, or any of their agents or franchised dealers during the term of the express warranty; or

2. The terms of the *presumption* relating to the vehicle (see below) have been met.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, converter, or distributor is unable to conform the motor vehicle to the applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, the manufacturer, converter, or distributor must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Texas lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if:

For a new motor vehicle that is sold or leased before September 1, 2017:

1. The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. Two of the repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. The two other repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, immediately following the date of the second repair attempt;

2. The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. At least one attempt to repair must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least one other attempt must be made within 12 months or 12,000 miles, whichever occurs first, after the first repair attempt; or

3. A nonconformity that substantially impairs the vehicle's use or market value still exists and the vehicle is out of service for repair for a cumulative total of 30 or more days within the 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least two repair attempts must be made within the first 12 months or 12,000 miles following the date of original delivery to a consumer.

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The initial 12 month or 12,000 mile periods, the subsequent 12 month or 12,000 mile periods, and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period does not include any period during which the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

For a new motor vehicle that is sold or leased on or after September 1, 2017:

1. The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer;

2. The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer; or

3. A nonconformity that substantially impairs the vehicle's use or market value still exists and the vehicle is out of service for repair for a cumulative total of 30 or more days, and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer.

The 24 months or 24,000 miles, and the 30 day period are extended for any period that repair services are not available to the consumer because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period does not include any period during which the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

NOTICE AND OPPORTUNITY TO REPAIR

The manufacturer, converter, or distributor will not be required to replace or repurchase a vehicle unless:

1. The consumer, a person on behalf of the consumer, or the Texas Department of Motor Vehicles provided written notice of the alleged nonconformity or defect to the manufacturer, converter or distributor; and

2. The manufacturer, converter, or distributor has been given an opportunity to cure the alleged defect or nonconformity.

DISPUTE RESOLUTION

A consumer may not file an action seeking refund or replacement unless the consumer has first exhausted the administrative remedies through the state-operated arbitration program.

TIME PERIOD FOR FILING CLAIMS

A proceeding must be commenced within six months following the earlier of (1) expiration of the express warranty term, or (2) 24 months or 24,000 miles following the date of the vehicle's original delivery to a consumer.

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REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Texas lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price. The Texas Department of Motor Vehicles indicates this means the amount of the total purchase price of the vehicle, including sales taxes and title, registration and documentary fees, but not including the amount of any interest or finance charge or insurance premiums; and
2. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:
   (a) alternate transportation;
   (b) towing;
   (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
   (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
   (e) loss or damage to personal property;
   (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
   (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer (OEM) parts or non-OEM parts;
3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) $\frac{\text{\# miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase}}{120{,}000} \times \text{Purchase Price}$

plus

b) $\frac{\text{\# miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing}}{120{,}000} \times \text{Purchase Price} \times 50\%$

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If the motor vehicle is substantially damaged or if there is an adverse change in the motor vehicle's condition beyond ordinary wear and tear, from the date of the hearing to the date of repurchase, and the parties are unable to agree on an amount allowed for such damage or condition, either party may request reconsideration by the final order authority (e.g., the arbitrator) of the repurchase price contained in the final order (e.g., the decision).

REPURCHASE OF LEASED VEHICLES

The Texas Department of Motor Vehicles has set out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessee

1. All lease payments previously paid by the lessee to the lessor under the terms of the lease;
2. All sums previously paid to the lessor in connection with entering into the lease agreement, including but not limited to any capitalized cost reduction, down payment, trade-in, or similar cost; and
3. Sales tax, license and registration fees, and other documentary fees, if applicable; and
4. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:
   (a) alternate transportation;
   (b) towing;
   (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
   (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
   (e) loss or damage to personal property;
   (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
   (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
5. Less a reasonable allowance for the consumer's use of the vehicle.

To the lessor

1. 105% of the actual price paid by the lessor for the vehicle
2. Any tax, title, license and documentary fees paid by the lessor and as evidenced in a bill of sale, bank draft demand, tax collector's receipt, or similar instrument;
3. Any amount or fee, if any, paid by the lessor to secure the lease or interest in the lease;

4. Less all payments made by the lessee.

Refunds must be made to the lessee, lessor, and any lienholder as their interests may appear. The motor vehicle must be returned to the manufacturer, converter or distributor with clear title upon payment of these amounts. The lessor must transfer title of the motor vehicle to the manufacturer, converter or distributor as necessary to effectuate the lessee's rights under the lemon law. The lease must be terminated without any penalty to the lessee.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase / 120,000 X Actual price paid by the lessor for the vehicle

plus

b) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing / 120,000 X Actual price paid by the lessor for the vehicle X 50%

If the motor vehicle is substantially damaged or if there is an adverse change in the motor vehicle's condition beyond ordinary wear and tear, from the date of the hearing to the date of repurchase, and the parties are unable to agree on an amount allowed for such damage or condition, either party may request reconsideration by the final order authority (e.g., the arbitrator) of the repurchase price contained in the final order (e.g., the decision).

REPLACEMENT

When replacing a vehicle under the Texas lemon law, the manufacturer must replace the motor vehicle with a comparable motor vehicle.

The manufacturer, converter, or distributor shall:

1. Promptly authorize the exchange of the consumer's motor vehicle with the consumer's choice of any comparable motor vehicle; and

2. Instruct the dealer to contract the sale of the selected comparable motor vehicle with the consumer as follows:

(a) The sales price of the comparable motor vehicle shall be the vehicle's Manufacturer's Suggested Retail Price (MSRP/DSRP, as applicable);

(b) The trade-in value of the consumer's motor vehicle shall be the MSRP/DRSP, as applicable, at the time of the original transaction, less a reasonable allowance for the consumer's use of the consumer's motor vehicle; and

(c) The use allowance for replacement relief shall be calculated as follows:

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

$$\frac{\text{(i) \# miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase through the date of the hearing}}{120{,}000} \times \text{Purchase Price}$$

plus

$$\frac{\text{(ii) \# miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing}}{120{,}000} \times \text{Purchase Price} \times 50\%$$

3. Reimburse the consumer for reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:

(a) alternate transportation;
(b) towing;
(c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
(d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
(e) loss or damage to personal property;
(f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and

(g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts.

4. Upon any replacement of a consumer's motor vehicle, the consumer shall be responsible for payment or financing of the usage allowance of the consumer's vehicle, any outstanding liens on the consumer's vehicle, and applicable taxes and fees associated with the new sale, excluding documentary fees.

   (A) If the comparable motor vehicle has a higher MSRP/DSRP, as applicable, than the complainant's vehicle, the complainant shall be responsible at the time of sale to pay or finance the difference in the two vehicles' MSRPs/DSRPs, as applicable, to the manufacturer, converter or distributor.

   (B) If the comparable motor vehicle has a lower MSRP/DSRP, as applicable, than the complainant's vehicle, the complainant will be credited the difference in the MSRP/DSRP, as applicable, between the two motor vehicles. The difference credited shall not exceed the amount of the calculated usage allowance for the complainant's vehicle.

5. The consumer is responsible for obtaining financing, if necessary, to complete the replacement.

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Q3



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

System [6:08:54 PM]: Welcome to chat. **Lorena [6:09:05 PM]:** Welcome to GMC Customer Assistance Center, my name is Lorie.

Lorena [6:09:57 PM]: Hi, [redacted] Thank you for chatting. I'm still here to assist you.

[redacted] **[6:10:11 PM]:** Ok [redacted] **[6:10:16 PM]:** I need to know [redacted] **[6:10:25 PM]:** If my vehicle is on warranty **Lorena**

[6:10:39 PM]: I understand that you are asking for warranty information. **Lorena [6:10:52 PM]:** I'll be more than happy to check it for you. **Lorena [6:10:59 PM]:** To better assist you, let me pull up the vehicle's information. Kindly provide the last 8 characters of the VIN, together with the approximate mileage, please. [redacted] **[6:11:40 PM]:** Eg [redacted] vin [redacted] **[6:11:47 PM]:** Milage [redacted] **[6:11:53 PM]:** 79328 **Lorena [6:12:33**

PM]: Thank you. **Lorena [6:12:37 PM]:** Can you verify your home address, please? This is to make sure that I am looking at the right VIN. [redacted] **6:14:00 PM]:** [redacted] **[6:14:08 PM]:** [redacted] 77044 **Lorena [6:15:14 PM]:** Thank you. **Lorena [6:15:22 PM]:** Please give me 2 -3 minutes to do a VIN scan. Let me check the vehicle's information. [redacted] **[6:15:40 PM]:** It's under [redacted]

[redacted] **Lorena [6:16:46 PM]:** How are you related to [redacted], if you don't mind me asking? This is for documentation purpose. [redacted] **[6:17:26 PM]:** Am his wife **Lorena [6:18:25 PM]:** I see, thank you for verifying.**Lorena [6:18:38 PM]:** The vehicle has an active Powertrain Warranty. It is valid until 07/04/2019 as long as the vehicle does not reach 100,364 miles.**Lorena [6:18:40 PM]:** For you to verify more

information about the warranties, you may visit our website below:**Lorena [6:18:45 PM]:** https://my.gm.com/home **Lorena [6:18:56 PM]:** You can create an owner's center account here. You need to put the VIN and all vehicle information will be provided. **Lorena [6:19:30 PM]:** By the way, are you aware that the vehicle has an open recall? [redacted] **[6:19:45 PM]:** Yes meam I seen that [redacted] **[6:19:53 PM]:** We are

ha ingbsome brake issues
Lorena [6:19:57 PM]: It is recall 17276, Loss of Steering Assist.[redacted] **[6:20:00 PM]:** Will that warranty cover that [redacted] **[6:20:26 PM]:** it won’t come to a stop
Lorena [6:20:29 PM]: I know that it is very inconvenient for you to experience brakes issue.
Lorena [6:20:35 PM]: Have you tried reaching out to your dealership for assistance?
Lorena [6:21:31 PM]: I hope I did not lose you; I am still here

to assist you. [redacted] **[6:21:37 PM]:** Yes [redacted] **[6:21:41 PM]:** Am here waiting [redacted] **[6:21:53 PM]:** Will they tell me [redacted] **[6:21:57 PM]:** If that's covered **Lorena [6:22:05 PM]:** Have you taken the vehicle to the dealership for them to check the brakes? **Lorena [6:22:17 PM]:** The best thing for us to do first is to take the vehicle to a certified GM dealership. The dealership needs to check your vehicle and they will provide

the best recommendation for it.
Lorena [6:22:22 PM]: A diagnosis is needed to determine the cause of the vehicle's failure and the nature of the issue.[redacted]
[6:22:31 PM]: I understand
Lorena [6:22:37 PM]: The vehicle is out of applicable warranty for brakes, the diagnosis will be an out of pocket expense.[redacted]
[6:22:42 PM]: But will they tell me if that's covers under warranty **Lorena [6:22:43**

PM]: The good thing is, you can work with the Customer Experience Manager or CEM of the dealership. He can give you the best recommendation for the vehicle. **Lorena [6:23:38 PM]:** They will determine if there will be an applicable service bulletin that may apply. [redacted] **[6:23:56 PM]:** If I call can they tell me if there is one **Lorena [6:24:00 PM]:** We need to take it first, and they will inform you what needs to be done.**Lorena [6:24:24 PM]:**

They need to diagnose the vehicle, [redacted] **[6:24:32 PM]:** Ok understood [redacted] **[6:24:37 PM]:** Thank you for ur help **Lorena [6:24:51 PM]:** They will also perform the recall at no cost for you. **Lorena [6:24:58 PM]:** Is there anything else that I can assist you with? **Lorena [6:25:24 PM]:** May I also ask for the name of the dealership you are willing to work with? **Lorena [6:25:41 PM]:** I have documented your concern. Here

is the reference number, [redacted]. Caller [redacted] left the call. Call Disconnected.

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

Caller English

System [4:35:37 PM]:

Welcome to chat.

Gabrielle [4:36:04 PM]:

Thank you for contacting GMC Customer Assistance, Tiffany! My name is Gabrielle. I see you have a question regarding your vehicle. Please allow me 1-2 minutes to review your question.

Gabrielle [4:38:22 PM]:

I apologize for the concern you have had with your vehicle and I am glad that you were not injured because of it. I cannot say why there is no recall at this time, because we are only notified of recalls once they are released. Furthermore, this is the first I have heard of the concern. I would like to document the concern so hat General Motors is aware.

Gabrielle [4:38:39 PM]:

That way, if a recall is ever issued, you can submit for reimbursement.

Gabrielle [4:39:04 PM]:

If the pre-chat information is accurate, can you also provide your home mailing address and current mileage?

Gabrielle [4:42:04 PM]:

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

[redacted] [4:42:40 PM]:

That is not a true statement about this vacuum pump issue I have read countless complaints about other GM owners having this issue

Gabrielle [4:43:39 PM]:

As I stated, I personally, have not heard of the concern. Also we do not have access to third party forums where a lot of owners take their complaints.

[redacted] [4:44:18 PM]:

There is a lawsuit happening right now with this malfunction

Gabrielle [4:44:49 PM]:

Okay. I have created a case regarding your concern. For your records the case number is [redacted]
Is there anything else I can assist you with?

[redacted] [4:45:17 PM]:

How are you not informed from GM that this is happening

Gabrielle [4:46:13 PM]:

As customer service we are not provided with every single action that is taking place. We are also not informed of recalls until they are released and at this time there are no recalls.

Gabrielle [4:46:43 PM]:

We recommend that you address the concern with a GMC Dealership to ensure the correct repair is performed.

Gabrielle [4:46:59 PM]:

Would you like me to locate a dealership for you?

[redacted] 4:48:39 PM]:

I know this however I will be doing something about this. This malfunction is very serious people have no brakes I've been a victim of this thankfully I wasn't injured

Gabrielle [4:49:00 PM]:

Is there anything else I can assist you with?

Gabrielle [4:51:22 PM]:

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

[redacted] [4:52:00 PM]:

Obviously not I've hit a dead end with GM customer service. I will be in contact with my lawyer on this and GM has not meet my expectations with customer service!!

Gabrielle [4:52:15 PM]:

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

Call Disconnected.

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GMC - Recall Question On A Vehicle I Own-Additional Info:FG[redacted]

While driving at highway speed, maybe truck lost it's power assisted brakes. I had a mechanic look at it and it was determined that the belt driven vacuum pump was no longer creating vacuum and needs replaced. Is this issue something that GM is going to recall and fix?

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

Caller English

System [10:13:14 AM]:

Welcome to chat.

Allyson [10:13:28 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Allyson. I see that you have a recall question about your vehicle. We also have a great self-service tool where you can check for recalls anytime at www.my.gm.com/recalls. I would be happy to answer any questions you may have.

Allyson [10:14:29 AM]:

Thank you for your inquiry! I am so sorry to hear you are experiencing a concern with the brakes in your vehicle. Approximately how many miles are currently on your vehicle?

[redacted] [10:14:50 AM]:

80,000

Allyson [10:15:38 AM]:

Thank you! While I look into this further, if the pre-chat information you provided when initiating this chat is correct, can you please confirm your home mailing address? This information will be used for documenting purposes and to ensure your vehicle is associated with your up-to-date contact information in our system. If your vehicle is associated with you in our system, you will receive notification in the event a recall, additional coverage, and/or a Customer Satisfaction Program is attached to your VIN.

[redacted] [10:16:30 AM]:

[redacted], Arkansas City KS [redacted]

Allyson [10:18:59 AM]:

Thank you very much for your patience, [redacted] I really appreciate it. I would like to make you aware of an open EPS loss of steering assist recall on your vehicle. Any GMC dealership will be able to perform the recall repair at no cost to you. We appreciate you bringing your issue to our attention, as we certainly want to help resolve any vehicle concerns for our customers. I understand you believe this problem to

be a common occurrence, but I want to make you aware that I have confirmed there are no recalls or additional coverage associated to your VIN that relate to the issue you're experiencing. General Motors works with The National Highway Traffic Safety (NHTSA) administration to determine the need for recalls. We use complaints filed with GM, NHTSA, and dealer repair history to determine the need for further investigation into a possible recall. Once investigation is completed, GM and NHTSA decide if a recall is warranted, and determine the repair.

Caller [redacted] left the call.

Call Disconnected.

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Jasmine Scott
New Author: Jasmine Scott

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111[redacted]

Service Agent: LENZEN CHEVROLET-BUICK, INC.

Contact Name: Mike Kloss

Phone Number: 9524482850

Fax Number: (952) 448-5350

Contact Email Address: lenzenchevservice@yahoo.com

Job Card*: [redacted]

Job Card Date: 10/15/2018

Reference Number: [redacted]

VIN: 3GCUKRECXGG[redacted] Investigate Vehicle History

Odometer: 64301

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 5.9 Supp Time: 0 OLH Time: 0

Labour Rate: 122.84 Common GM Division - Mechanical

Labour Total: 724.76

Parts Total: 260.87

Part Numbers:

Net Item Type	Amount		
Miscellaneous	163.38	+	-
<Make Selection>		+	-

Net Item Total: 163.38

Tax: 0

Deductible: 0

Total Before Taxes: 1,149.01

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Jasmine Scott	Wed Nov 14 11:38:11 EST 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

[redacted]

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKRECXGG[redacted]	[redacted]	2018-11-14

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Jasmine Scott
New Author: Jasmine Scott

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111[redacted]

Service Agent: LENZEN CHEVROLET-BUICK, INC.

Contact Name: Mike Kloss

Phone Number: 9524482850

Fax Number: (952) 448-5350

Contact Email Address: lenzenchevservice@yahoo.com

Job Card*: [redacted]

Job Card Date: 10/15/2018

Reference Number: [redacted]

VIN: 3GCUKRECXGG[redacted] Investigate Vehicle History

Odometer: 64301

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * PAC Rental

Labour Operation*: [redacted]

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

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	315	+	-
<Make Selection>		+	-

Net Item Total: 315.00

Tax: 0

Deductible: 0

Total Before Taxes: 315.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Jasmine Scott	Wed Nov 14 11:41:17 EST 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKRECXGG[redacted]	[redacted]	2018-11-14
3GCUKRECXGG[redacted]	[redacted]	2018-11-14

CANCEL SAVE

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3-27-2019

Q3



Greetings,

We have test driven the Silverado. After applying the brake pedal, the pedal became very hard. We indeed duplicated the concern. Tested vacuum at vacuum source. Test at 10psi, should be 27psi. Inspected hose and booster for oil residue. None found. Belt inspects ok. Recommend replacement of vacuum pump per Bulletin Pit5361D. I have attached the Body Shop estimate for the tailgate damage.

Mike Kloos
Service Manager
Lenzen Chevrolet-Buick
Chaska, MN 55318
952-448-28

PE18-012

GM

3-27-2019

Q3



Greetings,

We have not inspected/diagnosed the vehicle yet. It is currently here and is ready to be inspected. Based on the hard brake pedal and the inability to stop the truck at a slow reverse speed, we will be referring to bulletin #PIT5361D. Attached is the photos of the vehicle that our Body Shop took late last week.

Nothing has been communicated with the customer other than we think the problem is going to be the vacuum booster. We have not inspected for verified it yet.

Mike Kloos

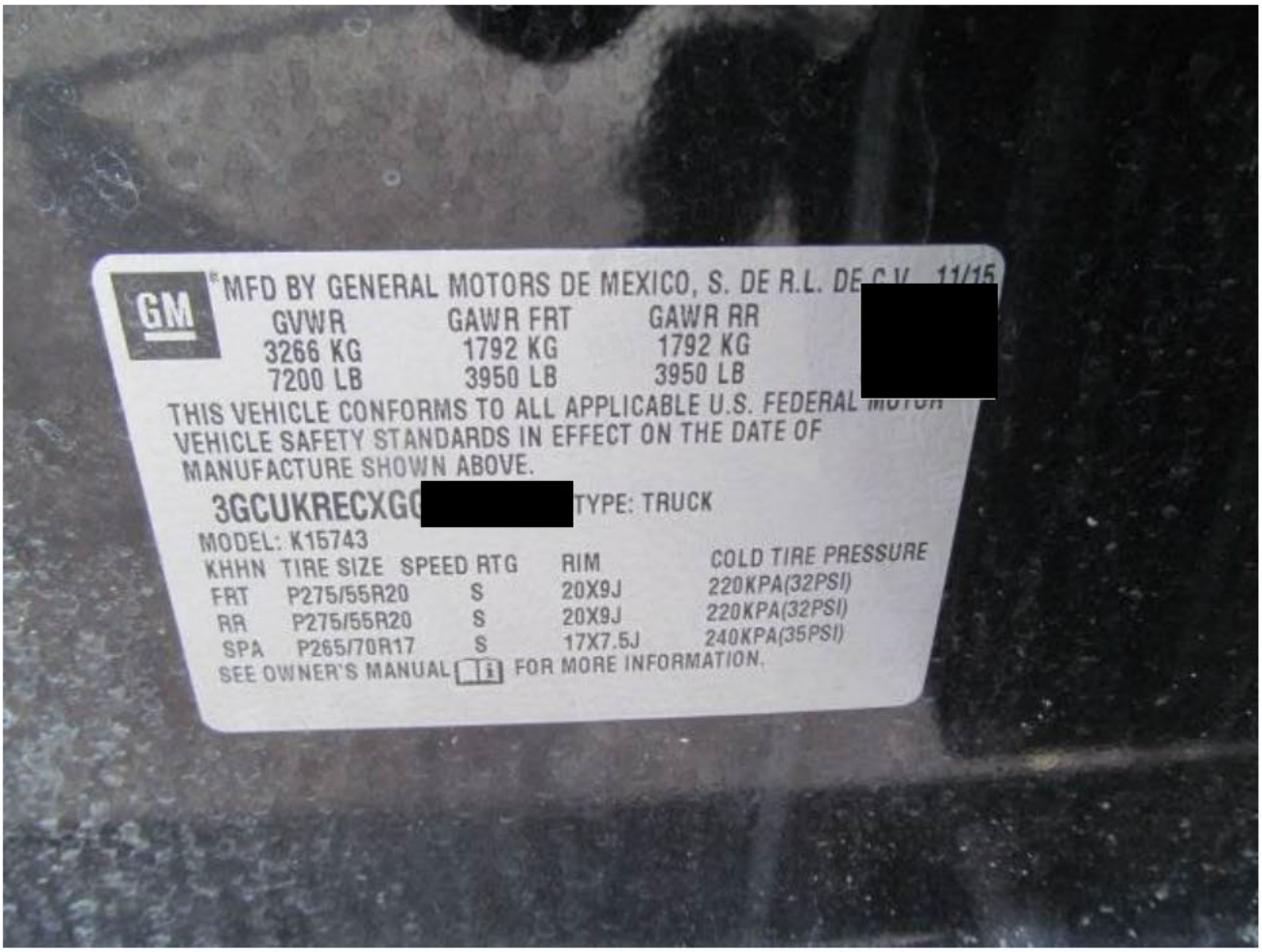
Service Manager

Lenzen Chevrolet-Buick

Chaska, MN 55318

952-448-2850


ZR1
RPM x1000
64314mi


GM
MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 11/15
GVWR
3266 KG
7200 LB
GAWR FRT
1792 KG
3950 LB
GAWR RR
1792 KG
3950 LB
[redacted]
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
3GCUKRECXG[redacted] TYPE: TRUCK
MODEL: K15743
KHHN TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P275/55R20 S 20X9J 220KPA(32PSI)
RR P275/55R20 S 20X9J 220KPA(32PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.


SILVERADO




LEER
LT


LEER
Z71
SILVERADO


SILVERADO


RAPID


SILVERADO

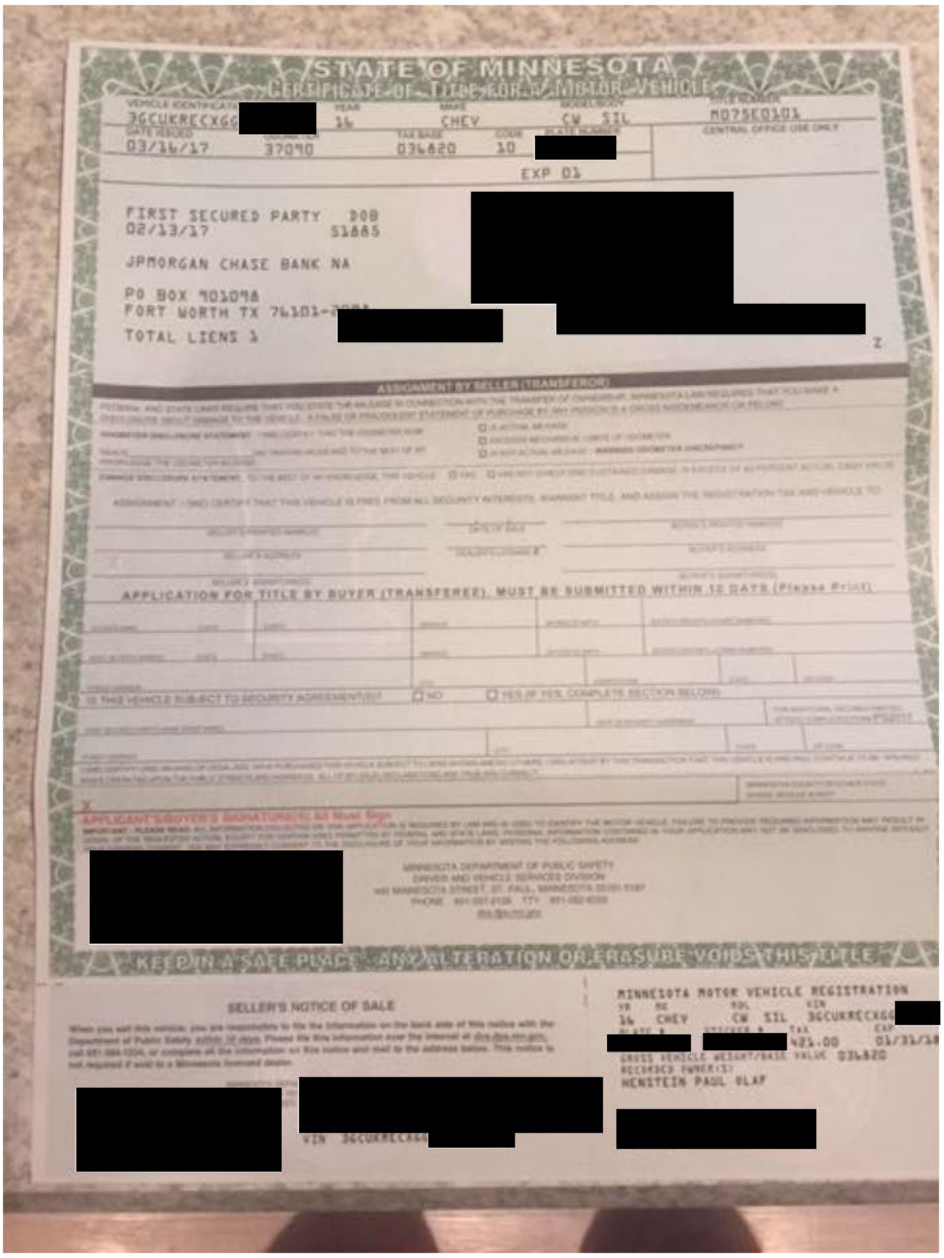
PE18-012

GM

3-27-2019

Q3





STATE OF MINNESOTA
CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER: 3GCUKRECXG[redacted] | YEAR: 16 | MAKE: CHEV | MODEL/BODY: CW SIL | TITLE NUMBER: MD7SE0101
DATE ISSUED: 03/16/17 | ODOMETER: 37090 | TAX BASE: 036820 | CODE: 10 | PLATE NUMBER: [redacted] | CENTRAL OFFICE USE ONLY
EXP 01

FIRST SECURED PARTY 308
02/13/17 51885

JPMORGAN CHASE BANK NA

PO BOX 901098
FORT WORTH TX 76101-[redacted]

TOTAL LIENS 1

[redacted]

Z

ASSIGNMENT BY SELLER (TRANSFEROR)

FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE A DISCLOSURE ABOUT DAMAGE TO THE VEHICLE. A FALSE OR FRAUDULENT STATEMENT OF PURCHASE BY ANY PERSON IS A GROSS MISDEMEANOR OR FELONY.

ODOMETER DISCLOSURE STATEMENT: I (WE) CERTIFY THAT THE ODOMETER NOW READS ____ (NO TENTHS) MILES AND TO THE BEST OF MY (OUR) KNOWLEDGE THE ODOMETER READING

☐ IS ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ IS NOT ACTUAL MILEAGE - WARNING - ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT: TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE ☐ HAS ☐ HAS NOT EVER BEEN DAMAGED BY A COLLISION OR OTHERWISE, SUCH THAT THE COST OF REPAIRS EXCEEDED 70% OF THE VEHICLE'S RETAIL VALUE.

ASSIGNMENT: I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO:

SELLER'S PRINTED NAME | DATE OF SALE | BUYER'S DRIVER'S LICENSE NUMBER
X SELLER'S ADDRESS | SELLER'S LICENSE # | BUYER'S ADDRESS
SELLER'S SIGNATURE | BUYER'S SIGNATURE

APPLICATION FOR TITLE BY BUYER (TRANSFEREE). MUST BE SUBMITTED WITHIN 10 DAYS (Please Print)

NAME | DATE | DRIVER'S LICENSE NUMBER | ADDRESS | BUYER'S SOCIAL SECURITY NUMBER
CITY | STATE | ZIP | PHONE | BUYER'S E-MAIL ADDRESS
CO-BUYER'S NAME | DATE | DRIVER'S LICENSE NUMBER | ADDRESS | CO-BUYER'S SOCIAL SECURITY NUMBER
CITY | STATE | ZIP | PHONE | CO-BUYER'S E-MAIL ADDRESS

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT(S)? ☐ NO ☐ YES (IF YES, COMPLETE SECTION BELOW)
FIRST SECURED PARTY | DATE OF SECURITY AGREEMENT | FOR ADDITIONAL SECURED PARTIES ATTACH A SEPARATE SHEET
CITY | STATE | ZIP

I/WE CERTIFY UNDER PENALTY OF LAW THAT I/WE PURCHASED THIS VEHICLE SUBJECT TO ANY INTERESTS NOW OF RECORD, AND THAT I/WE WILL NOT REMOVE, CAUSE OR PERMIT TO BE REMOVED FROM THE VEHICLE ANY EQUIPMENT OR ACCESSORIES NOW ON IT. I/WE ALSO CERTIFY THAT THE VEHICLE NUMBER(S) AND ODOMETER READING(S) APPEARING ON THIS APPLICATION ARE TRUE AND CORRECT.

MINNESOTA COUNTY OF OTHER STATE | MAKE, MODEL OF VEHICLE

X
APPLICANT (BUYER'S SIGNATURE) All Must Sign

[redacted]

IMPORTANT: PLEASE READ. ALL INFORMATION REQUESTED ON THIS APPLICATION IS REQUIRED BY LAW AND IS USED TO IDENTIFY THE MOTOR VEHICLE. FAILURE TO PROVIDE REQUIRED INFORMATION MAY RESULT IN DENIAL OF THE REGISTRATION. EXCEPT FOR CERTAIN USES PERMITTED BY FEDERAL AND STATE LAWS, PERSONAL INFORMATION CONTAINED IN YOUR APPLICATION MAY NOT BE DISCLOSED TO ANYONE WITHOUT YOUR WRITTEN CONSENT. YOU MAY EXAMINE AND CORRECT ANY INFORMATION ABOUT YOU IN THE RECORDS OF YOUR APPLICATION BY VISITING THE FOLLOWING ADDRESS:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101-5187
PHONE 651-297-2126 TTY 651-282-6555
dvs.dps.mn.gov

KEEP IN A SAFE PLACE. ANY ALTERATION OR ERASURE VOIDS THIS TITLE.

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information on the back side of this notice with the Department of Public Safety within 10 days. Please file this information over the Internet at dvs.dps.mn.gov, call 651-284-1234, or complete all the information on this notice and mail to the address below. This notice is not required if sold to a Minnesota licensed dealer.

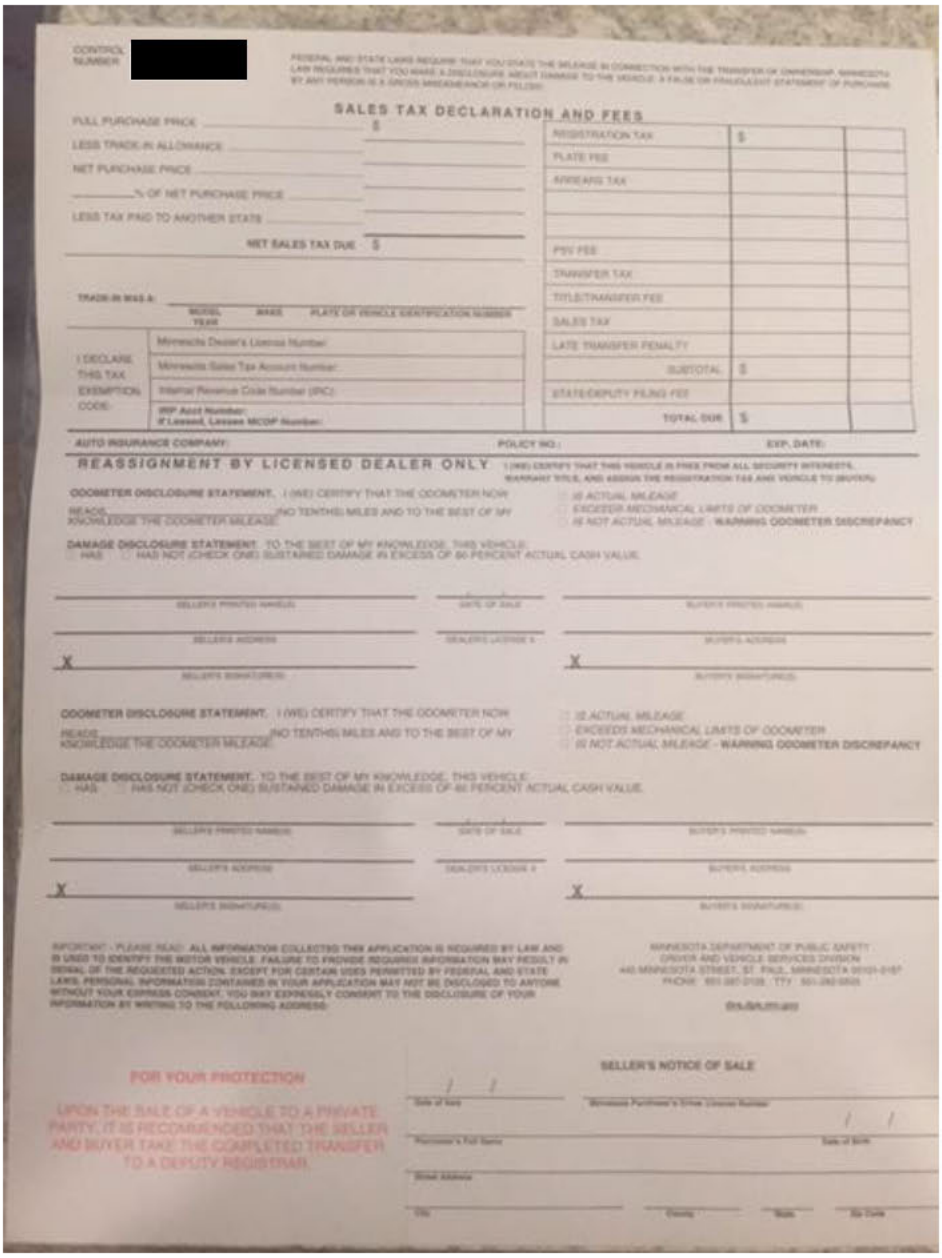
[redacted]

VIN 3GCUKREC4G[redacted]

[redacted]

MINNESOTA MOTOR VEHICLE REGISTRATION
YR | MK | BDL | VIN
16 | CHEV | CW | SIL | 3GCUKRECXG[redacted]
[redacted] | [redacted] | 425.00 | 01/31/18
GROSS VEHICLE WEIGHT/BASE VALUE 036820
REGISTERED OWNER(S):
WEINSTEIN PAUL OLAF

[redacted]



CONTROL NUMBER: [redacted]

FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE A DISCLOSURE ABOUT DAMAGE TO THE VEHICLE. A FALSE OR FRAUDULENT STATEMENT OF PURCHASE BY ANY PERSON IS A GROSS MISDEMEANOR OR FELONY.

SALES TAX DECLARATION AND FEES

FULL PURCHASE PRICE $

LESS TRADE-IN ALLOWANCE

NET PURCHASE PRICE

_____% OF NET PURCHASE PRICE

LESS TAX PAID TO ANOTHER STATE

NET SALES TAX DUE $

REGISTRATION TAX	$	
PLATE FEE		
ARREARS TAX		
PSV FEE		
TRANSFER TAX		
TITLE/TRANSFER FEE		
SALES TAX		
LATE TRANSFER PENALTY		
SUBTOTAL	$	
STATE/DEPUTY FILING FEE		
TOTAL DUE	$	

TRADE-IN WAS A: _____ (MODEL YEAR) _____ (MAKE) _____ (PLATE OR VEHICLE IDENTIFICATION NUMBER)

I DECLARE THIS TAX EXEMPTION CODE:

- Minnesota Dealer's License Number:
- Minnesota Sales Tax Account Number:
- Internal Revenue Code Number (IRC):
- IRP Acct Number: / If Leased, Lessee MCOP Number:

AUTO INSURANCE COMPANY: POLICY NO.: EXP. DATE:

REASSIGNMENT BY LICENSED DEALER ONLY

I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO (BUYER):

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS _____ (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE:

- ☐ IS ACTUAL MILEAGE
- ☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
- ☐ IS NOT ACTUAL MILEAGE - **WARNING ODOMETER DISCREPANCY**

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE:
☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 90 PERCENT ACTUAL CASH VALUE.

SELLER'S PRINTED NAME(S) | DATE OF SALE | BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS | DEALER'S LICENSE # | BUYER'S ADDRESS

X SELLER'S SIGNATURE(S) | X BUYER'S SIGNATURE(S)

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS _____ (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE:

- ☐ IS ACTUAL MILEAGE
- ☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
- ☐ IS NOT ACTUAL MILEAGE - **WARNING ODOMETER DISCREPANCY**

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE:
☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 90 PERCENT ACTUAL CASH VALUE.

SELLER'S PRINTED NAME(S) | DATE OF SALE | BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS | DEALER'S LICENSE # | BUYER'S ADDRESS

X SELLER'S SIGNATURE(S) | X BUYER'S SIGNATURE(S)

IMPORTANT - PLEASE READ: ALL INFORMATION COLLECTED THIS APPLICATION IS REQUIRED BY LAW AND IS USED TO IDENTIFY THE MOTOR VEHICLE. FAILURE TO PROVIDE REQUIRED INFORMATION MAY RESULT IN DENIAL OF THE REQUESTED ACTION. EXCEPT FOR CERTAIN USES PERMITTED BY FEDERAL AND STATE LAWS, PERSONAL INFORMATION CONTAINED IN YOUR APPLICATION MAY NOT BE DISCLOSED TO ANYONE WITHOUT YOUR EXPRESS CONSENT. YOU MAY EXPRESSLY CONSENT TO THE DISCLOSURE OF YOUR INFORMATION BY WRITING TO THE FOLLOWING ADDRESS:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101-5187
PHONE: 651-297-3126 TTY: 651-282-6555
dvs.dps.mn.gov

FOR YOUR PROTECTION

UPON THE SALE OF A VEHICLE TO A PRIVATE PARTY, IT IS RECOMMENDED THAT THE SELLER AND BUYER TAKE THE COMPLETED TRANSFER TO A DEPUTY REGISTRAR.

SELLER'S NOTICE OF SALE

Date of Sale / / | Witnessed Purchaser's Driver License Number

Purchaser's Full Name | Date of Birth / /

Street Address

City | County | State | Zip Code



PE18-012

GM

3-27-2019

Q3



LENZEN CHEV-BUICK FAX

COVER SHEET

DATE: 11-9-18

TO: Charlene 1-586-920-0860

FROM: Mike Kloos (RO [redacted]

NUMBER OF PAGES: 4
(INCLUDES COVER SHEET)

LENZEN CHEVROLET-BUICK INC
PO BOX 149
CHASKA, MN 55318
PHONE (952)448-2850
FAX (952)448-5350
www.LenzenChevBuick.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

LENZEN
CHEVROLET-BUICK
2860 Chaska Blvd.
P.O. Box 149
Chaska, MN 55318
(952) 448-2850
www.lenzenchevbuick.com

SERVICE ADVISOR: 200 MICHAEL KLOOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT
BLACK	16	CHEVROLET SILVERADO	3GCUKRECXGG[redacted]	096WWM	64301/64301

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12JAN16 IS			17:00 15OCT18		CASH	09NOV18

R.O. OPENED	READY	OPTIONS:
13:44 04OCT18	14:19 09NOV18	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES WAS BACKING DOWN A HILL, APPLIED THE BRAKE AND THE PEDAL BECAME VERY HARD AND COULD NOT STOP THE TRUCK. TRUCK SLOWLY KEPT ROLLING, TAILGATE HIT A LADDER ON TRAIL						
CAUSE: VACUUM PUMP TEST ONLY AT 10PSI, SHOULD BE 27PSI, DEFECTIVE VACUUM PUMP						
CONCERN CODE: 0130						
0600006 DIAGNOSE STEERING SYSTEMS VERIFY HARD BRAKE PEDAL. TEST PSI. REPLACED VACUUM PUMP. TEST OPERATION. VERIFY REPAIR OK						
3 W 1.70 1.70	10859	20883			208.83	208.83
1 12669488 (S)PUMP	12197	17076	0	243.95	170.76	170.76
FC: 6061 PART#: COUNT:	12197	17076	TPARTS			
CLAIM TYPE: ZREG						
AUTH CODE:						
	10859	20883	TLABOR			
VERSION 1 (EMP# 200,15OCT18 14:56): REPLACED VACUUM PUMP. TEST DRIVEN. CHECK BRAKING OPERATION. ALL NORMAL AT THIS TIME.						
B** REPAIR DAMAGE TO TAILGATE PER PAC						
SS REPAIR & REFINISH TAILGATE AS PER ESTIMATE						
23 CBT 9.20 9.10	27446	52780			527.80	527.80
1 15129652 PLATE	3897	6495	0	64.95	64.95	64.95
1 23256178 PLATE	1797	2516	0	25.16	25.16	25.16
MISC PAINT & MATERIALS						
CPM	15031	16338			163.38	163.38
C** RENTAL VEHILCE DURING REPAIRS						
CAUSE: RENTAL NEEDED DURING REPAIR						
0600146 RENTAL COVERAGE						
3 W 0.00 0.00	16380	31500			315.00	315.00
	0	0	TPARTS			
	16380	31500	TLABOR			
VERSION 1 (EMP# 200,09NOV18 14:18): RENTAL REQUIRED DURING BRAKE AND BODY REPAIRS - 9 DAYS TOTAL RENTAL USE						

SERVICE AND PARTS HOURS:
Monday - Friday 7:30 a.m. to 5:00 p.m.
Phone: (952) 448-2850

www.lenzenchevbuick.com

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.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ.DISP. / SHOP SUPP.	
SUBTOTAL	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2010 CDK Global, LLC SERVICE INVOICE TYPE 2 - S12S - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
* PRE-INVOICE **

LENZEN
CHEVROLET-BUICK
2860 Chaska Blvd.
P.O. Box 149
Chaska, MN 55318
(952) 448-2850
www.lenzenchevbuick.com

SERVICE ADVISOR: 200 MICHAEL KLOOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
BLACK	16	CHEVROLET SILVERADO	3GCUKRECXGG[redacted]	096WWM	64301/64301

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
12JAN16 IS			17:00 15OCT18			CASH	09NOV18

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
13:44 04OCT18	14:19 09NOV18	

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

Every effort has been made to make your visit an "Excellent" experience. We want you to be "COMPLETELY SATISFIED". If you cannot grade us "COMPLETELY SATISFIED" please call Mike Kloos at 952-448-2850 to help us improve our service for you. We appreciate your business. Your friends at Lenzen Chev-Buick.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	52383	27239		48000	17076	12197	
47100	52780	27446		47700	9011	5694	
47900	16338	15031		32400	1743	0	
32407	127	0		26300	69459	*******	
22500	79999	*******					

COST, SALE, & COMP TOTALS 87607 147588 0

SERVICE AND PARTS HOURS:

Monday - Friday 7:30 a.m. to 5:00 p.m.
Phone: (952) 448-2850

www.lenzenchevbuick.com

STATEMENT OF DISCLAIMER

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ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	527.80
PARTS AMOUNT	90.11
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ.DISP. / SHOP SUPP.	163.38
SUBTOTAL	781.29
ADJUSTMENTS	0.00
SALES TAX	18.70
PLEASE PAY THIS AMOUNT	799.99

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 9128 - IMAGING

ACCOUNTING COPY

Lenzen
2660 CHASKA BLVD. • P.O. BOX 149
CHASKA, MN 55318
PHONE (952) 448-2850 • FAX (952) 448-5350
www.lenzenchevbuick.com

FACE PAGE

RENTAL AGREEMENT

№ 4173

RO# [redacted] Unit# 4 RA#

CUSTOMER INFORMATION

Customer [redacted]
Home A[redacted]
City [redacted] State Zip
Driver's License No. [redacted] State Expires
Birth Date Home Te[redacted]
Additional Driver's Name [redacted] Birth Date
Driver's License No. State Expires
Additional Driver's Name Birth Date
Driver's License No. State Expires

CUSTOMER INSURANCE INFORMATION

Insurer SECURA Agent
Policy No. Expiration Date Telephone

CUSTOMER VEHICLE INFORMATION

License No. [redacted]
VIN 3GCUKREC[redacted]
Year/Make/Model/Color 16 Silverado Black

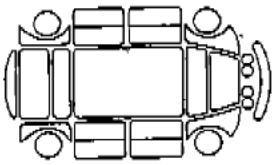
RENTAL VEHICLE INFORMATION

Date and Time IN	10 / 25 / 18	A.M. P.M.
Date and Time OUT	10 / 10 / 18	A.M. P.M.
Date & Time DUE IN	10 / 16 / 18	A.M. P.M.
Vehicle VIN	3GCUKREC[redacted]	
Vehicle Description	2017 Chv Silv	
Mileage IN	2928	
Mileage OUT	2451	
Miles Driven		
Miles Allowed		
Chargeable Miles		

FUEL	OUT	IN
	F	F
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

DAMAGE DESCRIPTION

Initials MM



Condition Out: OK

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: ____ @ ____¢	
DAYS: 9 @ $ 35.00	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL ____ GAL @ $ ____	
TAXABLE SUB-TOTAL →	
TAX @ ____ %	
NON-TAXABLE FUEL ____ GAL @ $ ____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	315.00

METHOD OF PAYMENT
$ ____
☐ CHECK EXPIRES ___/___
☐ AMEX ☐ MC ☐ VISA ☐ Other
____
☐ CARD VERIFIED

REFUNDED
$ ____
CUSTOMER INITIALS
X ____

When damage to the Vehicle is covered by Your personal insurance policy, prior payment by You is not required, and We will accept payment from Your insurance company within the time limits of Minn. Stat. Ann. Section 72A.201.

Under Minnesota law, a personal automobile insurance policy must: (1) cover the rental of this motor vehicle against damage to the vehicle and against loss of use of the vehicle; and (2) extend the policy's basic economic loss benefits, residual liability insurance, and uninsured and underinsured motorist coverages to the operation or use of a rented motor vehicle. Therefore, purchase of any collision damage waiver or similar insurance affected in this rental contract is not necessary. In addition, purchase of any additional liability insurance is not necessary if your policy was issued in Minnesota unless you wish to have coverage for liability that exceeds the amount specified in your personal automobile insurance policy.

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

[redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

PE18-012

GM

3-27-2019

Q3



Advertisement

2016 Chevrolet Silverado 1500 Crew Cab Pricing Report



Style: LT Pickup 4D 6 1/2 ft
Mileage: 64,314

Sell To Private Party

Private Party Range
$23,127 - $26,338
Private Party Value
$24,733



Valid for ZIP Code 06516 through 10/11/2018

Vehicle Highlights

Fuel Economy: City 16/Hwy 23/Comb 19 MPG	Max Seating: 6
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 2WD	Transmission: Auto, 6-Spd HD Overdrive
EPA Class: Standard Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

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

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 5.3 Liter

Transmission
Auto, 6-Spd HD Overdrive

Drivetrain
2WD

Accessory Packages
Power Tailgate Release

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

Comfort and Convenience
Anti-Theft System
Keyless Entry
Keyless Start
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt Wheel

Entertainment and Instrumentation
AM/FM Stereo
CD/MP3 (Single Disc)
SiriusXM Satellite
MyLink
Bluetooth Wireless
OnStar

Safety and Security
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Roof and Glass
Privacy Glass

Lighting
HID Headlamps
Daytime Running Lights

Wheels and Tires
Alloy Wheels

Exterior Color
✓ Black

Glossary of Terms

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

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

indicated.

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

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

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

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

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

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

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

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

© 2018 Kelley Blue Book Co., Inc. All rights reserved. 10/5/2018-10/11/2018 Edition for Connecticut 06516. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.18101)

PE18-012

GM

3-27-2019

Q3



LENZEN CHEVROLET-BUICK, INC.
2860 CHASKA BLVD BOX 149
CHASKA, MN 55318
OFFICE: 952-448-2850 FAX: 952-448-5350
FEDERAL ID#[redacted]

***** PRELIMINARY ESTIMATE *****

10/04/2018 02:09 PM

Owner

Owner: [redacted]
Address: [redacted]
City State Zip: [redacted]
Work/Day: [redacted]
FAX:

Inspection

Inspection Date: 10/04/2018 02:08 PM
Inspection Location: Lenzen Chevrolet Buick
City State Zip: Chaska, MN 55318
Primary Impact: Rear
Inspection Type:
Contact:
FAX:
Secondary Impact:

Appraiser Name: Ed Molnar III
Appraiser License # :

Repairer

Repairer: LENZEN CHEVROLET BUICK
Address: 2860 CHASKA BLVD
PO BOX 149
City State Zip: CHASKA, MN 55318
Email: LENZENBODYSHOP@AOL.COM
Contact:
Work/Day: (952)448-2850
FAX: (952)448-3867
Work/Day:

Target Complete Date/Time:
Days To Repair: 3

Vehicle

OEM Part Price Quote ID: 37130665

2016 Chevrolet Silverado K1500 1LT 4 DR Crew Cab Short Bed
8cyl Gasoline 5.3
6-Speed Automatic

Lic.Plate: [redacted]
Lic Expire:
Prod Date:
Veh Insp# :
Condition: Good
Ext. Refinish: Two-Stage
Lic State: MN
VIN: 3GCUKRECXGG[redacted]
Mileage: 64,314
Mileage Type: Actual
Code: U7865F
Int. Refinish: Two-Stage

Options

1st Row LCD Monitor(s)	2nd Row Head Airbags	4-Wheel Drive
AM/FM CD Player	Air Conditioning	Aluminum/Alloy Wheels
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bodyside Moldings	Chrome Bumper(s)	Chrome Grille
Cruise Control	Driver Information Sys	Dual Airbags
Electric Steering	Electronic Transfer Case	Full Size Spare Tire
Head Airbags	Heated Power Mirrors	Heavy Duty Battery
Heavy Duty Cooling	High Definition Radio	High Intensity Headlamps

Illuminated Visor Mirror	In-Vehicle WiFi	Keyless Entry System
LED Daytime Running Lts	Leather Steering Wheel	MP3 Decoder
Manual Lumbar Adjustment	Mexico Built Vehicle	OnStar System
Power Brakes	Power Door Locks	Power Windows
Privacy Glass	Rear Side Airbags	Side Airbags
SiriusXM Satellite Radio	Split Folding Rear Seat	Split Front Bench Seat
Stability Cntrl Suspensn	Strg Wheel Radio Control	Tachometer
Theft Deterrent System	Tilt Steering Wheel	Tire Pressure Monitor
Touch Screen Display	Tow Hooks	Traction Control System
Trip Computer	USB Audio Input(s)	Wireless Audio Streaming
Wireless Phone Connect		

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
Tailgate										
1	I	479		Shell,Tailgate	Repair				3.0*	SM
2	L	479	13	Shell,Tailgate	Refinish				3.8	RF
					2.7 Surface					
					0.6 Two-stage setup					
					0.5 Two-stage					
3	N	479		Tailgate R & I	Additional Labor				0.2	SM
4	RI	1012		Mldg,Tailgate Upper	R & I Assembly				0.3	SM
5	E	492		N/Plate,Tailgate	15129652 GM Part	$64.95			0.2	SM
6	E	504		N/Plate,Tailgate	23256178 GM Part	$29.95			0.2	SM
7	RI	505		Emblem,Tailgate	R & I Assembly				0.2	SM
8	I			Clean Retape	Repair				0.3*	SM*
9	RI	484		Handle,Tailgate Outer	R & I Assembly				0.6	SM
10	RI	507		Camera,Tailgate	R & I Assembly				INC	SM
Manual Entries										
11	L	M14		Corrosion Protection	Refinish				0.3*	RF
12	SB	M60		Hazardous Waste Removal	Sublet Repair	$3.00*				SM

12 Items

MC	Message
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		$94.90	
Paint & Materials	4.1 Hours @ $38.00	$155.80	
Parts & Material Total			$250.70
Tax on Parts & Material	@ 7.375%		$18.49

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	$58.00	1.5	3.5	5.0	$290.00
Mech/Elec (ME)	$114.07				
Frame (FR)	$80.00				
Refinish (RF)	$58.00	4.1		4.1	$237.80

Labor Total	9.1 Hours		$527.80
Sublet Repairs		$3.00	
Gross Total			**$799.99**
Net Total			**$799.99**

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 55318 Default
OEM Part Prices DT 10/04/2018 02:09 PM EstimateID 477191620131848192 QuoteID 37130665
Rate Name Default

Audatex Estimating 8.0.134 ES 10/10/2018 12:49 PM REL 8.0.134 DT 09/01/2018 DB 10/08/2018
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1.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE. A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

Op Codes

* = User-Entered Value	^ = Labor Matches System Assigned Rates	E = Replace OEM
NG = Replace NAGS	EC = Replace Economy	OE = Replace PXN OE Srpls
UE = Replace OE Surplus	ET = Partial Replace Labor	EP = Replace PXN
EU = Replace Recycled	TE = Partial Replace Price	PM = Replace PXN Reman/Reblt
UM = Replace Reman/Rebuilt	L = Refinish	PC = Replace PXN Reconditioned
UC = Replace Reconditioned	TT = Two-Tone	SB = Sublet Repair
N = Additional Labor	BR = Blend Refinish	I = Repair
IT = Partial Repair	CG = Chipguard	RI = R & I Assembly
P = Check	AA = Appearance Allowance	RP = Related Prior Damage

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PE18-012

GM

3-27-2019

Q3



GMC - General Question On a Vehicle I Own-Additional Info:My 2015 GMC Yukon the brakes went out where the pedal got really hard and had no brakes where I almost had a really tragic accidents.Want to know if GM can fix my truck sense it only has 64974 miles on it?vin # FR[redacted]

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

Caller English

System [4:40:32 PM]:

Welcome to chat.

Brandon [4:40:56 PM]:

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Brandon. I see you have questions about your vehicle!

Brandon [4:42:21 PM]:

I apologize to see you are experiencing a vehicle concern. I would be more than happy to assist you further, may you please provide me your mailing address and may you please confirm if the phone number and email address that you provided is correct?

[redacted] [4:43:39 PM]:

[redacted]

[redacted] [4:43:58 PM]:

[redacted]

[redacted] [4:44:07 PM]:

[redacted]

Brandon [4:44:57 PM]:

Thank you for that information. What is the name of the dealership that is assisting you?

Brandon [4:45:15 PM]:

Thank you for the confirmation.

Brandon [4:46:00 PM]:

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

[redacted] [4:46:59 PM]:

Bought it at Charlie's car lot in McAllen,Tx

Brandon [4:47:39 PM]:

Is that an independent repair facility?

[redacted] [4:48:46 PM]:

No it's an auto sale

Brandon [4:49:37 PM]:

How much is the repair?

Brandon [4:50:19 PM]:

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

[redacted] [4:52:24 PM]:

I dont know yes I havent send it to the dealer

[redacted] [4:52:35 PM]:

Yet*

Brandon [4:53:16 PM]:

When did you purchase the vehicle?

[redacted] [4:53:39 PM]:

May/2018

Brandon [4:53:52 PM]:

There is a product safety recall for the EPS loss of steering assist. General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

Brandon [4:54:55 PM]:

Congratulations on your recent purchase! I apologize you are having this concern with the vehicle. I have located Luke Fruia Motors within your area to assist in repairing the vehicle. Would you prefer me to send you the link to schedule your appointment online or a phone number?

Brandon [4:55:25 PM]:

In regards to providing cost assistance for the brakes we are unable to do so.

Brandon [4:56:13 PM]:

The vehicle must be inspected first; however, due to the age and mileage of the vehicle, here at GMC we consider the repair cost to be your responsibility as we do not know prior repair history after the first owner of the vehicle.

[redacted] [4:56:17 PM]:

So GM wownt cover the cost for a brake issue

Brandon [4:57:07 PM]:

The vehicle is outside of warranty it is at your expense. The dealership does offer financing options and you are able to apply for a GM Credit Card. If approved they can charge the repairs and you are able to pay it off like a normal credit card. An additional bonus you are able to earn credit to use towards a future purchase: [redacted] You may also contact your financial institution as well. Would you prefer me to send you the link to schedule your appointment online or a phone number?

[redacted] [4:58:50 PM]:

No thanks I'll fix it my self will be my last GM vehicle I'll purchase thanks for your time Brandon

Brandon [4:59:38 PM]:

That's a difficult statement to respond to... GMC takes comments like this very seriously. We value you as a customer, and we don't want to see you go. I am truly sorry we were unable to resolve your concerns to your satisfaction. Please know that we're here for you if you need ever need assistance. Thank you for allowing me to assist you. Have a great weekend and thanks for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. You may also call in at 1-866-790-3600

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 10/10/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTU2UEC5FG[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 03/04/2019
Job Card Date: 10/10/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 53,000
Miles out of Warranty: 16,992

Repair

Total Repair Cost At Warranty Rates: $720.00
Repair Group: Brakes
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $720.00
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3



How may we help you? Scroll up to select a topic.

[redacted]
9:55am
I need a phone # to talk to someone in person about a safety issue with my truck

Chevrolet
9:56am
Please select one of the options above.

[redacted]
9:56am
Vehicle Recall

Chevrolet
9:56am
Just a moment...

Please wait while your chat is transferred to the appropriate group.
9:56am
Chevrolet
9:56am
Private
US_CS_Recall

You are now chatting with Joan.
9:56am
Joan
9:56am
Thank you for contacting Chevrolet Customer Assistance. My name is Joan.

9:57am
Hello, [redacted]. I see here that you have safety concern about your vehicle. I can certainly assist you with that.

Can you tell me more about it?

[redacted]
9:57am
do you have a phone # i can call you on or can you call me?

9:58am
i'm not a good typer

Joan
9:58am
I see. I can call you. May I have your phone number?

[redacted]
9:58am
[redacted]

Joan
9:59am
Thank you. I will now end this chat to call you.

[redacted]
9:59am
ok

Joan
9:59am

Thank you for contacting Chevrolet Customer Assistance. Have a good day! Please expect a call back.

Thank you for chatting with us. Please chat back in with us if you still need assistance.
10:00am

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 10/25/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKBKC7FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Certified Pre-Owned Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 06/14/2017
Job Card Date: 10/16/2018
Days out of Warranty: 489

Mileage

Component's Warranty End Mileage (Miles): 55,677
Current Mileage: 87,000
Miles out of Warranty: 31,323

Repair

Total Repair Cost At Warranty Rates: $810.00
Job Card / Repair Order : [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $810.00
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3



Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC4FG[redacted] 2015 SILV15 WHITE

Click to View Cust Copy

Mileage: 44,473
Service advisor: 307
Tag number: [redacted]

Payment type: EXT
Promised time: 05:00 PM
Promised date: 10/15/2018

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER STATES AC DOES NOT BLOW COLD CHECK AND ADVISE SEE HISTORY

A15	C	BODY & ELECTRICAL	10.00	1,272.00
Tech(s): 120				
13579646		1 (S)SEAL		15.83
52474373		1 (S)SEAL		7.28
23281450		1 (S)EVAPORATOR		239.08
12356150		3 REFRIGERANT		21.81

Pts: 284.00 Lbr: 1,272.00 Other: 0.00 Total Line A: 1,556.00

Story: 44473 The evaporator high side line crimp seal is leaking 1000 Leak test the air conditioning system. Found trace leakage on the compressor low and high pressure lines. Replace the low and high pressure lines. Leak test the system. Traced the leakage to the evaporator drain hose. Remove the dashboard and air box. Found the evaporator line crimp was not sealing at the evaporator body. Replace the evaporator core. Evacuate and recharge the system. Leak test to verify the repair. warrant solutions 800-828-1392 auth #a181005643 800-324-2807

~~~~~~

B PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION

B01	C	PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION	0.00	0.00
Tech(s): 120				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

~~~~~~

C CUSTOMER STATES THERE IS A TICKING NOISE IN ENGINE AREA AND MIS FIRES AND SHAKES AT TIMES AND CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

A02	I	ENGINE/FUEL/EXHAUST	1.50	0.00
Tech(s): 127				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 44473 scanned ecm found code p0121.performed diagnosis.found excessive carbon build up in throttle body causing low idle setting sevice engine soon light 150 cleaned all carbon from throttle body,reset idle learn to 0.cleared dtc.retested (o.k.)>

~~~~~~

D** RIVERSIDE CHEVROLET LOANER VEHICLE

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC4FG[redacted] 2015 SILV15 WHITE

Click to View Cust Copy

Mileage: 44,473
Service advisor: 307
Tag number: [redacted]

Payment type: EXT
Promised time: 05:00 PM
Promised date: 10/15/2018

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

LV	I	RIVERSIDE CHEVROLET LOANER VEHICLE	0.00	0.00

Tech(s): 999

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

~~~~~~

Customer Pay	
Labor	1,272.00
Parts	284.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	1,556.00
Less Insurance/Adjustment	1,580.85
Sales Tax	24.85
Total	0.00

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

CHEVROLET

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

** PRE-INVOICE **

SERVICE ADVISOR: 307 RONNIE GARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44699/44710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DL			17:00 21NOV18		160.00	CASH	28NOV18

R.O. OPENED	READY	OPTIONS:
11:31 21NOV18	12:29 28NOV18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE ENGINE IS RUNNING ROUGH AND MAKING A TICKING NOISE IN ENGINE AREA CHECK AND ADVISE										
	CAUSE: vaccum pump making ticking noise internally at times										
	CONCERN CODE:										
	A02 ENGINE/FUEL/EXHAUST										
		121	W	2.25	2.20	7040	28428			284.28	284.28
	1 12669488	3280CT (S)	PUMP	12197		17076		0	243.95	170.76	170.76
						12197	17076	TPARTS			
						7040	28428	TLABOR			
	PARTS: 170.76 LABOR: 284.28 OTHER: 0.00 TOTAL LINE A: 455.04										
	VERSION 1 (EMP# 121,24NOV18 12:40): 44699 vaccum pump making ticking noise internally at times 4023850 2.20 remove and replace vaccum pump assembly road test ok										
B	PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION										
	CONCERN CODE:										
	B01 PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION										
		121	W	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00										
C	CUSTOMER STATES AT TIMES AC DOES NOT BLOW COLD AND THEN WHILE DRIVING IT GOES BACK TO COLD CHECK AND ADVISE SEE HISTORY ON AC										
	A15 BODY & ELECTRICAL										
		120	C	0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00										
	VERSION 1 (EMP# 307,28NOV18 12:27): 44699 ac is working as designed no problem found										
D	CUSTOMER STATES LAST VISIT WHEN AC WAS REPAIRED THE DASH WAS NOT PUT BACK CORRECTLY SEE RON FOR DASH ISSUE										
	CAUSE: The instrument panel end cover retainer pulled free from the panel										

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

* **HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 6808022

B.A.R. # ARD 285591 EPA # CAL 000422592

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

CHEVROLET

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

** PRE-INVOICE **

SERVICE ADVISOR: 307 RONNIE GARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44699/44710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DL			17:00 21NOV18		160.00	CASH	28NOV18

R.O. OPENED	READY	OPTIONS:
11:31 21NOV18	12:29 28NOV18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	A15 BODY & ELECTRICAL										
		120	I	0.03	0.00	0	0			0.00	0.00
	1 23445430 2483CT										
	F-(S)COVER					2202	3863	0	38.63	38.63	38.63
MISC FREIGHT											
			C			1578	1578			15.78	15.78

PARTS: 38.63 LABOR: 0.00 OTHER: 15.78 TOTAL LINE D: 54.41

VERSION 1 (EMP# 120,28NOV18 11:38): 44699 The instrument panel end cover retainer pulled free from the panel 0.00 Replace the left instrument panel end cover.

VERSION 2 (EMP# 307,28NOV18 12:25): 44699 The instrument panel end cover retainer pulled free from the panel 0.00 Replace the left instrument panel end cover.

broken during last repair

E** RIVERSIDE CHEVROLET LOANER VEHICLE

CAUSE: .

CONCERN CODE:

	LV RIVERSIDE CHEVROLET LOANER VEHICLE										
		999	W	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

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

COMPANY NAME WARRANTY SOLUTIONS
COMPANY PHONE 800-828-1392
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE 0.00
MILEAGE LIMIT
BEGIN MILES
END MILES
COMPONENTS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

* **HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 6808022

B.A.R. # ARD 285591 EPA # CAL 000422592

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

CHEVROLET

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

** PRE-INVOICE **

SERVICE ADVISOR: 307 RONNIE GARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44699/44710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DL			17:00 21NOV18		160.00	CASH	28NOV18

R.O. OPENED	READY	OPTIONS:
11:31 21NOV18	12:29 28NOV18	ENG:5.3_Liter_SIDI

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-24-18	10:25	12:09	1.73	W	121	A	
	12:09	12:40	0.52	W	121	A	
11-28-18	11:36	11:38	0.03	W	120	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	28428	7040		48000	17076	12197	
46000	0	0		46300	0	0	
48100	3863	2202		6104	1578	1578	
26300	45504	*******		22500	1578	*******	
	3863	*******					

COST, SALE, & COMP TOTALS 23017 50945 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	15.78
TOTAL CHARGES	15.78
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	15.78

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 6808022

B.A.R. # ARD 285591 EPA # CAL 000422592

ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

CHEVROLET

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

PAGE 1

SERVICE ADVISOR: 307 RONNIE GARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44473/44473	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DD			17:00 15OCT18		160.00	EXT	31OCT18

R.O. OPENED	READY	OPTIONS:
14:32 15OCT18	12:15 31OCT18	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES AC DOES NOT BLOW COLD CHECK AND ADVISE SEE HISTORY											
CAUSE: The evaporator high side line crimp seal is leaking											
	A15 BODY & ELECTRICAL										
		120	C	2.33	10.00	30000	127200			1272.00	1272.00
	1 13579646 9222BCKT (S)SEAL					902	1583	0	15.83	15.83	15.83
	1 52474373 9222BOPCKT (S)SEAL					364	728	0	7.28	7.28	7.28
	1 23281450 9210CT (S)EVAPORATOR					11954	23908	0	239.08	239.08	239.08
	3 12356150 8800BOPCKT REFRIGERANT					975	2181	0	387.00	7.27	21.81

PARTS: 284.00 LABOR: 1272.00 OTHER: 0.00 TOTAL LINE A: 1556.00

VERSION 1 (EMP# 120,22OCT18 11:27): 44473 The evaporator high side line crimp seal is leaking 10.00 Leak test the air conditioning system. Found trace leakage on the compressor low and high pressure lines. Replace the low and high pressure lines. Leak test the system. Traced the leakage to the evaporator drain hose. Remove the dashboard and air box. Found the evaporator line crimp was not sealing at the evaporator body. Replace the evaporator core. Evacuate and recharge the system. Leak test to verify the repair.

VERSION 2 (EMP# 307,30OCT18 08:57): 44473 The evaporator high side line crimp seal is leaking 10.00
Leak test the air conditioning system. Found trace leakage on the compressor low and high pressure lines. Replace the low and high pressure lines. Leak test the system. Traced the leakage to the evaporator drain hose. Remove the dashboard and air box. Found the evaporator line crimp was not sealing at the evaporator body. Replace the evaporator core. Evacuate and recharge the system. Leak test to verify the repair.
warrant solutions 800-828-1392
auth #a181005643
800-324-2807

B PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 8500022

ACCOUNTING COPY

B.A.R. # ARD 285591 EPA # CAL 000422592

11/14/2018 11:29 19517101444 RIVERSIDE CHEVY PAGE 01/03

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

CHEVROLET

PAGE 2

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

SERVICE ADVISOR: 307 RONNIE GARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44473/44473	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DL			17:00 15OCT18		160.00	EXT	31OCT18

R.O. OPENED	READY	OPTIONS:
14:32 15OCT18	12:15 31OCT18	ENG:5.3_Liter_SIDI

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

PERFORM GM CERTIFIED MULTI-POINT INSPECTION
B01 PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION
120 C 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES THERE IS A TICKING NOISE IN ENGINE AREA AND MIS FIRES AND SHAKES AT TIMES AND CHECK ENGINE LIGHT IS ON CHECK AND ADVISE
CAUSE: scanned ecm found code p0121.performed diagnosis.found excessive carbon build up in throttle body causing low idle setting sevice engine soon light
A02 ENGINE/FUEL/EXHAUST
127 I 0.03 1.50 5250 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
VERSION 1 (EMP# 127,24OCT18 16:53): 44473 scanned ecm found code p0121.performed diagnosis.found excessive carbon build up in throttle body causing low idle setting sevice engine soon light 1.50 cleaned all carbon from throttle body,reset idle learn to 0.cleared dtc.retested (o.k.)>

D** RIVERSIDE CHEVROLET LOANER VEHICLE
LV RIVERSIDE CHEVROLET LOANER VEHICLE
999 I 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

COMPANY NAME WARRANTY SOLUTIONS
COMPANY PHONE 800-828-1392
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE 0.00
MILEAGE LIMIT
BEGIN MILES
END MILES

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐Telephone ☐Fax (See Attached) ☐E-mail (See Attached)
Revised Estimate $	$			☐Telephone ☐Fax (See Attached) ☐E-mail (See Attached)

☐ Tire pressure check/inflation service was performed,
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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☐Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - 8120 - "LIMITED WARRANTY" - CALIFORNIA - 9503022

ACCOUNTING COPY

B.A.R. # ARD 285591 EPA # CAL 000422592

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING CHEVROLET

PAGE 3

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

SERVICE ADVISOR: 307 RONNIE GARNER

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET SILVERADO	3GCPCREC4FG[redacted]		44473/44473	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP15 DD			17:00 15OCT18		160.00	EXT	31OCT18

R.O. OPENED	READY	OPTIONS:
14:32 15OCT18	12:15 31OCT18	ENG:5.3_Liter_SIDI

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-18	11:55	13:34	1.65	W	120	A	
10-22-18	10:46	11:27	0.68	W	120	A	
10-24-18	16:51	16:53	0.03	W	127	C	

ACCOUNT	SALE	COST	CONTROL
46000	127200	30000	
46300	0	5250	
6704	0	*******	

ACCOUNT	SALE	COST	CONTROL
46700	28400	14195	
32400	2485	0	
26303	158085	*******	

COST, SALE, & COMP TOTALS 49445 155600 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	1272.00
PARTS AMOUNT	284.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	1556.00
LESS ADJUSTMENTS	1580.85
SALES TAX	24.85
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - *LIMITED WARRANTY - CALIFORNIA - 9501072

ACCOUNTING COPY

B.A.R. # ARD 285591 EPA # CAL 000422592

PE18-012

GM

3-27-2019

Q3



Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: READY TO POST

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC4FG[redacted] 2015 SILV15 WHITE

Mileage: 44,473 Payment type: CASH Waiter: No
Service advisor: 307 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 10/15/2018

~~~
~~~

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: READY TO POST

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC4FG[redacted] 2015 SILV15 WHITE

Mileage: 44,473
Service advisor: 307
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 10/15/2018

Waiter: No
Estimate: 0.00

~~~~~~

Customer Pay	
Labor	1,372.00
Parts	515.89
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	1,887.89
Less Insurance/Adjustment	0.00
Sales Tax	45.14
Total	1,933.03
~~~~~~

PE18-012

GM

3-27-2019

Q3



Fax Cover Sheet

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

Attention: gm cust. Assistance **From:** Pochele/service

Date: 10/22/18 | 10/24/18

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 5

Comments:

Documents requested for case# [redacted]

* Brakes were inspected & no defect noted.

FAX NUMBER: (866) 215 6150

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

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

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		67374/67383	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 07AUG18		0.00	CASH	17AUG18

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
16:24 06AUG18	08:28 17AUG18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES WHEN DRIVING THE TRANSMISSION SLIPS,SEE RPMS BOUNCE SLIGHTLY. WHEN DRIVING 40 MPH TRANSMISSION WAS SLIPPING, COULD NOT GET UP TO FREEWAY SPEED, HAD TO DRIVE ON THE SHOULDER. WHILE DRIVING FURTHER NOW SEEMS TO BE STUCK IN 3RD GEAR OR LIMP MODE. THE SES LIGHT IS ON. CHECK AND REPORT							
	CAUSE: 4-5-6 CLUTCH FAILURE, DAMAGED PUMP							
	8465050				OIL PUMP REPLACEMENT			
			267	W4				(N/C)
	1	24245110	(S)		GASKET			(N/C)
	2	24237658	(S)		SEAL			(N/C)
	1	24248573	(S)		COVER KIT			(N/C)
	1	24231684	(S)		PIPE			(N/C)
	1	24248031	(S)		HOUSING			(N/C)
	1	24237531	(S)		SEAL			(N/C)
	1	24218963	(S)		RING			(N/C)
	1	24272467	(S)		PLATE PKG			(N/C)
	1	24238076	(S)		SEAL			(N/C)
	1	24236933	(S)		FILTER KIT			(N/C)
	1	24247371	(S)		CONVERTER			(N/C)
	1	24238004	(S)		HUB			(N/C)
	1	24224733	(S)		RING			(N/C)
	1	24224732	(S)		SPRING			(N/C)
	1	24224172	(S)		PISTON			(N/C)
	1	24224175	(S)		PLATE			(N/C)
	5	24258084	(S)		PLATE			(N/C)
	1	24224734	(S)		PLATE			(N/C)
	1	24224169	(S)		PISTON			(N/C)
	1	24224725	(S)		SPRING			(N/C)
	1	24235463	(S)		RING			(N/C)
	1	24224659	(S)		PLATE			(N/C)
	5	24258081	(S)		PLATE			(N/C)
	1	24224171	(S)		PLATE			(N/C)
	1	24232994	(S)		RING			(N/C)
	1	24237851	(S)		RING KIT			(N/C)

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

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

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

Copyright 2016 CDK Global, LLC SERVICE INVOICE TYPE 2 - 7820 - IMAGING

CUSTOMER COPY / ARCHIVE

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

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

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		67374/67383	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 07AUG18		0.00	CASH	17AUG18

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
16:24 06AUG18	08:28 17AUG18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
1	[redacted]		S)		DAM			(N/C)
1			S)		SPRING			(N/C)
1			S)		PISTON			(N/C)
1			S)		HOUSING			(N/C)
3			S)		RING			(N/C)
1			S)		SEAL			(N/C)
1			S)		PLATE			(N/C)
6			S)		PLATE			(N/C)
1			S)		PLATE			(N/C)
1			S)		PLATE KIT			(N/C)
1			S)		CLUTCH			(N/C)
1[redacted]					FLUID			(N/C)
1			S)		SLIDE			(N/C)
1			S)		RING			(N/C)
1			S)		RING			(N/C)
1			S)		SEAL KIT			(N/C)
1			S)		PLATE KIT			(N/C)
1			S)		SEAL			(N/C)
1			S)		SEAL			(N/C)
1			S)		SEAL			(N/C)
1			S)		SEAL			(N/C)

FC: 6021
PART#: 24237556
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A 2200.00

FOUND CODE P0796 VERIFIED WILL NOT COME ON. RECOMMEND LINE TE4ST AND TEAR DOWN , SUSPECT BROKEN PART. REMOVE TRANS 4-5-6 CLUTCH , BURNT. PUMP COVER AND PUMP SOLENOID.
REPLACED PUMP, COVER, ROTOR AND SLIDE. RECONDITION TRANS, REPLACE

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

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

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

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CUSTOMER COPY ARCHIVE

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

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

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		67374/67383	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 07AUG18		0.00	CASH	17AUG18

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
16:24 06AUG18	08:28 17AUG18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

4-5-6 HOUSING. RECONDITION VALVE BODY. 7B73E52 1,2 AT 74 DEGREES,,1413

****

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

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

****

C** RENTAL VEHICLE NEEDED
R RENTAL VEHICLE NEEDED
21 ISP (N/C)

SUBL 1 DAY RENTAL-INTERNAL CHARGES PO#144786
ISP (N/C)

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

****

EST: 160.00 06AUG18 16:24 SA: 44

EST: 2,000.00 07AUG18 14:30 SA: 44
CONTACT: JASON 997-4950
R&R TRANSMISSION AND TEARDOWN FOR INSPECTION.

EST: 3,631.00 10AUG18 11:14 SA: 44
CONTACT: JASON (916)997-4950
TRANSMISSION REPAIR

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

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

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

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

CUSTOMER SIGNATURE X _____

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

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

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CUSTOMER COPY ARCHIVE

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 4

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # ARD074831 EPA CAL 000170982

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODE	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		67374/67383	[redacted]

IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 07AUG18		0.00	CASH	17AUG18

R.O. OPENED	BOOKED
16:24 06AUG18	08:28 17AUG18

OPTIONS: ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CREATED 2018-08-06 03:59:00PM					THANK YOU FOR CHOOSING MAITA CHEVROLET FOR			
TAKEN BY BRIAN SH ORTRIDGE					YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE			
					ANY QUESTIONS OR CONCERNS REGARDING YOUR			
					RECENT VISIT, PLEASE CONTACT YOUR SERVICE			
					ADVISOR @916 691-2800			
					THANK YOU AND HAVE A GREAT DAY.			
					ALL PARTS NEW UNLESS OTHERWISE SPECIFIED			

MAITA CHEVROLET

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

CUSTOMER INITIAL

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

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2200.00
TOTAL CHARGES	2200.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2200.00

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

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CUSTOMER COPY - ARCHIVE

PE18-012

GM

3-27-2019

Q3



Fax Cover Sheet

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

Attention: gm cust. Assistance From: Rochele/service

Date: 10/22/18

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 9

Comments:

Documents requested for case# [redacted]

* Brakes were inspected & no defect noted.

FAX NUMBER: (866) 215 6750

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 44 SHORTRIDGE, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		2599/	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 02NOV16		0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
02NOV2016 07:55		ENG:5.3_Liter_SIDI

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	16007	57	W4	PERFORM PRODUCT SAFETY RECALL FRONT AIRBAG AND PRETENSIONER NON DEPLOY

S305B

B AIR 57 ISP PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.

C 16 57 W4 CUSTOMER REPORTS STARTED VEHICLE AND MESSAHE ON DISPLAY SAID SERVICE PARK ASSIST.

FDE6D

2810375 .3 NOV 02 2016

W-71.90

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ 447

WHICH INCLUDES A [redacted]

11-2-16 $ 10.00

AUTHORIZED BY: X [redacted]

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

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
11-2	7:33	[redacted]	JASON	$ 1.47
REASON Locate - Park assist				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

TECHNICIAN'S COMMENTS	OLH NOTES
CAUSE: PERFORM RESET (6007)	
CORRECTION:	DATE / TIME / SIGN
CAUSE: FOUND PIT5507A TO ADDRESS THE PROBLEM RE-PROGRAM PARK ASSIST MODULE	
CORRECTION: TURN AT 3SPST	DATE / TIME / SIGN
CAUSE:	
CORRECTION:	DATE / TIME / SIGN
CAUSE:	
CORRECTION:	DATE / TIME / SIGN
CAUSE:	
CORRECTION:	DATE / TIME / SIGN

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

REPAIR LABOR SALES | FLAT RATE | R.O. NO. [redacted] | TECH. NO. | ELAPSED TIME | TIME CLOCK

3 | 3 | W 22 | 3 | OFF 5 16 NOV 2 13.3 ON 16 NOV 2 13.0

REPAIR LABOR SALES | FLAT RATE | R.O. NO. [redacted] | TECH. NO. | ELAPSED TIME | TIME CLOCK

3 | W 22 | 2 | OFF 6 16 NOV 2 13.5 ON 16 NOV 2 13.3

Oct. 22. 2018 10:56AM No. 8504 P. 3

The Reynolds and Reynolds Company CC738624 O 199151

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

MAITA CHEVROLET

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

BAR # ARB074921 EPA CAL 000170982

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		2599/2599	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 02NOV16		0.00	CASH	02NOV16

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
07:55 02NOV16	14:18 02NOV16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PERFORM PRODUCT SAFETY RECALL FRONT AIRBAG AND PRETENSIONER NON DEPLOY
CAUSE: CAMPAIGN
9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS
77 W4 (N/C)
FC: 9090 PART#: COUNT:
CLAIM TYPE: ZFAT
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
PERFORMED RECALL# 16007- AS PER BULLETIN- Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS

****

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

****

C CUSTOMER REPORTS STARTED VEHICLE AND MESSAGE ON DISPLAY SAID SERVICE PARK ASSIST.
CAUSE: PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS
77 W4 (N/C)
FC: 9096 PART#: COUNT:
CLAIM TYPE: ZREG
AUTH CODE:

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

NOV 02 2016

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

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

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

MAITA CHEVROLET

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

BAR # ARD074931 EPA CAL D00170982

SERVICE ADVISOR: 44 BRIAN SHORTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		2599/2599	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			18:00 02NOV16		0.00	CASH	02NOV16

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
07:55 02NOV16	14:18 02NOV16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CHECKED & FOUND BULLETIN- PIT5507A TO ADDRESS THIS CONCERN. REPROGRAMMED PARK ASSIST MODULE-OKAY NOW.							

****

SHUTTLE CALL CENTER CREATED 2016-11-01 05:31:00 PM TAKEN BY LATONIA TINGLE for VIN: 3GCUKREC2G G307291

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

NOV 02 2016

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWL[redacted] APPROVAL ORIGINAL E[redacted]

I ACKNOWL[redacted] THIS INVOIC[redacted] PY OF

CUSTOMER SIGNATURE[redacted]

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT I[redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

MAITA CHEVROLET
9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 150 SANDOVAL, ALFREDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUK[redacted]		34688/ 91	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			17:00 04DEC17		0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
04DEC2017 09:31		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A 7		W4	CUST STATES THAT THE BRAKE PEDAL SEEMS TO GO DOWN FUTHER THAN USALLY LIEK NOT STOPING
#	B 3995		CC	PERFORM SEASONAL MAINTENANCE PACKAGE AS PER COUPON, LUBE, OIL, AND FILTER CHANGE WITH TIRE ROTATION, BRAKE LINING INSPECTION AND MULTI POINT VEHICLE INSPECTION / /
#	C AIR		ISP	PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER. 35PSI

****

Preliminary Estimate : $79.95

****

Total 84.93
TJ-24-5

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism w[redacted]ge no articles or personal property have b[redacted]he inspection thereof. Vehicles left over 3 de[redacted]

PRELIMINARY ESTIMATE $ 79.95

AUTHORIZED BY: X[redacted]

TERMS: CASH O[redacted] UNLESS[redacted]

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.
☐ SAVE PARTS X _____
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
			DEC 07 2017	$
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

Copyright 2016 CDK Global, LLC WORKORDER TYPE 2 - SM[redacted]N COPY

BAR # ARD074931 EPA # CAL000170982

Oct. 22. 2018 11:00AM No. 8504 P. 7

TECHNICIAN'S COMMENTS

CAUSE
CORRECTION

MVI, Filter change, tire rotation, tire pressure set to 35PSI Crack on windshield

CAUSE
CORRECTION

~~C0555 C0492~~ C0775
Wes Codes pulled from electronic Brake Control module and body control module. Both C0775 in Data look up called for to relearn TPMS cleared code and recheck after is set none set for BCM at this time rec further diagnostic for other codes and Brake Pedal

CAUSE
CORRECTION

Test drove veh. inspected Brakes and operate normal No pulsations No specific pulsations ~~Pedal~~ Pedal feels OK also.

CAUSE
CORRECTION

DATE
TIME
SIGN

OLH NOTES

LABOR RECORD

EMP. NO.	LINE NO.	OPN	ELAPSED TIME	TIME CLOCK
REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	
.7		[redacted]	555	OFF 8 4 13.. ON 12-4-17 12A
				OFF ON OFF ON
REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME
.6		[redacted]	564	OFF 9 12-4-17 4 14.6 ON 12-4-17 4 14.9
REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME
.6		[redacted]	564	OFF 3 12-4-17 ON
				OFF ON
REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME
0.2		[redacted]	394	12-4-17 4 16.. ON 12-4-17 4 15.9
				OFF ON
REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME
.7		[redacted]	582674	OFF 5 12-4-17 ON
				OFF ON OFF ON OFF ON OFF ON OFF ON OFF ON

The Reynolds and Reynolds Company OC728624.0 (09/15)

CUSTOMER #: [redacted]

[redacted]

INVOICE

MAITA CHEVROLET

9660 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

PAGE 1

BAR # ARD074931 EPA CAL 000170992

SERVICE ADVISOR: 150 ALFREDO SANDOVAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		34688/34691	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
04JUL16 DL			17:00 04DEC17		0.00	CASH	04DEC17

R.O. OPENED	BOOKED	OPTIONS: ENG:5.3_Liter_SIDI
09:31 04DEC17	16:28 04DEC17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT THE BRAKE PEDAL SEEMS TO GO DOWN FUTHER THAN USAILY LIKE NOT STOPING			
CAUSE: UNABLE TO DUPLICATE COMPLAINT.			
2419919 BRAKES - CUSTOMER CONCERN NOT DUPLICATED (CCND)			
394 MISHRA,ASHWIN LIC#: Y			
W4			(N/C)
FC: 9099 PART#: COUNT:			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
TEST DROVE VEHICLE.. INSPECTED BRAKES-OKAY.. OPERATES NORMAL.. NO PULSATION, NO SPECIFIC BULLETINS.. PEDAL FEELS OKAY ALSO..			
**********			
B PERFORM SEASONAL MAINTENANCE PACKAGE AS PER COUPON, LUBE, OIL, AND FILTER CHANGE WITH TIRE ROTATION, BRAKE LINING INSPECTION AND MULTI POINT VEHICLE INSPECTION / /			
3995 PERFORM SEASONAL MAINTENANCE PACKAGE AS PER COUPON, LUBE, OIL, AND FILTER CHANGE WITH TIRE ROTATION, BRAKE LINING INSPECTION AND MULTI POINT VEHICLE INSPECTION			
595 CC	15.73	15.73	15.73
1 19330000 (S)FILTER	8.60	8.60	8.60
9 19352900 OIL	6.18	6.18	55.62
PARTS: 64.22 LABOR: 15.73 OTHER: 0.00 TOTAL LINE B:			79.95
PERFORMED SEASONAL MAINTENANCE PACKAGE AS PER COUPON, LUBE, OIL, AND FILTER CHANGE WITH TIRE ROTATION, BRAKE LINING INSPECTION AND MULTI POINT VEHICLE INSPECTION			
NOTE-CRACK ON WINDSHIELD PRIOR TO SERVICE.			
**********			
C PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.			

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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

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

CUSTOMER SIGNATURE X

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

DEC 04 2017

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

Copyright 2016 CDK Global, LLC SERVICE INVOICE TYPE 2 - 9625 - IVA6INO

SIGNATURE SERVICE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

MAITA CHEVROLET

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

BAR # ARD074931 EPA CAL 000170982

SERVICE ADVISOR: 150 ALFREDO SANDOVAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	16	CHEVROLET SILVERADO	3GCUKREC2GG[redacted]		34688/34691	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUL16 DD			17:00 04DEC17		0.00	CASH	04DEC17

R.O. OPENED	BOOKED	OPTIONS:
09:31 04DEC17	16:28 04DEC17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	AIR				PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE, RECORD TIRE PRESSURES ON REPAIR ORDER.			
	555		ISP					(N/C)

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

SET TIRE PRESSURES TO SPECS 35 PSI

****

EST: 79.95 04DEC17 09:31 SA: 150

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

PAID
DEC 04 2017

DEC 04 2017

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIM... CUSTOMER INITIAL [redacted]

I ACKNOWLEDG... THIS INVOICE. ... OF

CUSTOMER SIGNATURE X [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	15.73
PARTS AMOUNT	64.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	79.95
ADJUSTMENTS	0.00
SALES TAX	4.98
PLEASE PAY THIS AMOUNT	84.93

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

Copyright 2015 CDK Global, LLC SERVICE INVOICE TYPE 2 - SIZE - IMAGING

SIGNATURE SERVICE COPY

PE18-012

GM

3-27-2019

Q3



info [Automated], 20 Oct. 2018, 11:44am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 20 Oct. 2018, 11:44am

You are now chatting with Chevrolet.

Chevrolet, 20 Oct. 2018, 11:44am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 20 Oct. 2018, 11:45am

[redacted]

Chevrolet, 20 Oct. 2018, 11:45am

[Rich Content]

Chevrolet, 20 Oct. 2018, 11:45am

How may we help you? Scroll up to select a topic.

[redacted]20 Oct. 2018, 11:45am

Vehicle Service or Warranty

Chevrolet, 20 Oct. 2018, 11:45am

Just a moment...

info [Automated], 20 Oct. 2018, 11:45am

Please wait while your chat is transferred to the appropriate group.

Chevrolet [Private], 20 Oct. 2018, 11:45am

US_CS_Services

info [Automated], 20 Oct. 2018, 11:47am

You are now chatting with Celine.

Celine, 20 Oct. 2018, 11:47am

Thank you for contacting Chevrolet Customer Assistance Center, [redacted] My name is Celine. How may I assist you today?

[redacted], 20 Oct. 2018, 11:48am

The brakes on my 2015 Silverado are acting funny - the brake pedal bottoms out when applying the brakes, don't remember it doing that that before. Just wondering if the vehicle is still covered by the warranty. It was purchased August 2015, has about 37,000 miles on it.

Celine, 20 Oct. 2018, 11:49am

Please know that your family's safety is of utmost importance to Chevrolet.

Celine, 20 Oct. 2018, 11:49am

It sounds like you are having a very difficult time with your vehicle.

Celine, 20 Oct. 2018, 11:49am

In order to best assist you, I need to gather some information from you.

Celine, 20 Oct. 2018, 11:49am

May I have the last 8 characters of your VIN? It will start with the letter F.

[redacted], 20 Oct. 2018, 11:51am

FG[redacted]

Celine, 20 Oct. 2018, 11:52am

Thank you.

Celine, 20 Oct. 2018, 11:53am

To ensure your information on file is updated and accurate, can you please provide your address and email address, if you wish to put one on file?

[redacted] 20 Oct. 2018, 11:54am

[redacted]

Celine, 20 Oct. 2018, 11:55am

Perfect!

Celine, 20 Oct. 2018, 11:56am

Brakes are considered as maintenance items.

[redacted], 20 Oct. 2018, 11:56am

Yesterday I was pulling a trailer and when I drove up onto a slight incline to turn around, the truck began to roll backwards and the brake pedal bottomed out without stopping the truck, causing the trailer to jackknife and put a small dent in the back of the truck. Fortunately it was not a steep incline .

Celine, 20 Oct. 2018, 11:56am

All vehicles require periodic maintenance. Recommended vehicle maintenance is outlined in the Warranty and Owner Assistance Information Booklet and is the responsibility of the customer. Replacement at the time of or beyond the first maintenance visit is not covered as a part of the New Vehicle Limited Warranty .

Celine, 20 Oct. 2018, 11:57am

We wouldn't want any customer to experience what you've described.

Celine, 20 Oct. 2018, 11:58am

By the way, there is an Open Product Safety Recall on your vehicle.

Celine, 20 Oct. 2018, 11:58am

Product Safety Recall 18289 EPS Loss of Steering Assist.

Celine, 20 Oct. 2018, 11:58am

Dealers will perform a reflash of the EPS module software free of charge.

Celine, 20 Oct. 2018, 11:58am

For future reference you can visit our official recall website for checking the recall/s on your VIN.

[redacted] 20 Oct. 2018, 11:59am

I don’t think this is a problem with brake pads, I think it’s a problem with the brake hydraulics, i.e., not normal wear and tear for a vehicle with 37,000 miles. normal wear and tear for a vehicle with 37,000 miles.

[redacted] 20 Oct. 2018, 11:59am

So, yes or no, if I take it in to a dealer to have them look at the brakes, is it covered under the warranty?

Celine, 20 Oct. 2018, 11:59am

[GM Recall Website](Link:https://my.gm.com/recalls)

Celine, 20 Oct. 2018, 11:59am

To best assist you I would like to get you connected your GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

[redacted] 20 Oct. 2018, 12:00pm

OK, fine, I'll call the dealer. Thanks

Celine, 20 Oct. 2018, 12:01pm

Please use this case number for future reference, [redacted]

Celine, 20 Oct. 2018, 12:01pm

Is there anything else I may help you with today?

Celine, 20 Oct. 2018, 12:02pm

Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 10/22/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPCREC1FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 09/26/2018
Job Card Date: 10/22/2018
Days out of Warranty: 26

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 37,000
Miles out of Warranty: 1,000

Repair

Total Repair Cost At Warranty Rates: $700.00
Job Card / Repair Order : [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $280.00
Cust/Dlr Participation Amount: $420.00 / 60%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3



info [Automated], 22 Oct. 2018, 1:57pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 22 Oct. 2018, 1:57pm

You are now chatting with GMC.

GMC, 22 Oct. 2018, 1:57pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted], 22 Oct. 2018, 2:01pm

Hello, My wife was driving our 2016 GMC Yukon XL this morning, taking our kids to school when the breaks became hard as a rock not allowing her to stop the Yukon. Thank goodness she was able to pull onto the shoulder to avoid hurting MY Family. after looking into this issue i have found that this is a known issue??? How would GMC allow this to happen and let family's be in danger with their product??

GMC, 22 Oct. 2018, 2:01pm

[Rich Content]

GMC, 22 Oct. 2018, 2:01pm

How may we help you? Scroll up to select a topic.

[redacted] 22 Oct. 2018, 2:02pm

Vehicle Recall

GMC, 22 Oct. 2018, 2:02pm

Just a moment...

info [Automated], 22 Oct. 2018, 2:02pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 22 Oct. 2018, 2:02pm

US_CS_Recall

info [Automated], 22 Oct. 2018, 2:02pm

You are now chatting with Ashley.

Ashley, 22 Oct. 2018, 2:02pm

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Ashley.

[redacted] 22 Oct. 2018, 2:03pm

Hello, My wife was driving our 2016 GMC Yukon XL this morning, taking our kids to school when the breaks became hard as a rock not allowing her to stop the Yukon. Thank goodness she was able to pull onto the shoulder to avoid hurting MY Family. after looking into this issue i have found that this is a known issue??? How would GMC allow this to happen and let family's be in danger with their product??

Ashley, 22 Oct. 2018, 2:03pm

Please allow me 1-3 minutes to review your inquiry.

Ashley, 22 Oct. 2018, 2:04pm

I do apologize for any inconvenience this may have caused you or your family and I am very happy to hear that your wife was able to pull safely off of the road. I would certainly like to look into this further. Can you please provide me with the last 8 characters of your VIN and the current mileage on your vehicle to do so?

[redacted], 22 Oct. 2018, 2:06pm

1GKS2GKC4GR[redacted]

[redacted], 22 Oct. 2018, 2:06pm

65k

Ashley, 22 Oct. 2018, 2:07pm

Thank you very much. Can you also confirm your phone number, e-mail and home mailing address for documentation purposes?

[redacted], 22 Oct. 2018, 2:08pm

[redacted]

Ashley, 22 Oct. 2018, 2:08pm

Thank you[redacted]. Were you able to set up a tow to your nearest GMC dealership for an official diagnosis to determine what caused this?

[redacted], 22 Oct. 2018, 2:08pm

How much is the tow?

[redacted] 22 Oct. 2018, 2:10pm

sorry, miss read that. No, it is still sitting in a parking lot we finally were able to get it to.

[redacted]22 Oct. 2018, 2:10pm

I will work on that now.

Ashley, 22 Oct. 2018, 2:11pm

I understand. After looking into the vehicle further, I was able to confirm there is currently no recall or any indication this is a common occurrence. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for recalls at: my.gm.com/recalls. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. Chevrolet dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and determine an action plan for repair.

[redacted] 22 Oct. 2018, 2:11pm

I have looked online and found that this is a common issue and has caused MANY accidents. Do you know why GMC has not looked into this at all?

[redacted], 22 Oct. 2018, 2:11pm

Was this information on a certified GM webpage?

[redacted] 22 Oct. 2018, 2:12pm

looks like there is actually a class action lawsuit right now because of this.

Ashley, 22 Oct. 2018, 2:13pm

Regretfully, I do not have any information regarding that. Please keep in mind that we treat each customer's situation on an individual basis and cannot take into account information found on third party websites. It’s also worth noting that sometimes what seems to be a common symptom can be the result of very different root causes. Do you have a preferred GMC dealership in your area? If not, I can certainly locate one for you.

[redacted] 22 Oct. 2018, 2:14pm

no, preferred at this time. i will try to get it to Sands Chevrolet - Surprise

[redacted] 22 Oct. 2018, 2:15pm

thank you for your time

Ashley, 22 Oct. 2018, 2:16pm

You are very welcome, [redacted] We sincerely appreciate you reaching out to us regarding this and making us aware of this situation. The reference number from our chat is [redacted]. Also, I do see you can schedule service with Sands Chevrolet via phone at (623) 455-7777 or by visiting their website below.

Ashley, 22 Oct. 2018, 2:16pm

[redacted]

Ashley, 22 Oct. 2018, 2:18pm

Are you still there, [redacted]

PE18-012

GM

3-27-2019

Q3



info [Automated], 23 Oct. 2018, 10:38am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 23 Oct. 2018, 10:39am

You are now chatting with GMC.

GMC, 23 Oct. 2018, 10:39am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 23 Oct. 2018, 10:39am

[redacted]

GMC, 23 Oct. 2018, 10:39am

[Rich Content]

GMC, 23 Oct. 2018, 10:39am

How may we help you? Scroll up to select a topic.

[redacted] 23 Oct. 2018, 10:40am

Vehicle Service or Warranty

GMC, 23 Oct. 2018, 10:40am

Just a moment...

info [Automated], 23 Oct. 2018, 10:40am

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 23 Oct. 2018, 10:40am

US_CS_Services

info [Automated], 23 Oct. 2018, 10:40am

You are now chatting with Gabrielle.

Gabrielle, 23 Oct. 2018, 10:40am

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Gabrielle. How may I assist you today?

[redacted] 23 Oct. 2018, 10:41am

Hello Gabrielle. I'm reaching out to GM to express my displeasure with my 2015 GMC Sierra. I was driving to work yesterday morning and my brakes stopped working in rush hour traffic. I would like for this incident to be raised to the appropriate person within GM.

[redacted] 23 Oct. 2018, 10:41am

I was fortunate that I did not hurt myself or anyone.

[redacted], 23 Oct. 2018, 10:42am

My truck is now being serviced at a Houston dealership

[redacted], 23 Oct. 2018, 10:42am

Who can I speak with to express my concerns?

Gabrielle, 23 Oct. 2018, 10:43am

Hello. I apologize for the concern you had with your vehicle [redacted] I am glad that no one was hurt because of the incident.

Gabrielle, 23 Oct. 2018, 10:43am

Can you provide me with your VIN and current mileage, so that I am able to document what took place?

Gabrielle, 23 Oct. 2018, 10:44am

You are more than welcome to discuss the concern with me. I will then be able to create a case, document your concern and attach our conversation as General Motors does review all documentation.

[redacted] 23 Oct. 2018, 10:44am

I do not know my VIN number, and all of my paperwork that would contain that information is in my truck

[redacted] 23 Oct. 2018, 10:44am

The mileage is around 78k

[redacted] 23 Oct. 2018, 10:45am

I will try to log into my auto insurance account to find my VIN

Gabrielle, 23 Oct. 2018, 10:45am

Have you contacted us before? I may be able to locate your VIN using your contact information.

[redacted], 23 Oct. 2018, 10:45am

I found it

[redacted], 23 Oct. 2018, 10:46am

3GTP1UEC2FG[redacted]

[redacted], 23 Oct. 2018, 10:46am

No I have not contacted you before

Gabrielle, 23 Oct. 2018, 10:47am

Thank you. Just so you are aware there is an open recall on your vehicle for "EPS Loss of Steering Assist". The dealership should take care of that while your vehicle is in for service. You can always check for open recalls by going to; [https://my.gm.com/recalls](Link:https://my.gm.com/recalls) .

[redacted], 23 Oct. 2018, 10:47am

Buck and Masten Buick GMC South 12820 Gulf Fwy, Houston Tx 77034 is the dealership where my truck is being serviced

[redacted], 23 Oct. 2018, 10:48am

They informed me when I dropped the truck off to them via tow truck

Gabrielle, 23 Oct. 2018, 10:48am

Was this the first concern you have had with your brakes? Was there any indication that your brakes needed to be replaced or was this an all of a sudden concern?

[redacted] 23 Oct. 2018, 10:49am

This was the first issue/concern I've had. There was no prior indication. In addition, my truck has always been serviced by GM, and no problems were ever reported by GM

[redacted] 23 Oct. 2018, 10:50am

*problem with the brakes were reported

Gabrielle, 23 Oct. 2018, 10:50am

Okay, thank you for that information [redacted]. Can you verify your home mailing address? I would like to ensure that our records are up to date?

[redacted] 23 Oct. 2018, 10:51am

I have moved since purchasing the truck.

[redacted], 23 Oct. 2018, 10:51am

My new address is [redacted]

Gabrielle, 23 Oct. 2018, 10:51am

Has the dealership finished diagnosing the vehicle? If so, I know you said the brakes were the concern, but can you provide further detail as to what parts they are going to be replacing?

Gabrielle, 23 Oct. 2018, 10:52am

Thank you for your address/.

[redacted] 23 Oct. 2018, 10:52am

I was living at [redacted] when I purchased the truck

[redacted], 23 Oct. 2018, 10:52am

I have not heard from the dealership today. I called them late yesterday, and they informed me that they should have an update today on my truck

[redacted] 23 Oct. 2018, 10:53am

I plan to call them before noon/cst

Gabrielle, 23 Oct. 2018, 10:56am

Thank you. What I can do at this time is document your concern as General Motors does go over all documentation. Again, I apologize for what you had to experience. I know that must have been quite scary but I am so glad you were not hurt in any way. I have created a case regarding your concern. For your records the case number is [redacted] . If you have any questions or need any assistance working with the dealership after the vehicle has been diagnosed, we strongly recommend that you reach back out to us. At that time, if necessary, we can get your case escalated to a Senior Adviser. The Senior Adviser will be able to work with you and the dealership until the concern has been resolved.

[redacted], 23 Oct. 2018, 10:58am

Thanks. Gabrielle so what happens once my case is reviewed?

Gabrielle, 23 Oct. 2018, 11:00am

You are welcome. I cannot say for certain because that is handled at a higher level. However, if General Motors needs to contact you because of the concern, they will. I cannot promise they will. They will also use your feedback as they prepare for the future models.

Gabrielle, 23 Oct. 2018, 11:03am

I have not heard from you for some time. Do you wish to continue to chat?

[redacted] 23 Oct. 2018, 11:03am

Is there anyone higher up that I can personally speak with? I ask because I do not feel safe driving my truck, and I am not confident that the truck will be repaired correctly. This is not your fault. However, this is not the only case of a GM vehicle brakes failing. There are numerous reports of this happening.

[redacted] 23 Oct. 2018, 11:04am

I just want to know personally that GM is aware of this issue, and GM will do right by their customers and the safety of people.

Gabrielle, 23 Oct. 2018, 11:05am

I can escalate your case to a Senior Adviser now, instead of waiting. However, it take one to two business days for the adviser to contact you. Would you like me to start that process now?

Gabrielle, 23 Oct. 2018, 11:05am

The adviser can work with you and the dealership to ensure that the accurate repair is being performed.

[redacted], 23 Oct. 2018, 11:05am

I could have died yesterday, and I do not want to be in the position I was in yesterday

[redacted] 23 Oct. 2018, 11:06am

Please start that process now

[redacted], 23 Oct. 2018, 11:06am

Please have them contact me

Gabrielle, 23 Oct. 2018, 11:06am

I certainly understand your position, [redacted]. I will escalate your case and a Senior Adviser will contact you in 1-2 business days.

Gabrielle, 23 Oct. 2018, 11:07am

Is there anything else I can assist you with at this time?

[redacted] 23 Oct. 2018, 11:07am

Thank you! Will this transcript be emailed to me at [redacted]

Gabrielle, 23 Oct. 2018, 11:08am

You are welcome. Once the chat has ended you will be provided with an option to send our conversation to your email.

[redacted] 23 Oct. 2018, 11:08am

Great, well, that is all. Thanks for your help

Gabrielle, 23 Oct. 2018, 11:09am

You are welcome. Thank you for contacting GMC Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST. Have a good day!

info [Automated], 23 Oct. 2018, 11:09am

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



info [Automated], 07 Nov. 2018, 9:31am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 07 Nov. 2018, 9:31am

You are now chatting with Chevrolet.

Chevrolet, 07 Nov. 2018, 9:31am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 07 Nov. 2018, 9:31am

[redacted]

Chevrolet, 07 Nov. 2018, 9:31am

[Rich Content]

Chevrolet, 07 Nov. 2018, 9:31am

How may we help you? Scroll up to select a topic.

[redacted]07 Nov. 2018, 9:32am

Vehicle Service or Warranty

Chevrolet, 07 Nov. 2018, 9:32am

Just a moment...

info [Automated], 07 Nov. 2018, 9:32am

Please wait while your chat is transferred to the appropriate group.

Chevrolet [Private], 07 Nov. 2018, 9:32am

US_CS_Services

info [Automated], 07 Nov. 2018, 9:32am

You are now chatting with Emma.

[redacted], 07 Nov. 2018, 9:32am

Vehicle Service or Warranty

Emma, 07 Nov. 2018, 9:32am

Thank you for contacting Chevrolet Customer Assistance Center, [redacted] My name is Emma. How may I assist you today?

[redacted] 07 Nov. 2018, 9:33am

Vehicle Service or Warranty

[redacted], 07 Nov. 2018, 9:33am

Vehicle Service or Warranty

[redacted]07 Nov. 2018, 9:33am

Hi there

Emma, 07 Nov. 2018, 9:33am

[redacted], is your vehicle experiencing an issue at this time?

[redacted] 07 Nov. 2018, 9:33am

yes

[redacted], 07 Nov. 2018, 9:34am

I have brake Assist light going on

Emma, 07 Nov. 2018, 9:34am

Can you share what is happening to the vehicle?

Emma, 07 Nov. 2018, 9:34am

I understand this may be causing inconvenience. With this light on, what have you been experiencing on the vehicle?

[redacted], 07 Nov. 2018, 9:36am

its like lots of other people say on internet in slow or stop and go traffic brakes become very hard

[redacted], 07 Nov. 2018, 9:36am

they say is because of brake vacumme

Emma, 07 Nov. 2018, 9:36am

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

[redacted] 07 Nov. 2018, 9:37am

132k

[redacted], 07 Nov. 2018, 9:39am

I know what the problem is and it going to cost a lot ,,, since is a defect from GM design are they paying for this service

Emma, 07 Nov. 2018, 9:40am

I have no guarantee at this time. I'd like to check on the vehicle information and check if there is a bulletin or update that may support the concern. Do you have the VIN handy?

[redacted], 07 Nov. 2018, 9:40am

bulletin pit 5361b

Emma, 07 Nov. 2018, 9:41am

Do you have the VIN handy?

[redacted]07 Nov. 2018, 9:42am

ok give a second plz

Emma, 07 Nov. 2018, 9:42am

Sure.

[redacted]l, 07 Nov. 2018, 9:43am

1GNSKJKC1FR[redacted]

Emma, 07 Nov. 2018, 9:44am

Thank you! Let me just pull up the vehicle information.

Emma, 07 Nov. 2018, 9:45am

While I am checking on the VIN, may I have your email address, phone number and mailing address?

[redacted], 07 Nov. 2018, 9:45am

WHY

Emma, 07 Nov. 2018, 9:46am

I checked our records and looks like I will need to update or system and have you registered as the owner of this vehicle.

[redacted]07 Nov. 2018, 9:46am

ITS MY COMPANY CAR

Emma, 07 Nov. 2018, 9:47am

May I know the name of the company then?

[redacted]07 Nov. 2018, 9:47am

HEDYH INC

Emma, 07 Nov. 2018, 9:47am

Thanks. Can you verify the company's mailing address?

[redacted] 07 Nov. 2018, 9:47am

[redacted]

Emma, 07 Nov. 2018, 9:48am

Thank you.

Emma, 07 Nov. 2018, 9:49am

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

[redacted] 07 Nov. 2018, 9:50am

NO THEY PLAYING GAMES AND APPOINTMENT AND CHARGES

Emma, 07 Nov. 2018, 9:50am

Upon checking the VIN, I found two open recalls concerning the Loss of steering assist and the frontal airbag and pretensioner non deployment.

[redacted] 07 Nov. 2018, 9:50am

IF YOU CAN NOT HELP ME HERE PLZ I NEED TO GO TO WORK

[redacted] 07 Nov. 2018, 9:50am

I KNOW

Emma, 07 Nov. 2018, 9:51am

Other than these two recalls, there is no bulletin or update that supports the concern on the brakes.

Emma, 07 Nov. 2018, 9:51am

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

[redacted] 07 Nov. 2018, 9:51am

I GAVE YOU BULLITON NUMBER

Emma, 07 Nov. 2018, 9:51am

GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost since the manufacture warranty had expired, however getting your vehicle evaluated will be needed

Emma, 07 Nov. 2018, 9:51am

Your vehicle is not involved in that bulletin number. It may be a campaign from NHTSA.

[redacted], 07 Nov. 2018, 9:51am

OK NO HELP HERE

PE18-012

GM

3-27-2019

Q3



info [Automated], 24 Oct. 2018, 4:49pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 24 Oct. 2018, 4:49pm

You are now chatting with GMC.

GMC, 24 Oct. 2018, 4:49pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

Mark, 24 Oct. 2018, 4:50pm

Case [redacted] was resolved this morning by the Dealer. They picked up the truck and replaced the vacuum pump on the brake system. Now that is service.

GMC, 24 Oct. 2018, 4:50pm

[Rich Content]

GMC, 24 Oct. 2018, 4:50pm

How may we help you? Scroll up to select a topic.

[redacted], 24 Oct. 2018, 4:50pm

Vehicle Service or Warranty

GMC, 24 Oct. 2018, 4:50pm

Just a moment...

info [Automated], 24 Oct. 2018, 4:50pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 24 Oct. 2018, 4:50pm

US_CS_Services

info [Automated], 24 Oct. 2018, 4:50pm

You are now chatting with Brandon.

[redacted], 24 Oct. 2018, 4:51pm

Case [redacted] was resolved this morning by the Dealer. They picked up the truck and replaced the vacuum pump on the brake system. Now that is service.

Brandon, 24 Oct. 2018, 4:51pm

Thank you for contacting GMC Customer Assistance, [redacted] My name is Brandon.

[redacted] 24 Oct. 2018, 4:51pm

That is all I needed.

Brandon, 24 Oct. 2018, 4:52pm

I will notify your Senior Advisor.

Brandon, 24 Oct. 2018, 4:52pm

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 assist you with further or do you have any additional questions for me?

Brandon, 24 Oct. 2018, 4:54pm

Thank you for contacting GMC Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 24 Oct. 2018, 4:54pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



Thank you for choosing to chat with us. An advisor will be with you shortly.8:08pm

You are now chatting with GMC.8:08pm

GMC8:08pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted]8:09pm

[redacted]

GMC8:09pm

How may we help you? Scroll down to select a topic.

OnStar/Connected Services Account Maintenance

OnStar/Connected Services Billing

OnStar/Connected Services General Question

Vehicle feature or order status

WiFi/myGMC App/Owner Center

Phone Pairing/Navigation/Radio

Vehicle Service or Warranty

Vehicle Recall

Shopping for OnStar/Connected Services

Shopping for Accessories

Shopping for a New Vehicle

How may we help you? Scroll up to select a topic.

[redacted]10pm

I own a 2016 GMC Sierra 1500 with a brake problem the Dealship can not diagnos.

GMC8:10pm

Please select one of the options above.

[redacted]8:11pm

Vehicle Service or Warranty

GMC8:11pm

Just a moment...

Please wait while your chat is transferred to the appropriate group.8:11pm

GMC8:11pmPrivate

US_CS_Services

You are now chatting with Rain.8:11pm

Rain8:11pm

Thank you for contacting GMC Customer Assistance Center. My name is $!{operator.nickname}. How may I assist you today?

[redacted]8:12pm

My 2016 GMC Sierra 1500 has a braking issue that the dealership cannot figure but has had more than customer describe the problem.

8:15pm

Best way to describe the problem is how anti lock brakes feel on ice. i.e. pulling into my garage the last five feet the vehicle does not want to stop. The brakes feel like the anti lock brakes kicked in and it requires pushing the brakes all the way to the floor to get it to stop.

Rain8:15pm

I understand the frustration considering that you have taken the vehicle to the dealer.

Let's see what we can do.

May I have the VIN?

[redacted]8:16pm

I asked them to report the problem to GM and they said they would when they have time. It is an intermittent problem so hard to diagonis.

I will get the VIN number hang on

Rain8:16pm

Sure.

[redacted]8:18pm

3GTU2NECOGG[redacted]

Rain8:19pm

Thank you.

When did the issue start to happen?

[redacted]8:21pm

About 60 days ago and i took it to a non GM dealer and they found several codes on the computer but non that diagonis the problem. They cleared the codes and I did not have the problem again until last Friday. The dealership did not find any codes on the computer.

Rain8:21pm

Just to check my understanding, the last time you have taken the vehicle to our dealer was 60 days ago, right?

8:22pm

Which dealer is that?

[redacted]8:22pm

I just picked up my truck from the dealership today. Bennett Buick GMC in Salina, KS

8:23pm

I am reporting the problem directly to limit GM's liability and my own and to keep myself and someone else from having an accident.

Rain8:23pm

I got you there.

Is the vehicle still exhibiting the condition after you took it today?

[redacted]8:25pm

No that is the problem the dealership cannot get the truck to exhibit the problem. However, they have had other customers describe the problem to them. AT least two other customers.

Rain8:25pm

I got it.

Did they recommend anything?

[redacted]8:25pm

It is an intermittent problem

8:26pm

No they did not recommend anything but to bring it back when it does it again. I recommended consulting with GM to see if this problem has been reported by other customers. They did not find any service bulletins on the problem.

Rain8:26pm

This is how it works.

8:27pm

All the concerns are being reported by our dealer and our department.

[redacted]:27pm

[redacted]

Rain8:27pm

We take note of it so that it will be available to our Engineering Department.

If they find out that this is a common issue among owners, we either release a recall or extend the warranty.

[redacted]:27pm

My cell is [redacted]

8:28pm

Warranty is important but a solution to the issue is more important to me.

8:29pm

I have almost ran into my garage wall.

I have tapped a brick wall last Thursday.

Rain8:29pm

I got you there.

8:30pm

At this point, what I can recommend is take your vehicle to another dealer for us to get a second opinion.

At the same we will work with our dealer so that so we assist you from here.

[redacted]8:30pm

And at times have problems getting it to stop while backing down an incline.

Rain8:30pm

Are you willing to take it to another dealer?

[redacted]8:32pm

I can but i really don't feel it is the dealers fault. The vehicle won't act up when it is the shop. I do feel comfort in knowing that others have reported the same problem. I just want GM and its engineers to know of the problem. I will continue to work with the dealer to try and resolve the problem and hope that if this is a common problem that you will contact me with the solution.

Rain8:32pm

I understand.

8:33pm

Anyway, I am creating a case here.

I will transfer your case to a Senior Advisor who will continue to work directly with you and the dealership.

Please know that all the information you have provided me will be available to them as well.

[redacted]8:33pm

Thanks - that is really the purpose of my chat.

Rain8:33pm

Our Senior Advisor will work on the case and then contact you within 1-2 business days.

8:34pm

What should be the best time for them to reach you back?

Also, what should be your home address in case we need to send notification in the future?

[redacted] 8:35pm

I will wait to hear from the dealer or GM. Thanks for the time. I really love my truck. I was a former Dodge owner for many years and this truck is so much better. Can't believe i spent all those years driving a dodge.

You can contact me anytime

Rain8:35pm

I appreciate that.

[redacted] 8:36pm

My home address is [redacted] but the truck is owned by my company [redacted]

Rain8:36pm

That is noted.

For your future reference, the case number for our conversation is [redacted]

Thank you for bringing this to our attention.

Is there anything else I may help you with today?

[redacted] 8:37pm

Nope - I will wait to hear from the Dealer or GM.

Thanks and Goodnight

Rain8:38pm

You're welcome.

Thank you for contacting GMC Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



Date: 11/ 9/2018 01:17 PM
Estimate ID: 2016CHEVYSILVERADO
Estimate Version: 0
Preliminary
Profile ID: * Mitchell
Quote ID: [redacted]

Collision Services Center

3216 Barham Blvd, Los Angeles, CA 90068
(323) 785-1799
Fax: (323) 876-7901
Email: info@collisionsc.com

Damage Assessed By: Gor Darbinyan
Classification: Field

Deductible: UNKNOWN
Claim Number: 2016CHEVYSILVERADO

Mitchell Service: 911611

Description: 2016 Chevrolet Silverado 1500 LTZ
Body Style: 4D PkupCrw 6' Bed 144" WB
Drive Train: 5.3L Inj 8 Cyl 2WD
VIN: 3GCUCSEC2GG[redacted]
OEM/ALT: O
Search Code: None
Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC
LEATHER SEAT, POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS, ALUM/ALLOY WHEELS
REARVIEW CAMERA, REMOTE IGNITION, TIRE INFLATION/PRESSURE MONITOR, MEMORY SEAT
ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HD RADIO
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER, TOW HITCH RECEIVER
POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, AUTO AIR CONDITION
FIRST ROW SPLIT BENCH SEAT, TELEMATIC SYSTEMS, UNIVERSAL GARAGE DOOR OPENER
SIDE AIRBAGS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER
DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT
ELECTRONIC STABILITY CONTROL, EXTERIOR MEMORY MIRRORS, FRONT HEATED SEATS
FRONT SEATS WITH POWER LUMBAR SUPPORT, KEYLESS ENTRY SYSTEM
LIMITED SLIP DIFFERENTIAL, POWER FOLDING EXTERIOR MIRRORS, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Front Bumper			
1	103288	BDY	OVERHAUL	Frt Bumper Assy			3.9 #
2	103294	BDY	REMOVE/REPLACE	Frt Bumper Impact Bar	84029812	763.10	INC #
3		BDY	REMOVE/REPLACE	Frt Add w/Parking Sensor			0.4
4	103304	BDY	REMOVE/REPLACE	Frt Bumper Skid Plate	23243083	163.80	INC #
5	103337	BDY	REMOVE/REPLACE	Frt Lwr Bumper Fascia	84029800	349.95	INC #
6	103308	BDY	REMOVE/REPLACE	Frt Lwr Bumper Air Deflector	23496677	88.50	INC #
7		BDY	REMOVE/INSTALL	Frt Bumper Assy			INC #
				Grille			
8	100168	BDY	REMOVE/INSTALL	Grille Assy			INC #
				Front Lamps			
9	103506	BDY	CHECK/ADJUST	Headlamps			0.4
10	103507	BDY	REMOVE/INSTALL	R Front Combination Lamp			INC #
11	103508	BDY	REMOVE/INSTALL	L Front Combination Lamp			0.3 #
12	103517	BDY	CHECK/ADJUST	Fog Lamps			0.4
13	103516	BDY	REMOVE/INSTALL	R Frt Fog Lamp			INC #
14	103518	BDY	REMOVE/INSTALL	L Frt Fog Lamp			INC #
				Hood			
15	100004	REF	BLEND	Hood Outside		C	1.2

ESTIMATE RECALL NUMBER: 11/09/2018 12:35:59 2016CHEVYSILVERADO
Mitchell Data Version: OEM: AUG_18_V

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Software Version: 7.1.230

16	101977	BDY	REMOVE/INSTALL	Hood Moulding				0.3
				Front Fender				
17	100430	BDY	REMOVE/REPLACE	R Fender Panel	84214215		629.52	4.4 #
18		REF	REFINISH	R Fender Outside			C	2.4
19		REF	REFINISH	R Add To Edge Fender			C	1.2
20	103282	BDY	REMOVE/INSTALL	R Fender Liner	Existing			INC r
21	100422	BDY	REMOVE/INSTALL	R Fender Protector	Existing			INC r
				Wheel				
22	101888	BDY	REMOVE/REPLACE	Alloy Wheel	22871003		695.00	0.3
				Additional Operations				
23	931127	MCH	ADD'L LABOR OP	Pre Repair Scan	Existing			1.0*
24	931128	MCH	ADD'L LABOR OP	Post Repair Scan	Existing			1.0*
				Body Components				
25	931125	BDY	ADD'L LABOR OP	Mount & Balance Tire	Sublet		15.00 *	0.0*
26	931118	BDY	REMOVE/REPLACE	Right Front Tire	New		226.84 *	0.0*
				Wheel				
27	100150	BDY	REMOVE/INSTALL	Wheel Tire Pressure Sensor	Existing			0.3*
				Front Door				
28	101848	REF	BLEND	R Frt Door Outside			C	1.1
29	101284	BDY	REMOVE/INSTALL	R Frt Rear View Mirror				0.3 #
30		BDY	REMOVE/INSTALL	R Frt Upr Door Window Frame Moulding				0.2 #
31	101286	BDY	REMOVE/INSTALL	R Frt Otr Door Belt Moulding				0.2 #
32	101358	BDY	REMOVE/REPLACE	R Frt Door Adhesive Moulding	22775443		76.00	0.2
33	101327	BDY	REMOVE/REPLACE	R Frt Door Adhesive Nameplate	15129652		64.95	0.2
34	102154	BDY	REMOVE/INSTALL	R Frt Otr Door Handle				0.3
				Additional Costs & Materials				
35	936012		ADD'L COST	Hazardous Waste Disposal			5.00 *	
				Additional Operations				
36		REF	ADD'L OPR	Clear Coat				2.0
37	933003	REF *	ADD'L OPR	Tint Color				0.5*
38		REF	ADD'L OPR	Finish Sand And Buff				2.4
				Special/Manual Entry				
39	900500	MCH *	ADD'L LABOR OP	Reset Parking Sensors	Existing			0.5*
				Additional Operations				
40	933018	REF	ADD'L OPR	Mask For Overspray			10.00 *	0.3*
				Additional Costs & Materials				
41			ADD'L COST	Paint/Materials			352.80 *	

*** - Judgment Item**
 # - Labor Note Applies
C - Included in Clear Coat Calc
r - CEG R&R Time Used For This Labor Operation

Estimate Totals

I. Labor Subtotals

	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	12.1	60.00	0.00	15.00	741.00
Refinish	11.1	60.00	10.00	0.00	676.00
Mechanical	2.5	120.00	0.00	0.00	300.00
Non-Taxable Labor					1,717.00
Labor Summary	25.7				1,717.00

II. Part Replacement Summary

			Amount
Taxable Parts			3,057.66
Sales Tax	@	9.500%	290.48
Total Replacement Parts Amount			3,348.14

ESTIMATE RECALL NUMBER: 11/09/2018 12:35:59 2016CHEVYSILVERADO
Mitchell Data Version: OEM: AUG_18_V
Software Version: 7.1.230

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III. Additional Costs			Amount
Taxable Costs			352.80
Sales Tax	@	9.500%	33.52
Non-Taxable Costs			5.00
Total Additional Costs			391.32

Paint Material Method: Rates
Init Rate = 42.00 , Init Max Hours = 99.9, Addl Rate = 0.00

IV. Adjustments	Amount
Customer Responsibility	0.00

I.	Total Labor:	1,717.00
II.	Total Replacement Parts:	3,348.14
III.	Total Additional Costs:	391.32
	Gross Total:	5,456.46
IV.	Total Adjustments:	0.00
	Net Total:	5,456.46

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

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3-27-2019

Q3




SILVERADO

PE18-012

GM

3-27-2019

Q3



PE18-012

GM

3-27-2019

Q3



GM

MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 05/16

GVWR	GAWR FRT	GAWR RR
3357 KG	1746 KG	1951 KG
7400 LB	3850 LB	4300 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

3GCUCSEC2GG[redacted] TYPE: TRUCK

MODEL: C15543

CDHZ	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P275/55R20	S	20X9J	220KPA(32PSI)
RR	P275/55R20	S	20X9J	240KPA(35PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

PE18-012

GM

3-27-2019

Q3





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GM

3-27-2019

Q3

[redacted]


SILVERADO

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GM

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SCORPION ST

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3-27-2019

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[redacted]

PE18-012

GM

3-27-2019

Q3



Keyes Chevrolet Service Department

5949 Van Nuys Blvd
Van Nuys, CA 91405
Phone (818) 933-3000
Fax (818) 933-3006

TO: Dianna

ATTN:

FROM: Eduardo Diaz

Num of Pages:

MESSAGE: VIN# GG[redacted]
RO #[redacted]

Thank You

FAX #: (866) 554-4011

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000366346
BAR #: ARD260656

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	3GCUCSEC2 GG[redacted]	Page 1	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 48939 Out: 48940	WAR W C Prelim	Begin: 10/26/18	Done: 10/26/18	Invoiced: 10/26/18 17:14 CM

Vehicle Information

16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK

Inservice: 08/19/16	Production: 05/24/16	Sold: 08/23/16

Customer Concern

Concern 24	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	Operation	Tech	Amount
Cause	.	30PT	999	0.00
Correction	PERFORMED MULTIPOINT INSPECTION Tech 999 TECH, SUBLET Line Auth: MILLSOCH 10/26/18 17:13			
Type: WM		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00

Concern 51	CUSTOMER STATES TRIED STOPPING AND BRAKE PEDAL GOT STIFF, VEHICLE WOULDN'T SLOW DOWN. PLEASE CHECK BRAKE COMPONENTS AND FLUID, AND ADVISE. BRAKE FLUID LEVEL LOW, CUSTOMER GOT REAR BRAKES DONE HERE IN MARCH	Operation	Tech	Units	Amount
Cause	VERIFIED CONCERN. VEHICLE IS EXPERIENCING LACK OF BRAKE ASSIST. REFERRED TO PIT5361D. INSPECTED VACUUM HOSE FOR OIL, NONE. HOSE IS OK.	4023850	045	1.2	182.82
Correction	REPLACED VACUUM PUMP. CONCERN IS NO LONGER PRESENT. MILES OUT 48940				
Tech Notes	VACUUM PUMP IS FAILING.				
Parts	Part Number PO# Note Description 000 012669488 PUMP Parts: Count 1.00 Allowance: 48.79 Tech 045 ESCOBAR, MIGUEL Line Auth: MILLSOCH 10/26/18 17:13	Qty		Sell	
		1		170.76	170.76
Type: W		Subtotal			
		PARTS			170.76

[redacted]

DISCLAIMER OF WARRANTIES

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

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

UCS©2004

FILE

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON | Tag [redacted] | License [redacted] | 3GCUCSEC2 GG[redacted] | Page 2 | Invoice [redacted]

Invoice to: [redacted] | Driver/Owner [redacted]

Invoiced: 10/26/18 17:14:10 CM | 16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK

Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	Operation	Tech Units	Amount
Cause	.	PSI	999 0.0 *	0.00
Correction	ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT: REAR RT:			
	Tech 999 TECH, SUBLET			
	Line Auth: MILLSOCH 10/26/18 17:13			
Type: WM		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00
Concern 61	.	Operation	Tech Units	Amount
Cause	.	TEXT	999 0.0 *	0.00
Correction	.			
	Tech 999 TECH, SUBLET			
	Line Auth: MILLSOCH 10/26/18 17:14			
Type: WM		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00

Summary of charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	170.76	TOTAL CHARGE	353.58
LABOR MECHANICAL	182.82		
TOTAL CHARGE	353.58	FAC WARRANTY	353.58

Attention: The following Invoices also exist
CUS - CUSTOMERPAY

If you have any questions - please see CHRISTOPHER MILLSON

DISCLAIMER OF WARRANTIES

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

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

UCS02004

FILE

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD250656

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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

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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON | Tag [redacted] License [redacted] 3GCUCSEC2 G[redacted] | Page 3 (Last) | Invoice [redacted]

Invoice to: [redacted] | Driver/Owner: [redacted]

Invoiced: 10/26/18 17:14:10 CM | 16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK

Skill 05 Tech# 045 Start Time: 10/26/18 15:40 Stop Time: 10/26/18 16:51

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	045	Begin	10/26/18 15:40	End	10/26/18 16:51	1:11	1.2	

DISCLAIMER OF WARRANTIES

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

KEYES CHEVROLET
5949 Van Nuys Blvd.
Van Nuys, CA 91401
(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.			
ORIGINAL ESTIMATE $	HAZ WASTE HNLG. & DISP.	TOTAL ESTIMATE $	
REVISED ESTIMATE $		ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE $	HAZ WASTE HNLG. & DISP.	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

TO OUR CUSTOMERS

CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

★HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.

360

SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R #ARD 00260656 EPA #CAL000386348

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	318 CHRISTOPHER MILLSON	10/26/18 15:05	[redacted]	3GCUCSEC2 GG[redacted]

Customer Information

[redacted]

Cell: [redacted]
Work:

Vehicle Information

16 CHEVROLET SILVERADO CREW CAB C1500 1WT BLACK Model#: CC15543 Odometer: 48939
ENGINE, 5.3L V8 ECOTEC3
Dates: Production: 05/24/16 Inservice: 08/19/16 Sold: 08/23/16 SLSP: 172
Last Svc: Client: 63E001 Date: 03/10/18 Adv: 813 Odom: 31702 Daily Avg: 51 Month Avg: 1530

Ln	Type	Operation	Customer Concern	Hr./Qty
24	CM	30PT	CUSTOMER STATES PERFORM MULTIPOINT INSPECTION	
			SPG	
			Total Without Tax $	0.00
			Total Charges with Tax $	0.00
51*	C		CUSTOMER STATES TRIED STOPPING AND BRAKE PEDAL GOT STIFF, VEHICLE WOULDN'T SLOW DOWN. PLEASE CHECK BRAKE COMPONENTS AND FLUID, AND ADVISE SK 05	
60	CM	PSI	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	
			Estimated Total Without Tax $	0.00
			Estimated Total Charges with Tax $	0.00
61	CM	TEXT		

LIMITED WARRANTY
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of $60.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO $1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK
NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

[redacted]

...in set forth to be done along with the ...responsible for loss or damage to vehicle ...se beyond the control of Keyes Chevrolet ...ys in parts shipments by the supplier or ...rolet and/or its employees permission to ...s or elsewhere for the purpose of testing ...acknowledged on below vehicle to secure ...ous legal action against the undersigned ...agrees to pay Keyes Chevrolet attorney's ...nish is not called for within three (3) days ...day will be made for each day thereafter.

...E SIDE.
...S INDICATED OTHERWISE

...ATURE

TECHNICIAN

VCS©2004

KEYES CHEVROLET
5949 Van Nuys Blvd.
Van Nuys, CA 91401
(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE $	HAZ. WASTE HNLG & DISP.	TOTAL ESTIMATE $
REVISED ESTIMATE $		ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
2ND REVISED ESTIMATE $	HAZ. WASTE HNLG & DISP.	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

TO OUR CUSTOMERS

CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

★ HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS CLEANING FLUIDS & BRAKES, ETC.

SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260656 EPA #CAL000386348

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	318 CHRISTOPHER MILLS	[redacted]	3GCUCSEC2 GG[redacted]	2

Vehicle: 16 CHEVROLET SILVERADO CREW CAB BLACK License: [redacted]

YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE

Estimated Total Without Tax $ 0.00
Estimated Total Charges with Tax $ 0.00

Sk/Hr/Tech: 05-2.2

Additional Information

MFG: 22366 Dist: 1G1 Fuel: GAS Estimated Completion: 10/26/18 17:00
Name Verify: Color Code: GBA Trim: H2U

RO Information

Method of Payment

CUS CUSTOMERPAY CA - CASH DUE

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	03/08/18	31702	813	045		2420170	REPLACED REAR BRAKE PADS. ROAD TESTED VEHI
				045		LOANER	LOANER CAR RETURNED
				045		30PT	PERFORMED MULTIPOINT INSPECTION
				045		PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:
[redacted]	03/07/18	31643	813	045		BR-221	REAR BRAKE JOB, (INCLUDES REFACING)
				045		04	SEE BRAKE JOB LINE
				323		DEXOS	PERFORM DEXOS OIL AND FILTER, RESET OIL LI
				323		000	FOUND SMALL PUNCTURE IN RIGHT REAR TIRE.
				045		26	SEE BRAKE JOB FOR REPAIRS
				146		W	COULD NOT VERIFY CUSTOMER CONCERN
				323		30PT	PERFORMED MULTIPOINT INSPECTION

LIMITED WARRANTY
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of $60.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO $1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Chevrolet is not responsible or loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Chevrolet or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Chevrolet and/or its 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 below vehicle to secure the amount of repairs thereto. If Keyes Chevrolet commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Chevrolet attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $60.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X _____
CUSTOMER'S SIGNATURE

TECHNICIAN

UCS©2004

KEYES CHEVROLET
5949 Van Nuys Blvd.
Van Nuys, CA 91401
(818) 933-3000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDED TAX & HAZARDOUS WASTE CHARGE.			
ORIGINAL ESTIMATE $	HAZ. WASTE HNLG. & DISP.	TOTAL ESTIMATE $	
REVISED ESTIMATE $		ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
2ND REVISED ESTIMATE $	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

TO OUR CUSTOMERS

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SERVING YOU
MONDAY - FRIDAY 7:00 AM - 6:00 PM
SATURDAY 7:00 AM - 5:00 PM

B.A.R. #ARD 00260658 EPA #CAL000386348

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		318 CHRISTOPHER MILLS	[redacted]	3GCUCSEC2 GG[redacted]	3

Vehicle: 16 CHEVROLET SILVERADO CREW CAB BLACK License: [redacted]

Last Service Performed

RO	Date	Cdom	Adv.	Tech	Hrs	Operation	Description
					323	PSI	ADJUSTED TIRE PSI TO:FRT LT: FRT RT:

Estimate Information

		Estimate
CUS	CUSTOMERPAY	145.00

LIMITED WARRANTY
For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of $90.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

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PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE

X _____
CUSTOMER'S SIGNATURE

TECHNICIAN

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: CAL000386348
BAR #: ARD260656

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

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	3GCUCSEC2 GG[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 48939 Out: 48940	Dist: 1G1 CUS W C Prelim	16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK
MFG: 22366		
Begin: 10/26/18 Done: 10/26/18	Invoiced: 10/26/18 17:14 CM	Inservice: 08/19/16 Production: 05/24/16 Sold: 08/23/16

Vehicle Information

Customer Concern

Concern +01
OEM FRONT BRAKE JOB (INCLUDES REFACING)
Cause
OEM FRONT BRAKE JOB (INCLUDES REFACING)
Correction
OEM FRONT BRAKE JOB (INCLUDES REFACING)
Parts

Part Number	PO#	Note	Description
000 084320501			PAD KIT
000 00CLEANER			BRAKE

Tech 045 ESCOBAR, MIGUEL

Type: C

Operation	Tech		Amount
BR-222	045	*	190.00

Qty	Sell	
1	143.75	143.75
1	8.66	8.66

Subtotal

PARTS	152.41
LABOR MECHANICAL	190.00
TOTAL CHARGE FOR CONCERN	342.41

Summary of Charges for Invoice [redacted]

PARTS	152.41
LABOR MECHANICAL	190.00
SUB-TOTAL	342.41
SALES TAX	14.48
TOTAL CHARGE	356.89

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	356.89
CASH DUE	356.89

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see CHRISTOPHER MILLSON
THANK YOU FOR VISITING KEYES CHEVROLET.
WE TRULY APPRECIATE YOUR BUSINESS!!!

MC 10/27

[redacted]

DISCLAIMER OF WARRANTIES

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

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X [redacted]

UCS02004

FILE

PE18-012

GM

3-27-2019

Q3





PE18-012

GM

3-27-2019

Q3



Rogelio Guerra (C556528)
Detroit, MI

CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:
2015 CHEVROLET C1500 SUBURBAN LT
VIN: 1GNSCJKC8FR[redacted]
4 DOOR WAGON/SPORT UTILITY
5.3L V8 F OHV 16V
GASOLINE
REAR WHEEL DRIVE
Standard Equipment | Safety Options

- No accidents reported to CARFAX
- Damage reported
- **3** Previous owners
- **10** Service history records
- Types of owners: Rental, Personal
- **83,416** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/10/18 at 11:14:12 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1	Owner 2	Owner 3
Year purchased	2015	2016	2016
Type of owner	Rental	Personal	Personal
Estimated length of ownership	11 months	3 months	6 months
Owned in the following states/provinces	Texas	California	California
Estimated miles driven per year	43,094/yr	—	—
Last reported odometer reading	42,807	48,256	83,416

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2	Owner 3
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

BUYBACK GUARANTEE

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage	No Issues	No Issues	No Issues

[redacted]

No structural damage reported to CARFAX.	Reported	Reported	Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage Damage reported on 12/07/2015.	Damage Reported	No New Issues Reported	No New Issues Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	No Recalls Reported	No Recalls Reported	No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2015
Type:	Rental
Where:	Texas
Est. miles/year:	43,094/yr
Est. length owned:	2/26/15 - 2/23/16 (11 months)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
02/26/2015	10	Texas Motor Vehicle Dept. San Antonio, TX Title [redacted]	Title issued or updated First owner reported Titled or registered as rental vehicle Vehicle color noted as White
09/25/2015	28,626	The Tire Zone Fontana, CA 909-350-2200	Oil and filter changed
12/07/2015		Damage Report	Damage reported Damage to rear CARFAX began reporting this information on 04/04/2018.
			Not all damage is caused by an accident. Get the car inspected before you buy. Learn more
02/23/2016	42,740	Fleet/Lease Company	Vehicle sold
02/24/2016		John L. Sullivan Chevrolet Roseville, CA 916-782-1243 chevyworld.com	Vehicle offered for sale
02/25/2016		Maita Chevrolet Elk Grove, CA 916-423-2111 maitachevrolet.com	Tire condition and pressure checked
03/01/2016	42,801	California Inspection Station	Passed safety inspection Passed emissions inspection
03/07/2016		Chevrolet Certified Dealer Roseville, CA	Offered for sale as a Chevrolet Certified Pre-Owned Vehicle White exterior Black interior
03/10/2016	42,807	John L. Sullivan Chevrolet Roseville, CA 916-782-1243 chevyworld.com	Vehicle sold

[redacted]

03/15/2016		Chevrolet Certified Dealer Roseville, CA	Sold as a Chevrolet Certified Pre-owned Vehicle
03/18/2016		John L. Sullivan Chevrolet Roseville, CA 916-782-1243 chevyworld.com	Vehicle serviced

Owner 2

Purchased: 2016
Type: Personal
Where: California
Est. length owned: 4/7/16 - 8/5/16 (3 months)

Date:	Mileage:	Source:	Comments:
04/07/2016		California Motor Vehicle Dept. Sacramento, CA	Title issued or updated New owner reported Loan or lien reported
07/20/2016		John L. Sullivan Chevrolet Roseville, CA 916-782-1243 chevyworld.com	Oil and filter changed
08/05/2016		Dealer Inventory	Vehicle offered for sale
08/17/2016	48,244	Kuni Chevrolet Cadillac Sacramento, CA 916-929-2777 kunichevycadillac.com	Radio/sound system checked Trim checked Oil and filter changed Steering/suspension checked Vehicle washed/detailed
08/17/2016		Mike Daugherty Chevrolet Hummer Sacramento, CA 916-482-1600 mikescars.com	Vehicle offered for sale
09/07/2016		California Motor Vehicle Dept. Sacramento, CA	Title issued or updated Loan or lien reported
09/17/2016	48,256	Kuni Chevrolet Cadillac Sacramento, CA 916-929-2777 kunichevycadillac.com	Vehicle sold

Owner 3

Purchased: 2016
Type: Personal
Where: California
Est. length owned: 9/26/16 - 4/12/17 (6 months)

Date:	Mileage:	Source:	Comments:
09/26/2016		California Motor Vehicle Dept. Daly City, CA	Title issued or updated New owner reported Loan or lien reported
03/01/2017	56,423	Excelsior Auto Care Inc San Francisco, CA 415-586-0633 https://facebook.com/excelsiorautocare/	Front brake rotor(s) replaced Front brake pads replaced Drivability/performance checked Brake fluid checked Oil and filter changed Brakes checked Fluids checked Tire condition and pressure checked Brake fluid flushed/changed
04/12/2017		Chevrolet Certified Dealer Sacramento, CA	Sold as a Chevrolet Certified Pre-owned Vehicle
12/16/2017	69,627	Excelsior Auto Care Inc San Francisco, CA 415-586-0633 https://facebook.com/excelsiorautocare/	Oil and filter changed Fluids checked Tire condition and pressure checked
04/06/2018	74,733	Excelsior Auto Care Inc San Francisco, CA 415-586-0633	Drivability/performance checked Oil and filter changed Fluids checked Tire condition and pressure checked

[redacted]

		https://facebook.com /excelsiorautocare/	
05/24/2018	77,555	Excelsior Auto Care Inc San Francisco, CA 415-586-0633 https://facebook.com /excelsiorautocare/	Tires rotated Oil and filter changed Fluids checked Tire condition and pressure checked
09/29/2018	83,416	Excelsior Auto Care Inc San Francisco, CA 415-586-0633 https://facebook.com /excelsiorautocare/	Rear brake pads replaced Drivability/performance checked Parking brake adjusted Oil and filter changed Brakes checked Rear brake rotor(s) resurfaced Fluids checked Tire condition and pressure checked Brake fluid flushed/changed Brake booster vacuum hose/valve replaced

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/10/18 at 11:14:12 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental
Vehicle was registered by a rental agency.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
11/10/18 11:14:12 AM (CST)

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 11/07/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPCSEC4FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/08/2018
Job Card Date: 11/07/2018
Days out of Warranty: 91

Mileage

Component's Warranty End Mileage (Miles): 36,106
Current Mileage: 59,000
Miles out of Warranty: 22,894

Repair

Total Repair Cost At Warranty Rates: $646.25
Repair Group: Brakes
Job Card / Repair Order : TIER2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $355.44 - $484.69
Cust/Dlr Participation Amount: $161.56 - $290.81
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 11/14/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKJKC1FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/20/2017
Job Card Date: 11/12/2018
Days out of Warranty: 449

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 59,000
Miles out of Warranty: 22,991

Repair

Total Repair Cost At Warranty Rates: $371.07
Job Card / Repair Order : TIER2
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $204.09 - $278.30
Cust/Dlr Participation Amount: $92.77 - $166.98
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 11/23/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GTP1WEC8FG[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/21/2018
Job Card Date: 11/23/2018
Days out of Warranty: 186

Mileage

Component's Warranty End Mileage (Miles): 36,075
Current Mileage: 56,000
Miles out of Warranty: 19,925

Repair

Total Repair Cost At Warranty Rates: $600.00
Repair Group: Body Systems
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $600.00
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PE18-012

GM

3-27-2019

Q3



info [Automated], 12 Nov. 2018, 10:51am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 12 Nov. 2018, 10:51am

You are now chatting with Chevrolet.

Chevrolet, 12 Nov. 2018, 10:51am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted], 12 Nov. 2018, 10:52am

Is the brake fluid suppose to be flushed on a 2015 Tahoe? If so, when?

Chevrolet, 12 Nov. 2018, 10:52am

[Rich Content]

Chevrolet, 12 Nov. 2018, 10:52am

How may we help you? Scroll up to select a topic.

[redacted], 12 Nov. 2018, 10:53am

[redacted]

Chevrolet, 12 Nov. 2018, 10:53am

Please select one of the options above.

[redacted] 12 Nov. 2018, 10:53am

Vehicle Service or Warranty

Chevrolet, 12 Nov. 2018, 10:53am

Just a moment...

info [Automated], 12 Nov. 2018, 10:53am

Please wait while your chat is transferred to the appropriate group.

Chevrolet [Private], 12 Nov. 2018, 10:53am

US_CS_Services

info [Automated], 12 Nov. 2018, 10:53am

You are now chatting with Ashley.

Ashley, 12 Nov. 2018, 10:53am

Thank you for contacting Chevrolet Customer Assistance Center, [redacted]. My name is Ashley.

Ashley, 12 Nov. 2018, 10:54am

I see you are inquiring about your vehicle's brake fluid.

[redacted], 12 Nov. 2018, 10:54am

Hello

[redacted], 12 Nov. 2018, 10:54am

Yes

Ashley, 12 Nov. 2018, 10:54am

I can certainly check into this for you. Can you please provide me with the last 8 characters of your VIN and the current mileage on your vehicle to do so?

[redacted] 12 Nov. 2018, 10:54am

Maintenance

[redacted], 12 Nov. 2018, 10:54am

Just a minute

[redacted], 12 Nov. 2018, 10:55am

47000 is approximate mileage

[redacted] 12 Nov. 2018, 10:55am

Why do you need VIN?

Ashley, 12 Nov. 2018, 10:56am

If you do not have the VIN on hand, that is not a problem. We always ask to ensure there are no recalls and to ensure we have the most up-to-date information on file. Can you also confirm your home mailing address?

[redacted], 12 Nov. 2018, 10:57am

It has a recall I have t addressed yet

[redacted]12 Nov. 2018, 10:58am

Car is in shop and asking about flushing g brake fluids and can’t access my owners Manuel to see if necessy

[redacted], 12 Nov. 2018, 10:58am

Home address is [redacted]

[redacted] 12 Nov. 2018, 10:58am

[redacted]

Ashley, 12 Nov. 2018, 10:59am

Thank you. After reviewing your Owner's Manual, I do see it is recommended that the brake fluid is replaced around every 45,000 miles or 3 years, whichever comes first. Is your vehicle currently at a certified Chevrolet dealership?

[redacted] 12 Nov. 2018, 11:00am

Unsure

[redacted], 12 Nov. 2018, 11:00am

Probably not

Ashley, 12 Nov. 2018, 11:00am

What type of service is your vehicle currently in the shop for?

[redacted] 12 Nov. 2018, 11:01am

Vacuum pump on brake

Ashley, 12 Nov. 2018, 11:01am

I understand. Do you know the name of the shop?

[redacted], 12 Nov. 2018, 11:02am

Christian Brothers

[redacted] 12 Nov. 2018, 11:02am

Guess I should take it to Jupiter Chevrolet

[redacted], 12 Nov. 2018, 11:03am

Here's my BIN

[redacted]12 Nov. 2018, 11:03am

VIN

[redacted] 12 Nov. 2018, 11:04am

1GNSCBKC7FR[redacted]

Ashley, 12 Nov. 2018, 11:05am

Thank you very much. I am showing there is currently two open recalls on your vehicle pertaining to the Steering Assist and Front Airbag Pretensioner. It is very important that these recalls are addressed by your local Chevrolet dealership as soon as possible. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for recalls at: my.gm.com/recalls.

Ashley, 12 Nov. 2018, 11:05am

Is Juniper Chevrolet your preferred dealer?

[redacted] 12 Nov. 2018, 11:07am

Yes Jupiter Chevrolet in Garland, TX

[redacted], 12 Nov. 2018, 11:07am

Purchased vehicle prepared at a Honda dealership

[redacted], 12 Nov. 2018, 11:08am

Preowned darn spell correct

Ashley, 12 Nov. 2018, 11:10am

Thank you for confirming all of this information, [redacted] I see you can an appointment with Jupiter Chevrolet via phone at (866) 685-5829 or by visiting their website, [Jupiter Chevrolet](Link[redacted]).

[redacted] 12 Nov. 2018, 11:11am

Thank you

Ashley, 12 Nov. 2018, 11:11am

You are very welcome. The reference number from our chat is [redacted] . If you would prefer, I can schedule an appointment on your behalf by using their website.

[redacted]12 Nov. 2018, 11:12am

I will do it but thank you Ashley

Ashley, 12 Nov. 2018, 11:12am

You're welcome. Do you have any additional questions for me at this time?

[redacted], 12 Nov. 2018, 11:12am

No ma’am

Ashley, 12 Nov. 2018, 11:12am

We sincerely appreciate your time and thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST. I hope the rest of your day goes well!

info [Automated], 12 Nov. 2018, 11:15am

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



General Motors - Policy Evaluation Tool

Date: 11/13/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCUKREC6FG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 11/11/2018
Job Card Date: 11/13/2018
Days out of Warranty: 2

Mileage

Component's Warranty End Mileage (Miles): 36,075
Current Mileage: 50,000
Miles out of Warranty: 13,925

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Repair Group: Brakes
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $1,000.00

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

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

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

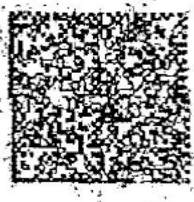
PE18-012

GM

3-27-2019

Q3





US POSTAGE
$01.63
First-Class
Mailed From 48135
04/18/2018
032A 0061849768

Law Office of Ronald J. Bolz
30928 Ford Road
Garden City, MI 48135

To: General Motors, LLC
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED APR 20 2018

[redacted]

LAW OFFICE OF RONALD J. BOLZ

30928 Ford Road
Garden City, MI 48135
Phone: 1-888-453-6667
Fax: 1-888-334-8333
www.LemonAuto.com
RBolz@LemonAuto.com

April 18, 2018

General Motors LLC
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: [redacted]
2015 GMC Sierra
VIN: 3GTU2VEC7FG[redacted]

Dear Sir/Madam:

Please be advised that I represent [redacted] regarding the above referenced matter. I will refrain from filing suit in an effort to resolve this matter prior to litigation upon your request. In order for you to evaluate this matter, the following is a detailed repair summary relative to Mr. [redacted] 2015 GMC Sierra.

Date	Mileage	Invoice #	Complaint
10/13/15	6,402	[redacted]	**DRIVESHAFT**: The rear differential seal is leaking. Replaced the rear pinion seal and yoke. **TRANSMISSION**: While going up on an incline, the transmission seems to shift like a skipping.
01/29/16	17,508	[redacted]	**ODOR**: There was a burning wire odor coming from the vehicle.
02/29/16	20,946	[redacted]	**ELECTRICAL**: The left rear window is inoperative. Repaired the wiring. **DRIVESHAFT**: The customer is seeing drips under the rear differential.

Date	Mileage	Invoice #	Complaint
03/18/16	23,689	[redacted]	**TRANSMISSION**: After putting the vehicle in park, the vehicle seems to roll forward or backward.
			DRIVESHAFT: There seems to be a leak from the rear transfer case.
09/02/16	43,581	[redacted]	**TRANSMISSION**: The vehicle slips backwards when in park.
			HVAC: The A/C blows warm air.
09/08/16	44,165	[redacted]	**HVAC**: The customer states the A/C in the rear blows warm air.
			TRANSMISSION: The vehicle moves backwards a lot while in park. There is a harsh shift under load 35/40 mph when going up a hill.
06/29/17	77,372	[redacted]	**BRAKES**: The customer states when braking in a parking situation. The brake pedal will freeze up and not move. Replaced the vacuum pump.
			AIRBAG: Recall #16007. Reprogrammed the SDM.
07/10/17	78,202	[redacted]	**DRIVESHAFT**: Found the left rear axle seal leaking. Replaced the rear axle shaft seal.
08/17/17	83,941	[redacted]	**HVAC**: The A/C has been fluctuating between cool and warm air. Replaced the A/C condenser.
10/23/17	92,056	[redacted]	**TRANSMISSION**: When shifted into reverse, the vehicle started moving forward like it was in drive.
			BRAKES: There is a squeak noise during stop and go traffic.

[redacted] has submitted the 2015 GMC Sierra for vehicle defects on at least ten (10) different occasions. The limited written warranty provides that General Motors LLC, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that General Motors' inability to repair this vehicle after ten (10) attempts is a breach of its warranty. As such, Mr. [redacted] respectfully requests that General Motors LLC repurchase the 2015 GMC Sierra and pay his attorney fees and costs.

It is my understanding that you will review this matter and contact me within 30 days upon receipt of this letter.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

LAW OFFICE OF RONALD J. BOLZ

[redacted]

Ronald J. Bolz, Esq.

RJB/jmh
Encl.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		6402/6410	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 13OCT15		0.00	CASH	16OCT15

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
09:45 13OCT15	14:11 16OCT15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES REAR DIFFERENTIAL SEAL LEAKING, ADVISED BY OSL.			
CAUSE: LEAKING			
3030870 DIFFERENTIAL DRIVE PINION GEAR SEAL REPLACEMENT			
516 WG4			(N/C)
1 22943111 (S)SEAL			(N/C)
1 23114032 (S)YOKE KIT			(N/C)
FC: PART#: 22943111 COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			
6410 TORN SEAL. CHECKED FOR LEAK AND VERIFIED LEAK FROM REAR PINION SEAL. REMOVED AND FOUND TORN SEAL AND A GROOVE IN YOKE. REPLACED REAR PINION SEAL AND YOKE. TOPPED OFF FLUID, DEGREASED, AND CLEANED UNDER VEHICLE. DROVE AND RECHECKED FOR LEAKS, OK AT THIS TIME. 3030870-Z W			
**********			
B RENTAL			
9000 RENTAL			
99 CP		0.00	0.00
**********			
C** CUSTOMER REQUESTS WHEN ROADTESTING CHECK WHILE GOING UPAN INCLINE TRANSSEEMS TO SHIFT LIKE A SKIPPING?			
2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.			
516 CPTG		0.00	0.00
6410 DROVE TWICE AND ONLY NORMAL TRANSMISSION OPERATION FELT. CHECKED FOR CODES AND FLUID BOTH ARE OK.			
**********			

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

We have added a charge equal to 7% of the cost of labor, not to exceed $20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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SERVICE ADVISOR: 184 ROBERT BITTNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		17508/17508	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 29JAN16		0.00	CASH	29JAN16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
07:51 29JAN16	08:54 29JAN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN			
CAUSE: PROMO			
0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN			
238 WG4			(N/C)
1 19330000 (S)FILTER			(N/C)
9 19259487 OIL			(N/C)
FC: PART#: 19330000 COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			
17508 9% PERFORMED LOF TIRE ROTATION			
**********			
B COMPLIMENTARY MULTI POINT INSPECTION GM			
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM			
238 CPTG	0.00		0.00
17508 SERVICE COMPLETED VEHICLE MULTI-POINT INSPECTION.			
**********			
C DRIVEING IN THE RAIN YESTERDAY CUSTOMER SEEN A BLACK SMOKE FROM AROUND RIGHT HEADLIGHT ALSO SMELLED ODOR OF BURNING WIRES			
2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.			
332 CPTG	0.00		0.00
17508 NPF INSPECTED VEHICLE FOR ANY BURNT WIRING ALL OK			
**********			

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****

MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

We have added a charge equal to 7% of the cost of labor, not to exceed $20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

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SERVICE ADVISOR: 184 ROBERT BITTNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		20946/20946	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 29FEB16		0.00	CASH	29FEB16

R.O. OPENED	READY	OPTIONS:
11:00 29FEB16	15:13 29FEB16	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LEFT REAR WINDOW INOP FROM EITHER SWITCH			
CAUSE: BROKEN WIRE IN HARNESS			
5430902 WIRE-TO-WIRE REPAIR			
332 WG4			(N/C)
1 19300089 (S)SPLICE			(N/C)
9999 OLH			
332 WG4			(N/C)
FC: PART#: 19300089 COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE: E			
20946 BROKE WIRE 6135 OLH TIME FOR DIAGNOSING AND TRACING WIRES FOR OPEN IN HARNESS OK PER VINCE MCMULLEN. CHECKED DOOR AJAR LIGHT ON FOR LEFT REAR AND LEFT REAR WINDOW WILL NOT GO DOWN. CHECKED FOR CODES FOUND CODE U1548 SET. CHECKED WINDOW DATA AND FOUND WHEN DRIVER DOOR SWITCH PRESSED WENT TOO ACTIVE BUT WHEN LEFT REAR SWITCH PRESSED WAS INACTIVE. AND LEFT REAR DOOR AJAR ALWAYS ACTIVE. CHECKED POWER AND GROUND AT LEFT REAR SWITCH OK. CHECKED TERMINALS AT BODY TOO DOOR CONNECTION OK. CHECKED AND FOUND OPEN IN CIRCUIT 6135 L-GN/GRAY WIRE. REMOVED HARNESS FROM DOOR AND FOUND THE BROKEN WIRE WHERE THE HARNESS TURNS ONCE IT ENTERS THE DOOR. REPAIRED WIRE AND REASSEMBLED. WINDOW NOW WORKING PROPERLY AND DOOR AJAR SWITCH			
**********			
B WILL SHOW LEFT REAR DOOR OPEN AND INTERIOR LIGHTS STAY ON			
9992 INFO			
332 CP	0.00		0.00
20946 SEE LINE A LEFT REAR DOOR AJAR LIGHT ALWAYS ON. RELATED TOO LINE A			
**********			
C** SEEING DRIPS UNDER REAR DIFFERENTIAL			
2224 CONDITION NOT APPARENT AT TIME OF TESTING.			
NO REPAIRS DONE AT THIS TIME.			
332 CPTG	0.00		0.00
20946 NPF INSPECTED VEHICLE FOR LEAK FROM REAR DIFF NO PROBLEM			

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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SERVICE ADVISOR: 186 SHAWN TONJES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		23689/23689	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 18MAR16		0.00	CASH	18MAR16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:19 18MAR16	09:39 18MAR16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN			
CAUSE: PROGRADE			
0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN			
4010 WG4			(N/C)
1 19330000 (S)FILTER			(N/C)
9 19259487 OIL			(N/C)
FC: PART#: 19330000 COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
23689 LUBEM OIL FILTER AND TIRE ROTATION COMPLETED LUBE OIL FILTER CHANGE AND ROTATED TIRES AND RELEARNED TPMS			
**********			
B COMPLIMENTARY MULTI POINT INSPECTION GM			
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM			
4010 CP	0.00	0.00	0.00
23689 INSPECTION COMPLETED VEHICLE MULTI-POINT INSPECTION.			
**********			
C CUSTOMER STATES: AFTER PUTTING IN PARK, VEHICLE SEEMS TO ROLL FORWARD OR BACKWARD. ALMOST FEELS LIKE LINKAGE SLIPS			
9999 INFORMATION ONLY			
4010 CP	0.00	0.00	0.00
23689 DROVE VEHICLE AND COULDNT GET TRANSMISSION TO ACT UP.TRUCK WILL MOVE ACOUPLE INCHES AT TIMES WHICH IS NORMAL.TRANSMISSION IS OK,NORMAL OPERTAION. INSPECTED AND CUST CONCERN IS NORMAL OPERATION OF TRANSMISSION			
**********			
D** CUSTOMER STATES: SEEMS TO BE A LEAK POSSIBLY FROM REAR TRANSFER CASE			
2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.			
4010 INT			(N/C)
23689 CUST SAYS THERE IS A LEAK			

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRSCOVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		23689/23689	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 18MAR16		0.00	CASH	18MAR16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:19 18MAR16	09:39 18MAR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

INSPECTED AND FOUND NO LEAKS ANYWHERE.EVERYTHING IS DRY,HAD CUST
COME BACK AND SHOWED HIM THAT EVERYTHING IS DRY AT THIS TIME.
COULD NOT DUPLICATE CUST CONCERN

****

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BUICK GMC Cadillac

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		43581/43581	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 02SEP16		0.00	COU	02SEP16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:25 02SEP16	10:04 02SEP16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS			
GOGOD LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS			
201 CPTG		12.25	12.25
GMCOU GM Coupon		-10.00	-10.00
1 19330000 (S)FILTER	8.60	6.75	6.75
9 19259487 OIL	5.91	5.91	53.19
43581 OIL LIFE 4% PERFORM LOF & ROTATE			
**********			
B COMPLIMENTARY MULTI POINT INSPECTION GM			
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM			
201 CPTG		0.00	0.00
43581 COMPLETED VEHICLE MULTI-POINT INSPECTION.			
**********			
C 10.00 INTERNET COUPON			
9999 INFORMATION ONLY			
99 CPTG		0.00	0.00
**********			
D **** NOTE SLIPPS IN BACKWARDS IN PARK**** ANOTHER DAY APPT.			
9999 INFORMATION ONLY			
99 CPTG		0.00	0.00
**********			
E *****NOTE IN BACK SEAT WITH AC ON BLOWS WARM AIR*** ANOTHER DAY APPT.			
9999 INFORMATION ONLY			
99 CPTG		0.00	0.00
**********			
MISCELLANEOUS MATERIAL AND ENVIROMENTAL CHG			1.48

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		44165/44165	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 08SEP16		0.00	CASH	08SEP16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:22 08SEP16	16:58 08SEP16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE AC IN THE REAR BLOWS WARM AIR.			
2229 DIAGNOSTIC TIME			
4010 CPTG		84.95	84.95
44165 CUST SAYS COOLED SEATS BLOWING HEAT OUT BACK OF SEAT. CHECKED DRIVER AND PASSENGER COOLED SEAT OPERATION AND BOTH SEATS ARE WORKING NORMAL,FOUND NO CODES AND THE HEAT THE CUST IS FEELING COMING OUT OF REAR OF SEAT BACK IN TO REAR SEAT AREA IS NORMAL WASTE AIR FROM SEAT COOLER.PRINTED OUT HEATED/COOLED SEAT OPERATION DESCRIPTION FOR CUST TO READ.			
Z.CHR			
**********			
B CUSTOMER STATES THE VEHICLE MOVES BACKSWARDS ALOT WHILE IN PARK			
2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME			
4010 CPTG		0.00	0.00
44165 DROVE VEHICLE AND TRANSMISSION IS OPERATING NORMAL DEPENDING WHERE THE PARKING PAWL IN TRANS IS WHEN VEHICLE IS PUT IN PARK, VEHICLE CAN MOVE SEVERAL INCHES UNTIL PARKING PAWL ENGAGES.TRANSMISSION IS OPERATION NORMAL AT THIS TIME			
**********			
C BRAKES PULSATION?			
1021 PERFORM BRAKE INSPECTION			
4010 INT			(N/C)
9994 CUSTOMER DECLINED REPAIRS			
4010 CPTG		0.00	0.00
44165 DROVE VEHICLE AND BARELY COULD FEEL VERY SLIGHT BRAKE PULSATION.TIRE VIBRATION IS MAIN THING FELT IN VEHICLE ADVISED CUST WOULD HAVE TO START BY MACHINING FRT ROTORS BECAUSE PULSATION IS SO SLIGHT I CANT PINPOINT IF IT IS COMING FROM FRT OR REAR BRAKES.CUST DECLINED BRAKES AND TIRE VIBRATION			
Q.VHR			
**********			
D CUSTOMER STATES THERE IS HARSH SHIFT UNDER LOAD 35/40 MPH UP HILL			
2224 CONDITION NOT APPARENT AT TIME OF TESTING.			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		44165/44165	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 08SEP16		0.00	CASH	08SEP16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08SEP16	16:58 08SEP16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	NO REPAIRS DONE AT THIS TIME.						
	4010 CPTG						
	44165 CUST COMPLAINING OF HARSH SHIFT UNDER LOAD,DROVE VEHICLE AND VEHICLE SHIFTED NORMAL.UPHILL UNDER LOAD TRANS SHIFTED NORMAL COULDNT DUPLICATE CUST COMPLAINT,CHECKED FOR CODES AND AND NO DTCS ARE PRESENT				0.00		0.00

****

3

(N/C)

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**PLEASE CALL VINCE MCMULLEN SERVICE MANAGER AT 330 723-3291 IF YOU HAVE ANY CONCERNS THAT HAVE NOT BEEN RESOLVED TO YOUR SATISFACTION
****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

BUICK Cadillac GMC

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DESCRIPTION	TOTALS
LABOR AMOUNT	84.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	84.95
LESS INSURANCE	0.00
SALES TAX	5.73
PLEASE PAY THIS AMOUNT	90.68

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SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
09:51:29JUN17	12:07 30JUN17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT WHEN BRAKING IN A PARRALEL PARKING SITUATION, STOP & GO BACK & FORTH THE PEDAL WILL JUST FREEZE UP & NOT MOVE. LOKE SOMETHING HAS SIEZED UP? PAD WEAR IS NOT THE FEELING THAT IS OCCURRING			
2200 ENGINE DRIVABILITY ATTACH QUESTIONNAIRE			
516 CPTG			
1 12639010 (S)GASKET	241.95	241.95	241.95
1 12669488 (S)PUMP	4.05	4.05	4.05
	242.13	242.13	242.13
77374 LOW BRAKE ASSIST/HARD BRAKE PEDAL INSPECTED BRAKES AND BRAKE SYSTEM, FOUND AT IDLE VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM AND WOULD RUN OUT OF BRAKE ASSIST AFTER HITTING BRAKE PEDAL ONLY FEW TIMES. REPLACED VACUUM PUMP AND NOW IS OK. Y Z			
**********			
B HAS AFTERMARKET WARRANTY **NWAM 1800-8106458			
9999 INFORMATION ONLY			
516 CPTG			
**********	0.00		0.00
C 16007 Frontal Airbag And Pretensioner Non Deploy			
CAUSE: UPDATE			
9102276 REPROGRAM INFLATABLE RESTRAINT PER UPDATE			
16007			
516 WG4			
9999 ADD			(N/C)
516 WG4			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: ZFAT			
AUTH CODE:			
77374			
Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations			
Add: Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS. 9102276 .X CLAIM CODE S3098			
**********			

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

We have added a charge equal to 7% of the cost of labor, not to exceed $20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

[redacted]

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SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
09:51 29JUN17	12:07 30JUN17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D PERFORM COMPLETE LUBE-OIL-FILTER AND FLUID TOP OFF/LIGHTS-TIRES-BELTS-HOSES INSPECTED - UP TO 5 QTS.			
1001 PERFORM COMPLETE LUBE-OIL-FILTER AND FLUID TOP OFF/LIGHTS-TIRES-BELTS-HOSES INSPECTED - UP TO 5 QTS.			
516 CPTG		11.08	11.08
1 19330000 (S)FILTER	8.60	6.75	6.75
8 19259487 OIL	5.91	5.25	42.00
77374 LOF .X			
**********			
E COMPLIMENTARY MULTI POINT INSPECTION GM			
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM			
516 CPTG		0.00	0.00
77374 COMPLETED VEHICLE MULTI-POINT INSPECTION.			
**********			
F RENTAL			
9000 RENTAL			
516 CPTG		0.00	0.00
**********			
G** CUSTOMER TO PAY FOR VACUUM PUMP BELT			
9999 INFORMATION ONLY			
516 CPTG		0.00	0.00
1 12658179 (S)BELT	72.66	72.66	72.66
77374 REPLACED BELT			
**********			
H** NWAN AUTH# 3KDJ4HDQ 100.00 DED.			
9999 INFORMATION ONLY			
516 CPTG		0.00	0.00
**********			
MISCELLANEOUS MATERIAL AND ENVIROMENTAL CHG			8.30

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRSCOVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVEPARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSOR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSEAND NEITHERASSUMES NOR AUTHORIZES ANY OTHER PERSONTO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
09:51 29JUN17	12:07 30JUN17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CUSTOMER TO PAY $250.29

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

BUICK Cadillac GMC

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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DESCRIPTION	TOTALS
LABOR AMOUNT	253.03
PARTS AMOUNT	367.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.30
TOTAL CHARGES	628.92
LESS INSURANCE	0.00
SALES TAX	9.50
PLEASE PAY THIS AMOUNT	638.42

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		78202/78202	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 10JUL17		0.00	CASH	10JUL17

R.O. OPENED	READY	OPTIONS:
09:39 10JUL17	16:57 10JUL17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A COURTESY SHUTTLE SERVICE			
8889 COURTESY SHUTTLE SERVICE			
99 CPTG		0.00	0.00
**********			
B CHECK FOR AXLE SEAL LEAK???			
CAUSE: LEAKING			
3030110 REAR AXLE SHAFT SEAL REPLACEMENT - LEFT SIDE			
332 WG4			
1 12471686 (S)SEAL			(N/C)
3 88900401 LUBRICANT			(N/C)
FC: PART#: 12471686 COUNT: 1			(N/C)
CLAIM TYPE: ZREG			
AUTH CODE:			
78202 LEFT REAR AXLE SEAL			
RAISED VEHICLE AND FOUND LEFT REAR AXLE SEAL LEAKING. REMOVED DIFF COVER AND LEFT AXLE. REMOVED AND REPLACED SEAL. INSTALLED AXLE AND DIFF COVER. FILLED WITH NEW FLUID			
DROVE AND RECHECKED OK 3030110			
**********			
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**PLEASE CALL VINCE MCMULLEN SERVICE MANAGER AT 330 723-3291 IF YOU HAVE ANY CONCERNS THAT HAVE NOT BEEN RESOLVED TO YOUR SATISFACTION			
**********			
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS			

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRSCOVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSOR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		83941/83941	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 21AUG17		0.00	CASH	21AUG17

R.O. OPENED	READY	OPTIONS:
14:09 17AUG17	15:57 21AUG17	ENG:5.3 Liter SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A PERFORM A/C SYSTEM PERFORMANCE TEST; CUSOTMER STATES A/C HAS BEEN FLUCTUATING BETWEEN COOL AND WARM, PLEASE CHECK				
2903 REPLACE A/C CONDENSER				
4010 CPTG				
1 84243590 W-(S)CONDENSER			726.40	726.40
2 1134 FREON 134		249.92	249.92	249.92
		16.00	16.00	32.00
83941 A/C INOP-CHARGED AND CHECKED FOR LEAKS AND FOUND A/C CONDENSER LEAKING. REMOVED AND REPLACED A/C CONDENSER,RECHARGED A/C SYSTEM.NO LEAKS AFTER REPAIR AND A/C IS WORKING NORMAL				
U.WHRS				
**********				
B CUSTOMER STATE THE WEATHERSTRIPPING ON THE SUNROOF IS LOOSE ON THE DRIVERSIDE PLEASE CHECK				
9994 CUSTOMER DECLINED REPAIRS				
4010 INT				
83941 SUNROOF SIDE TRIM/COVER IS RIPPED AND NEEDS REPLACED CUST DECLINED Q.VHR				(N/C)
**********				
C** RENTAL				
9000 RENTAL				
99 CPTG			0.00	0.00
**********				
3				(N/C)

CUSTOMER TO PAY $145.85 AUTH# 6JERHT5Z

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MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

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DESCRIPTION	TOTALS
LABOR AMOUNT	726.40
PARTS AMOUNT	281.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1008.32
LESS INSURANCE	0.00
SALES TAX	2.90
PLEASE PAY THIS AMOUNT	1011.22

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CUSTOMER #: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG4[redacted]		92056/92056	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 23OCT17		0.00	CASH	23OCT17

R.O. OPENED	READY	OPTIONS:
08:18 23OCT17	15:28 23OCT17	ENG:5.3_Liter_SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THAT HE SHIFTED THE VEHICLE INTO REVERSE AND THE VEHICLE STARTED MOVING FORWARD LIKE IT WAS IN DRIVE AND SHIFTED THE VEHICLE BACK INTO PARK AND BACK TO REVERSE AND THE TRUCK MOVE FORWARD AGAIN LIKE IT WAS IN DRIVE			
	2229 DIAGNOSTIC TIME			
	4010 CPTG		84.95	84.95
	92056 DROVE VEHICLE AND VEHICLE SHIFTED NORMAL,TRIED IN PARKING LOT TO DUPLICATE CONCERN AND COULDNT.SCANNED VEHICLE AND FOUND DTCS. PERFORMED INSPECTION AND VEHICLE IS SHIFTING NORMAL,COULDNT DUPLICATE CUST CONCERN			
	Z.QHR			
	**********			
B	LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS - GOGOD LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS			
	4010 CPTG		17.20	17.20
	1 19330000 (S)FILTER	8.60	6.75	6.75
	8 19259487 OIL	5.91	4.50	36.00
	9994 CUSTOMER DECLINED REPAIRS			
	4010 CPTG		0.00	0.00
	92056 LUBE OIL FILTER AND TIRE ROTATION COMPLETED LUBE OIL FILTER CHANGE AND ROTATED TIRES ******TIRES ARE UNSAFE AND VEHICLE SHOULD NOT BE DRIVEN,TIRES ARE WORN THROUGH STEEL BELTS***TIRES ARE UNSAFE AND NEED REPLACED ASAP AND SHOULDNT BE DRIVEN ON** 4 TIRES NEED REPLACED AND A 4 WHEEL ALIGNENT CUST DECLINED TIRES AND ALIGNMENT			
	**********			
C	CUSTOEMR STATES THERE IS A SQUEAK DURING STOP AND GO TRAFFIC			
	1021 PERFORM BRAKE INSPECTION			
	4010 CPTG		24.98	24.98
	9994 CUSTOMER DECLINED REPAIRS			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		92056/92056	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 23OCT17		0.00	CASH	23OCT17

R.O. OPENED	READY	OPTIONS:
08:48 23OCT17	15:28 23OCT17	ENG:5.3 Liter SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
	4010 CPTG		0.00	0.00

92056 DROVE AND HEAR SLIGHT SQEAK AT 1ST COUPLE STOPS AND THEN WENT AWAY.FRT AND REAR BRAKES PULSATE
FRT ROTORS NEED MACHINED FOR PULSATION AND PADS REPLACED (GROOVED FROM RUST/6MM)
REAR ROTORS NEED MACHINED FOR PULSATION AND PADS REPLACED (6MM)
CUST DECLINED REPAIRS
Q.VHR

****

D RENTAL
9000 RENTAL
99 CPTG 0.00 0.00

****

E** BG TRANSMISSION SERVICE - COMPLETE FLUID EXCHANGE AND SERVICE
1010 BG TRANSMISSION SERVICE - COMPLETE FLUID EXCHANGE AND SERVICE
4010 CPTG 74.43 74.43
1 24236933 (S)FILTER KIT 62.40 45.95 45.95
8 88865601 FLUID 9.60 5.80 46.40
92056 BG TRANS SERVICE
COMPLETED TRANSMISSION SERVICE AND REPLACED TRANS FILTER,FILLED FLUID.HAD TO LOOSE EXHAUST TO REMOVE TRANS PAN..
DID NOT RETEST DRIVE DO TO TIRES BEING UNSAFE
Z.VHR

****

MISCELLANEOUS MATERIAL AND ENVIROMENTAL CHG 6.04

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****

MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

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DESCRIPTION	TOTALS
LABOR AMOUNT	201.56
PARTS AMOUNT	135.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.04
TOTAL CHARGES	342.70
LESS INSURANCE	0.00
SALES TAX	23.14
PLEASE PAY THIS AMOUNT	365.84

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PE18-012

GM

3-27-2019

Q3



Medina Auto Mall

Fax

To: PAMELA SAUNDERS From: VINCE MCMULLEN

Fax: Pages: 28 (W/COVEL)

Phone: [redacted] - CELL Date: 5-1-18.

Re: 330-723-3291 - WORK CC: SELLER # [redacted]

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

WE DID NOT SELL VEHICLE SO NO SALES PAPERS.
NO HISTORY OF BEING IN ACCIDENT IN OUR SHOP.
SORRY FOR DELAY.

VINCE
MCMULLEN.

Thank You

Medina Auto Mall
330-723-3291
fax-330-723-4092

CUSTOMER #: [redacted]

[redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		44165/44165	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 08SEP16		0.00	CASH	08SEP16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:22 08SEP16	16:58 08SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
Q.VHR											
D	CUSTOMER STATES THERE IS HARSH SHIFT UNDER LOAD 35/40 MPH UP HILL										
CONCERN CODE:											
	2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.										
		4010	CPTG	0.10	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 4010,08SEP16 16:17): 44165 CUST COMPLAINING OF HARSH SHIFT UNDER LOAD,DROVE VEHICLE AND VEHICLE SHIFTED NORMAL.UPHILL UNDER LOAD TRANS SHIFTED NORMAL COULDNT DUPLICATE CUST COMPLAINT,CHECKED FOR CODES AND AND NO DTCS ARE PRESENT										
3						0	148				1.48

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	15:06	16:07	1.02	W	4010	A	
	16:07	16:09	0.03	W	4010	B	
	16:09	16:11	0.03	W	4010	C	
	16:11	16:17	0.10	W	4010	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	8495	2200		46300	1100	1100	
46315	148	0		32401	573	0	
22500	9068	*******		6704	1248	*******	

COST, SALE, & COMP TOTALS 3300 9743 0

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

We have added a charge equal to 7% of the cost of labor, not to exceed $20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	84.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	84.95
LESS INSURANCE	0.00
SALES TAX	5.73
PLEASE PAY THIS AMOUNT	90.68

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		36226/36226	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 06JUL16		0.00	CASH	06JUL16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
09:52 06JUL16	10:49 06JUL16	

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

BUICK Cadillac GMC

COST, SALE, & COMP TOTALS 4620 6368 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	12.25
PARTS AMOUNT	49.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.48
TOTAL CHARGES	63.68
LESS INSURANCE	0.00
SALES TAX	4.30
PLEASE PAY THIS AMOUNT	67.98

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CUSTOMER #: [redacted]

[redacted]

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** PRE-INVOICE **
SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		43581/43581	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 02SEP16		0.00	COU	02SEP16

R.O. OPENED	READY	OPTIONS:
08:25 02SEP16	10:04 02SEP16	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS								
CONCERN CODE:								
GOGOD LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS								
201 CPTG	0.69	0.70	1663	1225			12.25	12.25
GMCOU GM Coupon			0	-1000			-10.00	-10.00
1 19330000 (S)FILTER			430	675	0	8.60	6.75	6.75
9 19259487 OIL			3033	5319	0	5.91	5.91	53.19
VERSION 1 (EMP# 201,02SEP16 09:58): 43581 OIL LIFE 4% PERFORM LOF & ROTATE								
B COMPLIMENTARY MULTI POINT INSPECTION GM								
CONCERN CODE:								
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM								
201 CPTG	0.00	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 201,02SEP16 09:58): 43581 COMPLETED VEHICLE MULTI-POINT INSPECTION.								
C 10.00 INTERNET COUPON								
CONCERN CODE:								
9999 INFORMATION ONLY								
99 CPTG	0.00	0.00	0	0			0.00	0.00
D **** NOTE SLIPPS IN BACKWARDS IN PARK**** ANOTHER DAY APPT.								
CONCERN CODE:								
9999 INFORMATION ONLY								
99 CPTG	0.00	0.00	0	0			0.00	0.00
E *****NOTE IN BACK SEAT WITH AC ON BLOWS WARM AIR*** ANOTHER DAY APPT.								
CONCERN CODE:								
9999 INFORMATION ONLY								
99 CPTG	0.00	0.00	0	0			0.00	0.00
MISCELLANEOUS MATERIAL AND ENVIRO			0	148				1.48

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

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CUSTOMER #: [redacted]

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** PRE-INVOICE **
SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		43581/43581	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 02SEP16		0.00	COU	02SEP16

R.O. OPENED	READY	OPTIONS:
08:25 02SEP16	10:04 02SEP16	ENG:5.3_Liter_SIDI

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

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MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-02-16	09:17	09:58	0.69	W	201	A	
	09:58	09:58	0.00	W	201	B	

ACCOUNT	SALE	COST	CONTROL
46100	1225	1663	
46800	675	430	
46015	148	0	
66000	924	*******	

ACCOUNT	SALE	COST	CONTROL
46000	-1000	0	
49100	5319	3033	
32401	430	0	
22500	5873	*******	

BUICK GMC Cadillac

COST, SALE, & COMP TOTALS 5126 6367 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	12.25
PARTS AMOUNT	59.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-8.52
TOTAL CHARGES	63.67
LESS INSURANCE	9.24
SALES TAX	4.30
PLEASE PAY THIS AMOUNT	58.73

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CUSTOMER #: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		36226/36226	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 06JUL16		0.00	CASH	06JUL16

R.O. OPENED	READY	OPTIONS:
09:52 06JUL16	10:49 06JUL16	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS										
	CONCERN CODE:										
	GOGOD LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS										
		137	CPTG	0.40	0.70	770	1225			12.25	12.25
	1 19330000 (S)FILTER					430	675	0	8.60	6.75	6.75
	9 19259487 OIL					3420	4320	0	6.67	4.80	43.20
	VERSION 1 (EMP# 137,06JUL16 10:40): 36226 SERVICE LOF/TIRE ROTATION AND VEHICLE INSPECTION COMPLETE.										
B	COMPLIMENTARY MULTI POINT INSPECTION GM										
	CONCERN CODE:										
	VISGM COMPLIMENTARY MULTI POINT INSPECTION GM										
		137	CPTG	0.01	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 137,06JUL16 10:41): 36226 SERVICE COMPLETED VEHICLE MULTI-POINT INSPECTION.										
	MISCELLANEOUS MATERIAL AND ENVIRO					0	148				1.48

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-06-16	10:16	10:40	0.40	W	137	A	
	10:40	10:41	0.01	W	137	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	1225	770		46800	675	430	
49100	4320	3420		46015	148	0	
32401	430	0		22500	6798	*******	

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

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CUSTOMER #: [redacted]

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SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS:
09:51 29JUN17	12:07 30JUN17	ENG:5.3_Liter_SIDI

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

A CUSTOMER STATES THAT WHEN BRAKING IN A PARRALEL PARKING SITUATION, STOP & GO BACK & FORTH THE PEDAL WILL JUST FREEZE UP & NOT MOVE. LOKE SOMETHING HAS SIEZED UP? PAD WEAR IS NOT THE FEELING THAT IS OCCURRING

CONCERN CODE:

2200 ENGINE DRIVABILITY ATTACH QUESTIONNAIRE

	516	CPTG	0.72	2.10	5460	24195			241.95	241.95
1	12639010	(S)GASKET			231	405	0	4.05	4.05	4.05
1	12669488	(S)PUMP			12106	24213	0	242.13	242.13	242.13

VERSION 1 (EMP# 516,30JUN17 10:29): 77374 LOW BRAKE ASSIST/HARD BRAKE PEDAL INSPECTED BRAKES AND BRAKE SYSTEM, FOUND AT IDLE VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM AND WOULD RUN OUT OF BRAKE ASSIST AFTER HITTING BRAKE PEDAL ONLY FEW TIMES. REPLACED VACUUM PUMP AND NOW IS OK. Y.U

VERSION 2 (EMP# 516,30JUN17 11:09): 77374 LOW BRAKE ASSIST/HARD BRAKE PEDAL INSPECTED BRAKES AND BRAKE SYSTEM, FOUND AT IDLE VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM AND WOULD RUN OUT OF BRAKE ASSIST AFTER HITTING BRAKE PEDAL ONLY FEW TIMES. REPLACED VACUUM PUMP AND NOW IS OK. Y.Z

B HAS AFTERMARKET WARRANTY **NWAM 1800-8108458

CONCERN CODE:

9999 INFORMATION ONLY

	516	CPTG	0.00	0.00	0	0			0.00	0.00

C 16007 Frontal Airbag And Pretensioner Non Deploy

CAUSE: UPDATE

CONCERN CODE:

9102276 REPROGRAM INFLATABLE RESTRAINT PER UPDATE 16007

	516	WG4	5.94	0.20	520	2038			20.38	20.38
9999	ADD									
	516	WG4	0.00	0.10	260	1019			10.19	10.19

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZFAT

AUTH CODE:

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRSCOVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS:
09:51 29JUN17	12:07 30JUN17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						780	3057	TLABOR			

VERSION 1 (EMP# 516,30JUN17 09:48): 77374
Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations
Add: Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS. 9102276 .X CLAIM CODE
VERSION 2 (EMP# 516,30JUN17 09:50): 77374
Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations
Add: Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS. 9102276 .X CLAIM CODE $3098

D PERFORM COMPLETE LUBE-OIL-FILTER AND FLUID TOP OFF/LIGHTS-TIRES-BELTS-HOSES INSPECTED - UP TO 5 QTS.
CONCERN CODE:
1001 PERFORM COMPLETE LUBE-OIL-FILTER AND FLUID TOP OFF/LIGHTS-TIRES-BELTS-HOSES INSPECTED UP TO 5 QTS.

	516 CPTG	0.57	0.30	780	1108			11.08	11.08
1	19330000	(S)FILTER		430	675	0	8.60	6.75	6.75
8	19259487	OIL		2596	4200	0	5.91	5.25	42.00

VERSION 1 (EMP# 516,30JUN17 10:25): 77374 LOF .X

E COMPLIMENTARY MULTI POINT INSPECTION GM
CONCERN CODE:
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM

	516 CPTG	0.01	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 516,30JUN17 10:26): 77374 COMPLETED VEHICLE MULTI-POINT INSPECTION.

F RENTAL
CONCERN CODE:
9000 RENTAL

	516 CPTG	0.00	0.00	0	0			0.00	0.00

G** CUSTOMER TO PAY FOR VACUUM PUMP BELT
CONCERN CODE:
9999 INFORMATION ONLY

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

[redacted]

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PAGE 3
** PRE-INVOICE **
SERVICE ADVISOR: 309 MARY LOOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		77372/77374	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 30JUN17		0.00	CASH	30JUN17

R.O. OPENED	READY	OPTIONS:
09:51 29JUN17	12:07 30JUN17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	516	CPTG		0.00	0.00	0	0			0.00	0.00
1	12658179	(S)BELT				3765	7266	0	72.66	72.66	72.66

VERSION 1 (EMP# 516,30JUN17 11:09): 77374 REPLACED BELT
H** NWAN AUTH# 3KDJ4HDQ 100.00 DED.
CONCERN CODE:
9999 INFORMATION ONLY

	516	CPTG		0.00	0.00	0	0			0.00	0.00
MISCELLANEOUS MATERIAL AND ENVIRO						0	830				8.30

CUSTOMER TO PAY $250.29

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-29-17	14:06	18:01	3.92	W	516		C
06-30-17	07:50	09:51	2.02	W	516		C
	09:51	10:25	0.57	W	516		D
	10:25	10:26	0.01	W	516		E
	10:26	11:09	0.72	W	516		A
	11:09	11:09	0.00	W	516		G

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	25303	6240		46800	32559	16532	
46200	3057	780		49100	4200	2696	
46015	830	0		32401	950	0	
22500	63842	*******		26305	3057	*******	

COST, SALE, & COMP TOTALS 26248 65949 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	253.03
PARTS AMOUNT	367.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.30
TOTAL CHARGES	628.92
LESS INSURANCE	0.00
SALES TAX	9.50
PLEASE PAY THIS AMOUNT	638.42

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		78202/78202	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 10JUL17		0.00	CASH	10JUL17

R.O. OPENED	READY	OPTIONS:
09:39 10JUL17	16:57 10JUL17	ENG:5.3_Liter_SIDI

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A COURTESY SHUTTLE SERVICE										
CONCERN CODE:										
8889 COURTESY SHUTTLE SERVICE										
99 CPTG			0.00	0.00	0	0			0.00	0.00
B CHECK FOR AXLE SEAL LEAK???										
CAUSE: LEAKING										
CONCERN CODE:										
3030110 REAR AXLE SHAFT SEAL REPLACEMENT - LEFT SIDE										
332	WG4		1.69	1.30	2340	13250			132.50	132.50
1 12471686 (S)SEAL					733	1352	0	14.66	13.52	13.52
3 8890001 LUBRICANT					4332	7986	0	28.88	26.62	79.86
FC: PART#, 12471686 COUNT: 1						5065		9338 TPARTS		
CLAIM TYPE: ZREG										
AUTH CODE:										
						2340		13250 TLABOR		
VERSION 1 (EMP# 332,10JUL17 16:52): 78202 LEFT REAR AXLE SEAL										
RAISED VEHICLE AND FOUND LEFT REAR AXLE SEAL LEAKING. REMOVED DIFF COVER AND LEFT AXLE. REMOVED AND REPLACED SEAL. INSTALLED AXLE AND DIFF COVER. FILLED WITH NEW FLUID										
DROVE AND RECHECKED OK 3030110										

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-10-17	15:11	16:52	1.69	W	332	B	

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		78202/78202	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DI			WAIT 10JUL17		0.00	CASH	10JUL17

R.O. OPENED	READY	OPTIONS:
09:39 10JUL17	16:57 10JUL17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST				CONTROL	ACCOUNT	SALE	COST		CONTROL
46100	0	0					46200	13250	2340		
48000	9338	5065					22500	0	*******		
26305	22588	*******									

BUICK Cadillac GMC

COST, SALE, & COMP TOTALS 7405 22588 0

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

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DUPLICATE 2
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SERVICE ADVISOR: 228 ANDREW LEONHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		83941/83941	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 21AUG17		0.00	CASH	21AUG17

R.O. OPENED	READY	OPTIONS:
14:09 17AUG17	15:57 21AUG17	ENG:5.3_Liter_SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM A/C SYSTEM PERFORMANCE TEST; CUSOTMER STATES A/C HAS BEEN FLUCTUATING BETWEEN COOL AND WARM, PLEASE CHECK										
	2903		REPLACE A/C CONDENSER								
		4010	CPTG	1.14	6.40	14080	72640			726.40	726.40
	1 84243590		W-(S)CONDENSER			14995	24992	0	249.92	249.92	249.92
	2 1134		FREON 134			1840	3200	0	16.00	16.00	32.00
	VERSION 1 (EMP# 4010,21AUG17 15:10): 83941 A/C INOP-CHARGED AND CHECKED FOR LEAKS AND FOUND A/C CONDENSER LEAKING. REMOVED AND REPLACED A/C CONDENSER,RECHARGED A/C SYSTEM.NO LEAKS AFTER REPAIR AND A/C IS WORKING NORMAL										
	U.WHRS										
B	CUSTOMER STATE THE WEATHERSTRIPPING ON THE SUNROOF IS LOOSE ON THE DRIVERSIDE PLEASE CHECK										
	9994		CUSTOMER DECLINED REPAIRS								
		4010	INT	0.11	0.30	1100	1100			11.00	11.00
	VERSION 1 (EMP# 4010,21AUG17 15:08): 83941 SUNROOF SIDE TRIM/COVER IS RIPPED AND NEEDS REPLACED CUST DECLINED										
	Q.VHR										
C**	RENTAL										
	9000		RENTAL								
		99	CPTG	0.00	0.00	0	0			0.00	0.00
3						0	148				1.48

CUSTOMER TO PAY $145.85 AUTH# 6JERHT5Z

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-21-17	08:56	08:56	0.00	W	99	C	
	08:58	09:04	0.10	W	4010	A	

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

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DUPLICATE 2
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WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		83941/83941	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 21AUG17		0.00	CASH	21AUG17

R.O. OPENED	READY	OPTIONS:
14:09 17AUG17	15:57 21AUG17	ENG:5.3_Liter_SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE	OPCODE	TECH TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	09:04	10:04	1.00	W	4010		A		
	10:14	10:14	0.00	W	4010		B		
	15:01	15:08	0.11	W	4010		B		
	15:08	15:10	0.04	W	4010		A		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	72640	14080		46800	24992	14995	
46700	3200	1840		46300	1100	1100	
46315	148	0		32401	290	0	
22500	101122	*******		6704	1100	*******	
46315	148	*******					

BUICK Cadillac GMC

COST, SALE, & COMP TOTALS 32015 102080 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	726.40
PARTS AMOUNT	281.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1008.32
LESS INSURANCE	0.00
SALES TAX	2.90
PLEASE PAY THIS AMOUNT	1011.22

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SERVICE ADVISOR: 228 ANDREW LEONHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		92056/92056	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 23OCT17		0.00	CASH	23OCT17

R.O. OPENED	READY	OPTIONS:
08:18 23OCT17	15:28 23OCT17	ENG:5.3 Liter SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE	OPCODE	TECH	TYPE	A/HRS	$/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THAT HE SHIFTED THE VEHICLE INTO REVERSE AND THE VEHICLE STARTED MOVING FORWARD LIKE IT WAS IN DRIVE AND SHIFTED THE VEHICLE BACK INTO PARK AND BACK TO REVERSE AND THE TRUCK MOVE FORWARD AGAIN LIKE IT WAS IN DRIVE										
	2229	DIAGNOSTIC TIME									
		4010	CPTG	5.45	1.00	2200	8495			84.95	84.95
	VERSION 1 (EMP# 4010,23OCT17 14:33): 92056 DROVE VEHICLE AND VEHICLE SHIFTED NORMAL,TRIED IN PARKING LOT TO DUPLICATE CONCERN AND COULDNT.SCANNED VEHICLE AND FOUND DTCS. PERFORMED INSPECTION AND VEHICLE IS SHIFTING NORMAL,COULDNT DUPLICATE CUST CONCERN										
	Z	QHR									
B	LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS										
	GOGOD	LUBE OIL AND FILTER CHANGE/TIRE ROTATE/27 MULTI-POINT VEHICLE INSPECTION - UP TO 5 QTS. DEXOS									
		4010	CPTG	0.03	0.70	1540	1720			17.20	17.20
	1	19330000	(S)FILTER			430	675	0	8.60	6.75	6.75
	8	19259487	OIL			2720	3600	0	5.91	4.50	36.00
	9994	CUSTOMER DECLINED REPAIRS									
		4010	CPTG	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 4010,23OCT17 14:35): 92056 LUBE OIL FILTER AND TIRE ROTATION COMPLETED LUBE OIL FILTER CHANGE AND ROTATED TIRES ******TIRES ARE UNSAFE AND VEHICLE SHOULD NOT BE DRIVEN,TIRES ARE WORN THROUGH STEEL BELTS***TIRES ARE UNSAFE AND NEED REPLACED ASAP AND SHOULDNT BE DRIVEN ON** CUST DECLINED TIRES										
	VERSION 2 (EMP# 4010,23OCT17 14:38): 92056 LUBE OIL FILTER AND TIRE ROTATION COMPLETED LUBE OIL FILTER CHANGE AND ROTATED TIRES ******TIRES ARE UNSAFE AND VEHICLE SHOULD NOT BE DRIVEN,TIRES ARE WORN THROUGH STEEL BELTS***TIRES ARE UNSAFE AND NEED REPLACED ASAP AND										

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

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CUSTOMER #: [redacted]

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** PRE-INVOICE **
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		92056/92056	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 23OCT17		0.00	CASH	23OCT17

R.O. OPENED	READY	OPTIONS:
08:18 23OCT17	15:28 23OCT17	ENG:5.3_Liter_SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1.800-81

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
SHOULDNT BE DRIVEN ON**										
4 TIRES NEED REPLACED AND A 4 WHEEL ALIGNENT										
CUST DECLINED TIRES AND ALIGNMENT										
C CUSTOEMR STATES THERE IS A SQUEAK DURING STOP AND GO TRAFFIC										
1021 PERFORM BRAKE INSPECTION										
4010	CPTG	0.04	0.50	1100	2498			24.98	24.98	
9994 CUSTOMER DECLINED REPAIRS										
4010	CPTG	0.00	0.00	0	0			0.00	0.00	
VERSION 1 (EMP# 4010,23OCT17 14:37): 92056 DROVE AND HEAR SLIGHT SQEAK AT 1ST COUPLE STOPS AND THEN WENT AWAY.FRT AND REAR BRAKES PULSATE										
FRT ROTORS NEED MACHINED FOR PULSATION AND PADS REPLACED (GROOVED FROM RUST/6MM)										
REAR ROTORS NEED MACHINED FOR PULSATION AND PADS REPLACED (6MM)										
CUST DECLINED REPAIRS										
Q.VHR										
D RENTAL										
9000 RENTAL										
99	CPTG	0.00	0.00	0	0			0.00	0.00	
E** BG TRANSMISSION SERVICE - COMPLETE FLUID EXCHANGE AND SERVICE										
1010 BG TRANSMISSION SERVICE - COMPLETE FLUID EXCHANGE AND SERVICE										
4010	CPTG	0.25	1.50	3300	7443			74.43	74.43	
1 24236933 (S)FILTER KIT				2837	4595	0	62.40	45.95	45.95	
8 88865601 FLUID				3840	4640	0	9.60	5.80	46.40	
VERSION 1 (EMP# 4010,23OCT17 14:53): 92056 BG TRANS SERVICE COMPLETED TRANSMISSION SERVICE AND REPLACED TRANS FILTER,FILLED FLUID.										
DID NOT RETEST DRIVE DO TO TIRES BEING UNSAFE										
Z.VHR										
VERSION 2 (EMP# 4010,23OCT17 14:54): 92056 BG TRANS SERVICE COMPLETED TRANSMISSION SERVICE AND REPLACED TRANS FILTER,FILLED FLUID.HAD TO LOOSE EXHAUST TO REMOVE TRANS PAN..										
DID NOT RETEST DRIVE DO TO TIRES BEING UNSAFE										

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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** PRE-INVOICE **

SERVICE ADVISOR: 228 ANDREW LEONHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		92056/92056	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 23OCT17		0.00	CASH	23OCT17

R.O. OPENED	READY	OPTIONS:
08:18 23OCT17	15:28 23OCT17	ENG:5.3 Liter SIDI 1)CUSTOMER HAS EXTENDED WARRANTY THROUGH TOTAL OPTION PROTECTION 1800-81

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
Z.VHR											
MISCELLANEOUS MATERIAL AND ENVIRO					0		604				6.04

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-23-17	09:06	14:33	5.45	W	4010	A	
	14:33	14:35	0.03	W	4010	B	

ACCOUNT	SALE	COST	CONTROL
46100	20156	8140	
49100	3600	2720	
32401	2814	0	

CONTROL	ACCOUNT	SALE	COST	CONTROL
	46800	9910	7107	
	46015	604	0	
	22500	36584	*******	

COST, SALE, & COMP TOTALS 17967 34270 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	201.56
PARTS AMOUNT	135.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.04
TOTAL CHARGES	342.70
LESS INSURANCE	0.00
SALES TAX	23.14
PLEASE PAY THIS AMOUNT	365.84

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CUSTOMER #: [redacted]

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SERVICE ADVISOR: 186 SHAWN TONJES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		23689/23689	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 18MAR16		0.00	CASH	18MAR16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:19 18MAR16	09:39 18MAR16	

LINE OPCODE TECH TYPE A/HRS $/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN						
CAUSE: PROGRADE						
CONCERN CODE:						
0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN						
4010 WG4 0.21 0.70	1470	1095			10.95	10.95
1 19330000 (S)FILTER	430	485	0	8.60	4.85	4.85
9 19259487 OIL	3420	3420	0	6.67	3.80	34.20
FC: PART#: 19330000 COUNT: 1	3850	3905	TPARTS			
CLAIM TYPE:						
AUTH CODE:						
	1470	1095	TLABOR			
VERSION 1 (EMP# 4010,18MAR16 09:14): 23689 LUBEM OIL FILTER AND TIRE ROTATION COMPLETED LUBE OIL FILTER CHANGE AND ROTATED TIRES AND RELEARNED TPMS						
B COMPLIMENTARY MULTI POINT INSPECTION GM						
CONCERN CODE:						
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM						
4010 CP 0.02 0.00	0	0			0.00	0.00
VERSION 1 (EMP# 4010,18MAR16 09:14): 23689 INSPECTION COMPLETED VEHICLE MULTI-POINT INSPECTION.						
C CUSTOMER STATES: AFTER PUTTING IN PARK, VEHICLE SEEMS TO ROLL FORWARD OR BACKWARD. ALMOST FEELS LIKE LINKAGE SLIPS						
CONCERN CODE:						
9999 INFORMATION ONLY						
4010 CP 0.12 0.00	0	0			0.00	0.00
VERSION 1 (EMP# 4010,18MAR16 09:17): 23689 DROVE VEHICLE AND COULDNT GET TRANSMISSION TO ACT UP.TRUCK WILL MOVE ACOUPLE INCHES AT TIMES WHICH IS NORMAL.TRANSMISSION IS OK,NORMAL OPERTAION. INSPECTED AND CUST CONCERN IS NORMAL OPERATION OF TRANSMISSION						
D** CUSTOMER STATES: SEEMS TO BE A LEAK POSSIBLY FROM REAR TRANSFER CASE						
CONCERN CODE:						
2224 CONDITION NOT APPARENT AT TIME OF TESTING.						

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

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SERVICE ADVISOR: 186 SHAWN TONJES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		23689/23689	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 18MAR16		0.00	CASH	18MAR16

R.O. OPENED	READY	OPTIONS:
08:19 18MAR16	09:39 18MAR16	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	NO REPAIRS DONE AT THIS TIME.										
	4010	INT		0.52	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 4010,18MAR16 09:13): 23689 CUST SAYS THERE IS A LEAK
INSPECTED AND FOUND NO LEAKS ANYWHERE EVERYTHING IS DRY, HAD CUST COME BACK AND SHOWED HIM THAT EVERYTHING IS DRY AT THIS TIME.
COULD NOT DUPLICATE CUST CONCERN

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-18-16	08:29	08:41	0.20	W	4010		A
	08:42	09:13	0.52	W	4010		D
	09:13	09:14	0.01	W	4010		A
	09:14	09:17	0.05	W	4010		C
	09:17	09:18	0.02	W	4010		B
	09:18	09:22	0.07	W	4010		C

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	1095	1470		48000	3905	3850	
46000	0	0		46300	0	0	
26305	5000	*******		22500	0	*******	
6704	0	*******					

COST, SALE, & COMP TOTALS 5320 5000 0

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

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SERVICE ADVISOR: 184 ROBERT BITTNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		20946/20946	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 29FEB16		0.00	CASH	29FEB16

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
11:00 29FEB16	15:13 29FEB16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A LEFT REAR WINDOW INOP FROM EITHER SWITCH						
CAUSE: BROKEN WIRE IN HARNESS						
CONCERN CODE:						
5430902 WIRE-TO-WIRE REPAIR						
332 WG4 3.89 0.50	725	4972			49.72	49.72
1 19300089 (S)SPLICE	200	280	0	4.00	2.80	2.80
9999 OLH						
332 WG4 0.00 1.60	2320	15909			159.09	159.09
FC: PART#: 19300089 COUNT: 1	200	280	TPARTS			
CLAIM TYPE: ZREG						
AUTH CODE: E						
	3045	20881	TLABOR			
VERSION 1 (EMP#,263,29FEB16 14:18): 20946 OLH TIME FOR DIAGNOSING AND TRACING WIRES FOR OPEN IN HARNESS OK PER VINCE MCMULLEN. VERSION 2 (EMP# 332,29FEB16 14:46): 20946 BROKE WIRE 6135 OLH TIME FOR DIAGNOSING AND TRACING WIRES FOR OPEN IN HARNESS OK PER VINCE MCMULLEN. CHECKED DOOR AJAR LIGHT ON FOR LEFT REAR AND LEFT REAR WINDOW WILL NOT GO DOWN. CHECKED FOR CODES FOUND CODE U1548 SET. CHECKED WINDOW DATA AND FOUND WHEN DRIVER DOOR SWITCH PRESSED WENT TOO ACTIVE BUT WHEN LEFT REAR SWITCH PRESSED WAS INACTIVE. AND LEFT REAR DOOR AJAR ALWAYS ACTIVE. CHECKED POWER AND GROUND AT LEFT REAR SWITCH OK. CHECKED TERMINALS AT BODY TOO DOOR CONNECTION OK. CHECKED AND FOUND OPEN IN CIRCUIT 6135 L-GN/GRAY WIRE. REMOVED HARNESS FROM DOOR AND FOUND THE BROKEN WIRE WHERE THE HARNESS TURNS ONCE IT ENTERS THE DOOR. REPAIRED WIRE AND REASSEMBLED. WINDOW NOW WORKING PROPERLY AND DOOR AJAR SWITCH						
B WILL SHOW LEFT REAR DOOR OPEN AND INTERIOR LIGHTS STAY ON						
CONCERN CODE:						
9992 INFO						
332 CP 0.00 0.00	0	0			0.00	0.00
VERSION 1 (EMP# 332,29FEB16 14:47): 20946 SEE LINE A LEFT REAR DOOR AJAR LIGHT ALWAYS ON. RELATED TOO LINE A						
C** SEEING DRIPS UNDER REAR DIFFERENTIAL						
CONCERN CODE:						
2224 CONDITION NOT APPARENT AT TIME OF TESTING.						

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC CHARGES	

CUSTOMER #: [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		17508/17508	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 29JAN16		0.00	CASH	29JAN16

R.O. OPENED	READY	OPTIONS:
07:51 29JAN16	08:54 29JAN16	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN											
CAUSE: PROMO											
CONCERN CODE:											
	0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN										
		238	WG4	0.58	0.70	630	690			6.90	6.90
	1 19330000 (S)FILTER					430	485	0	8.60	4.85	4.85
	9 19259487 OIL					3420	3825	0	6.67	4.25	38.25
	FC: PART#: 19330000 COUNT: 1					3850	4310	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						630	690	TLABOR			
VERSION 1 (EMP# 238,29JAN16 08:32): 17508 9% PERFORMED LOF TIRE ROTATION											
B COMPLIMENTARY MULTI POINT INSPECTION GM											
CONCERN CODE:											
	VISGM COMPLIMENTARY MULTI POINT INSPECTION GM										
		238	CPTG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 238,29JAN16 08:55): 17508 SERVICE COMPLETED VEHICLE MULTI-POINT INSPECTION.											
C DRIVEING IN THE RAIN YESTERDAY CUSTOMER SEEN A BLACK SMOKE FROM AROUND RIGHT HEADLIGHT ALSO SMELLED ODOR OF BURNING WIRES											
CONCERN CODE:											
	2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.										
		332	CPTG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 332,29JAN16 08:52): 17508 NPF INSPECTED VEHICLE FOR ANY BURNT WIRING ALL OK											

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRSCOVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

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

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CUSTOMER #: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		17508/17508	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 29JAN16		0.00	CASH	29JAN16

R.O. OPENED	READY	OPTIONS:
07:51 29JAN16	08:54 29JAN16	ENG:5.3_Liter_SIDI

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

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-29-16	07:57	08:32	0.58	W	238	A	
	08:32	08:33	0.02	W	238	B	
	08:51	08:52	0.02	W	332	C	

ACCOUNT	SALE	COST	CONTROL
46200	690	630	
46100	0	0	
22500	0	*******	

ACCOUNT	SALE	COST	CONTROL
48000	4310	3850	
26305	500	*******	

BUICK Cadillac GMC

COST, SALE, & COMP TOTALS 4480 5000 0

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

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CUSTOMER #: [redacted]

[redacted]

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SERVICE ADVISOR: 470 JEFF COLLINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		3933/3933	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 22SEP15		0.00	CASH	29SEP15

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
08:34 22SEP15	10:17 29SEP15	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A NEW MASTER SHIELD WARRANTY						
CONCERN CODE:						
MS NEW MASTER SHIELD WARRANTY						
99 INTA 0.00 0.00	0	0			0.00	0.00
B RUST PROOFING TRUCK						
CONCERN CODE:						
3007T RUST PROOFING TRUCK						
272 INTA 0.00 0.00	4000	8000			80.00	80.00
2 82212078						
*PROTECTAN-UNDERCOATING	4400	5000	0	25.00	25.00	50.00
1 82212074AB						
RUSTPREG-RUST	4120	4500	0	45.00	45.00	45.00

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****
MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	8000	4000		48101	9500	8520	
33200	17500	*******					

COST, SALE, & COMP TOTALS 12520 17500 0

THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMEDIN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY OR 12 MONTHS OR 12 THOUSAND MILES, WHICHEVER COMES FIRST, ALL OTHER REPAIRS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD, THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE. THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

We have added a charge equal to 7% of the cost of labor, not to exceed $20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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CUSTOMER #: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		6402/6410	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 13OCT15		0.00	CASH	16OCT15

R.O. OPENED	READY	OPTIONS:
09:45 13OCT15	14:11 16OCT15	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES REAR DIFFERENTIAL SEAL LEAKING, ADVISED BY OSL.						
CAUSE: LEAKING						
CONCERN CODE:						
3030870 DIFFERENTIAL DRIVE PINION GEAR SEAL REPLACEMENT						
516 WG4 2.83 1.40	3500	13580			135.80	135.80
1 22943111 (S)SEAL	2466	3452	0	43.26	34.52	34.52
1 23114032 (S)YOKE KIT	7193	10070	0	126.19	100.70	100.70
FC: PART#: 22943111 COUNT: 1	9659	13522	TPARTS			
CLAIM TYPE: ZREG						
AUTH CODE:						
	3500	13580	TLABOR			
VERSION 1 (EMP# 516,13OCT15 15:38): 6402 3030870 Z.W						
VERSION 2 (EMP# 516,16OCT15 13:27): 6410 TORN SEAL CHECKED FOR LEAK AND VERIFIED LEAK FROM REAR PINION SEAL. REMOVED AND FOUND TORN SEAL AND A GROOVE IN YOKE. REPLACED REAR PINION SEAL AND YOKE. TOPPED OFF FLUID, DEGREASED, AND CLEANED UNDER VEHICLE. DROVE AND RECHECKED FOR LEAKS, OK AT THIS TIME. 3030870 Z.W						
B RENTAL						
CONCERN CODE:						
9000 RENTAL						
99 CP 0.00 0.00	0	0			0.00	0.00
C** CUSTOMER REQUESTS WHEN ROAD'TESTING CHECK WHILE GOING UPAN INCLINE TRANSSEEMS TO SHIFT LIKE A SKIPPING?						
CONCERN CODE:						
2224 CONDITION NOT APPARENT AT TIME OF TESTING. NO REPAIRS DONE AT THIS TIME.						
516 CPTG 0.00 0.00	0	0			0.00	0.00
VERSION 1 (EMP# 516,16OCT15 13:29): 6410 DROVE TWICE AND ONLY NORMAL TRANSMISSION OPERATION FELT. CHECKED FOR CODES AND FLUID BOTH ARE OK.						

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		6402/6410	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			17:00 13OCT15		0.00	CASH	16OCT15

R.O. OPENED	READY	OPTIONS:
09:45 13OCT15	14:11 16OCT15	ENG:5.3_Liter_SIDI

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

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MEDINA COLLISION CENTER CAN REPAIR ALL MAKES OF VEHICLES AND HANDLE ANY INSURANCE CLAIMS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-13-15	14:20	16:12	1.87	W	516	A	
	16:12	16:12	0.00	W	516	C	
10-15-15	10:19	11:17	0.96	W	515	A	

ACCOUNT	SALE	COST	CONTROL
46200	13580	3500	
46000	0	0	
26305	27102	*******	

ACCOUNT	SALE	COST	CONTROL
48000	13522	9659	
46100	0	0	
22500	0	*******	

BUICK GMC Cadillac

COST, SALE, & COMP TOTALS 13159 27102 0

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

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CUSTOMER #: [redacted]

[redacted]

[redacted]

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DUPLICATE 1
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SERVICE ADVISOR: 186 SHAWN TONJES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	15	GMC SIERRA	3GTU2VEC7FG[redacted]		10521/10521	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG15 DD			WAIT 24NOV15		0.00	CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
08:29 24NOV15	09:50 24NOV15	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN											
CAUSE: .											
CONCERN CODE:											
0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE PLAN											
	238	WG4		0.67	0.70	630	850			8.50	8.50
1	19330000	(S)FILTER				430	550	0	8.60	5.50	5.50
8	19259487	OIL				3040	3600	0	4.50	4.50	36.00
						3470	4150	TPARTS			
						630	850	TLABOR			
VERSION 1 (EMP# 238,24NOV15 09:21): 10521 40% PERFORMED LOF TIRE ROTATION											
B COMPLIMENTARY MULTI POINT INSPECTION GM											
CONCERN CODE:											
VISGM COMPLIMENTARY MULTI POINT INSPECTION GM											
	238	CP		0.03	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 238,24NOV15 09:23): 10521 SERVICE COMPLETED VEHICLE MULTI-POINT INSPECTION.											

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-24-15	08:41	09:21	0.67	W	238	A	
	09:21	09:23	0.03	W	238	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	850	630		48000	4150	3470	
46000	0	0		26305	5000	*******	
22500	0	*******					

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

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PE18-012

GM

3-27-2019

Q3



MOTOR VEHICLE PURCHASE AGREEMENT

NO. [redacted]

DATE 09/02/15

WES FINCH AUTO PLAZA, INC.
410 West Street S. - Box 637
Grinnell, Iowa 50112
(641) 236-3181

BUYER [redacted]
CO-BUYER [redacted]
ADDRESS [redacted]
CITY [redacted]
STATE [redacted] ZIP [redacted]
BUYER'S REGISTRATION MONTH [redacted] COUNTY [redacted]
RES. PHONE [redacted] BUS. PHONE

SALESPERSON TAYLOR BRANDT

DESCRIPTION OF PURCHASED VEHICLE: ☐ NEW ☐ USED ☐ DEMO ☐ CAR ☒ TRUCK ☐ VAN

STOCK NO. [redacted] TO BE DELIVERED ON OR ABOUT 09/02/15

YEAR 2015 MAKE GMC MODEL SIERRA 1500 BODY TYPE 4DR CREW CAB 147.5"

V.I.N. # [redacted] COLOR WHITE DIAMOND TRIM

PRICE OF VEHICLE	$ 47,071.00	TRADE-IN ALLOWANCE AND OTHER CREDITS: YEAR	
ACCESSORIES		TRADE-IN MAKE MODEL BODY TYPE	
		PLATE NO. V.I.N. #	
MAIN SERVICE CONTRACT	1,735.00	BALANCE OWED TO	
100,000 miles/unlimited time	N/A	ADDRESS	
	N/A	TRADE-IN GROSS ALLOWANCE	$ N/A
	N/A	LESS AMOUNT OWING	N/A
	0.00	NET TRADE-IN ALLOWANCE OR REMAINING TRADE-IN DEBT	$ N/A
		CASH DOWN PAYMENT OR CREDIT BALANCE	1,500.00
		MANUFACTURER'S REBATE (IF ANY)	N/A
		TOTAL DOWN PAYMENT or AMOUNT OWED	$ 1,500.00

$ 43,306.90	CASH PRICE	$ 43,306.90
$		
$ N/A	LESS TRADE-IN ALLOWANCE	
$ N/A	LESS MANUFACTURER'S REBATE	
$ 43,306.90	AMOUNT SUBJECT TO FEE FOR NEW REGISTRATION	
REG. FEES 2,846.94	TITLE FEE $ 17.00 LICENSE FEE $ 76.75	$ 2,940.69
Document Fee		95.00
GAP		495.00
LIEN FILING FEE [credit sale only see (1) on back]		$ 10.00
TOTAL CASH DELIVERED PRICE		$ 46,847.59
LESS TOTAL DOWN PAYMENT or PLUS AMOUNT OWED		$ 1,500.00
UNPAID CASH BALANCE DUE ON DELIVERY		$ 45,347.59

OTHER INFORMATION OR TERMS OF SALE.

FINANCED WITH FIFTH THIRD BANK

BUYER'S TRADE-IN CERTIFICATION

If you are trading in a vehicle, you certify the following:

1. That there is no salvage, repair or other history on the vehicle title that would affect the value of the vehicle. If there is salvage, repair or other history on the title, you agree that the dealer may cancel this sale. That to the best of your knowledge, the vehicle was never on a salvage, rebuilt or flood title in this or any other state.

2. That the air bags are intact and in working order.

3. That while you have owned the trade-in, its odometer has not been repaired, replaced, tampered with or altered in any way. That the odometer statement, damage disclosure statement and prior vehicle history which you provided us for your trade-in is true and correct.

4. That the original emission control system (including the catalytic converter) is intact. That the engine and transmission have not been changed from the manufacturer's original specifications. That the trade-in does not have a cracked or defective head, block, power-train or frame.

WARRANTY DISCLAIMER

YOU UNDERSTAND THAT THE VEHICLE IS SOLD "AS IS" WITH ALL FAULTS AND THAT THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, or any other warranties, express or implied, covering the vehicle unless we make a written warranty to you or unless we enter into a service contract with you within 90 days from the date of this contract. If we do so, any implied warranty will last only as long as the limited written warranty.

This provision does not affect any warranties which may be provided by the manufacturer. If there is a manufacturer's warranty on the vehicle, we are not a party to it and it is not a part of this contract. If we are authorized by the manufacturer to perform warranty work on your vehicle, we hope that you ask us to perform the work. However, the manufacturer's warranty is [redacted]

You understand that this agreement ***(including the terms on the back)*** is an offer to purchase the vehicle described which will become a binding contract once the dealer has signed it. This document represents the complete agreement between you and the dealer regardless of any other oral, written or prior agreements or representations. However, if you are buying a used vehicle, the information you see on the window form for this vehicle is part of the contract and the information on the window form overrides any contrary provision in this contract.

Iowa law requires us to give you the following notice: You understand that liability insurance coverage which would protect you under the Iowa Motor Vehicle and Safety Responsibility Act IS NOT INCLUDED in your purchase of this motor vehicle.

By signing this contract, you are certifying that you are at least 18 years old (if there are two buyers, that at least one of you is 18 years old), that you have read this contract, front and back, and agree to its terms, and that you have received a copy of it.

X [redacted] 10/20/70
Buyer's Signature Date of Birth

260-64-8510
Buyer's Driver's License or F.I.D. No.

X
Co-Buyer's Signature Date of Birth

Co-Buyer's Driver's License or F.I.D. No.

Accepted [redacted]

GUARANTEED ASSET PROTECTION (GAP) — CONTRACT AMENDMENT

AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT OR LEASE CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE ER AND **YOU**, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE/LEASE OF THE **VEHICLE**.

AMENDMENT NUMBER: FX [redacted]

INFORMATION SCHEDULE

VEHICLE

VIN 3 G T U 2 V E C 7 F G [redacted] | [X] New (Untitled) | [ ] Pre-Owned (Previously Titled)

Make GMC | Model STERRA 1500 | Trim Level | Year 2015 | Odometer 365

CUSTOMER

Name [redacted] | S [redacted]

City [redacted]

DEALER

Dealer # | Name | Street: WES FINCH AUTO PLAZA INC Hwy 146 South

City: Grinnell | State: IA | Zip Code: 50112 | Telephone: (641)236-3181

LIENHOLDER

Name FIFTH THIRD BANK | Telephone (855)867-8964

Contract Information and GAP Charge

Type of Contract: [XX] Retail Installment Sales Contract (Conventional Loan) [ ] Retail Installment Sales Contract (Other Loan – Deferred, Balloon, etc.) [ ] Lease

Date of Contract: 09/02/15 | Date of First Payment: 10/02/15 | A.P.R.: 2.440

Amount Financed or Capitalized Cost: $ 44,112.59 | Balloon Amount or Residual Value: $ N/A | Total of Payments: $ 47,465.28 (May not exceed $100,000 including Balloon Amount or Residual Value)

Contract Term: 72 (Retail Installment Sales Contract Term may not exceed 84 Months) (Lease Term may not exceed 60 Months) | GAP Charge: $ 495.00

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

I. KEY INFORMATION

1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on **Your Vehicle**, the term of **Your** Contract, the make of **Vehicle** and other considerations.
2. You may purchase GAP only at the time **You** sign **Your** Contract to purchase or lease the **Vehicle** from the Dealer.
3. GAP Charge is not regulated by any governmental entity. It is **Your** responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords **You** and **Your** family. **You** may also wish to consult an insurance agent to determine whether alternative programs or products are available and at what cost.
4. In cases of **Transfer of Equity** (See Section III - DEFINITIONS), GAP is transferable.
5. GAP coverage may decrease over the term of the Contract.
6. GAP coverage terminates if **You** prepay or refinance the Contract to which this Amendment refers. **You** are entitled to a refund of the GAP Charge, as outlined in the CANCELLATION PROVISIONS, as of the date of the prepayment or refinance.
7. GAP coverage terminates upon the expiration of any redemption period following the repossession or surrender of **Your Vehicle**.
8. **You** are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related motor vehicle sale or lease, may be conditioned upon the purchase of GAP. It is completely voluntary and optional.
9. GAP is not a substitute for nor does it provide any insurance coverage for **You** or the **Vehicle**, such as collision, comprehensive, bodily injury, property damage or liability.
10. Extensions, Holiday or Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
11. GAP does not provide any benefit for lost cash down payment, trade equity or finance charges after the **Date of Loss**.
12. There is no GAP payment in the event that there is no **Deficiency Balance**.

II. GAP CONTRACT AMENDMENT

If **You** purchase optional GAP and pay the GAP Charge shown above, Your Contract with the Dealer is amended by adding the following and subject to the provisions on the following page:

"If the Insurance Company providing physical damage coverage on the **Vehicle** described above determines that the **Vehicle** is a **Total Loss**, then **You** will be responsible for paying only the following to the **Lienholder You** make payments to under the Contract:

1. A) The **Value of the Vehicle** as determined by the physical damage insurance company on the **Date of Loss** or the NADA Retail Value of the **Vehicle**, whichever is greater, plus any physical damage insurance deductible over $1,000 which reduces that settlement, or
   B) If there is no physical damage insurance in effect on the **Date of Loss**, the average retail price of the **Vehicle** on the **Date of Loss** based on a current edition of the NADA Used Vehicle Price Guide.
   You will also be responsible for any early termination fees, late or deferred payments and charges, finance charges after the **Date of Loss** and refundable portions of any cancelable add-ons such as service contracts, credit life insurance or pre-paid maintenance agreements.
2. In addition to the above, **You** will be responsible for any portion of a **Deficiency Balance** that results from the **Amount Financed** or **Capitalized Cost** that exceeded 150% of the **Retail Value** of the **Vehicle**.

CANCELLATION PROVISIONS

To cancel GAP at any time, or in the event of the early termination of Your loan with the Lienholder, You must provide written notice of this cancellation or early termination of Your loan to the Administrator, Us or the Lienholder within ninety (90) days after Your decision to cancel or the occurrence of the event causing the early termination of loan. If You notify the Administrator, Us or the Lienholder within thirty (30) days of the Date of Contract, a full refund of the GAP Charge will be made. After thirty (30) days, the refund will be calculated on a pro-rata basis. No cancellation fee will be charged if this GAP Amendment is canceled. Any refund will be sent to Your Lienholder. Under no circumstances will this Amendment be reinstated after a cancellation has been processed. In the event of a covered Total Loss, the GAP Charge will be considered fully earned and no refund will be available.

This Contract Amendment includes all provisions on this, as well as, the following page and is binding on any **Lienholder**."

By signing below, I, the Customer acknowledge that I have requested GAP coverage, read all sections of this Contract Amendment including the provisions on the following page, received a copy of it, understand it and agree to pay the GAP Charge stated above.

I acknowledge:

1. GAP is optional and I am not required to buy it.
2. GAP does not provide any insurance coverage.
3. I must have physical damage insurance on my **Vehicle** on the **Date of Contract** for GAP to be effective.
4. No cancellation fe[redacted]

Customer: [redacted] 09/02/15

Date: [redacted]

By signing below, the Dealer acknowledges that all sections of this Amendment have been reviewed with the Customer.

Dealer: WES FINCH AUTO PLAZA INC [redacted] 09/02/15

Date:

Administrator:
Automotive Warranty Services, Inc.
P.O. Box 802747
Chicago, Illinois 60680-2747
Toll Free: 1-877-394-1206

NWAN Exclusionary Coverage

VEHICLE SERVICE AGREEMENT DECLARATION PAGE

AGREEMENT NUMBER

EXLC FG[redacted]

AGREEMENT HOLDER INFORMATION

LAST NAME	FIRST NAME	MI
[redacted]	[redacted]	[redacted]

ADDRESS	CITY	STATE	ZIP CODE
[redacted]	[redacted]	[redacted]	[redacted]

E-MAIL ADDRESS	HOME TELEPHONE NUMBER	WORK TELEPHONE NUMBER
[redacted]	[redacted]	

VEHICLE INFORMATION

YEAR	MAKE	MODEL			
2015	GMC	SIERRA 1500 SLT G 4X4			
VEHICLE IDENTIFICATION NUMBER		VEHICLE PURCHASE PRICE	ODOMETER	AUTO CODE	AUTO CLASS
3GTU2VEC7FG[redacted]		$42,071.90	365		5

PLAN INFORMATION

PURCHASE DATE	IN-SERVICE DATE	AGREEMENT SINGLE PAYMENT PURCHASE PRICE	PAYMENT PLAN OPTION
9/2/2015	9/2/2015	$1,235.00	☐ Yes ☒ No

DEDUCTIBLE SELECTED

☒ ($100) Standard ☐ ($100) Disappearing Deductible ☐ ($50) Deductible

TYPE OF PLAN	TERM	BASE CODE
☒ New Vehicle ☐ Pre-Owned Vehicle	Term (CHECK ONLY ONE): ☐ _____ Months ☒ Unlimited Miles: 100,000	

OPTIONAL COVERAGES (SURCHARGE APPLIES)

☐ Commercial Use Vehicle ☒ Roadside Assistance

Type of Coverage

☒ Exclusionary Coverage

Please refer to the "General Provisions" section of the Vehicle Service Agreement for an explanation of how the Expiration Date and Expiration Odometer Mileage are determined.

DEALER/LIENHOLDER INFORMATION

DEALER NAME, ADDRESS, CITY, STATE, ZIP CODE

WES FINCH AUTO PLAZA, 410 WEST ST SOUTH, GRINNELL, IA 50112

TELEPHONE NUMBER	DEALER NUMBER	F&I NUMBER
(641) 236-3181		

LIENHOLDER NAME, ADDRESS, CITY, STATE, ZIP CODE	TELEPHONE NUMBER
FIFTH THIRD BANK, PO BOX 598, AMELIA, OH 451020000	

OTHER PROVISIONS

The Administrator of this Vehicle Service Agreement is NWAN, Inc., at P.O. Box 30308, Cleveland, OH 44130. The telephone number is 1-800-810-8458.

The entity obligated to perform under this Vehicle Service Agreement, which is referred to as "Obligor", "We," "Us" and "Our" throughout the Vehicle Service Agreement is NWAN, Inc., P.O. Box 30308, Cleveland, OH 44130. The telephone number is 1-800-810-8458.

Quest Roadside Services is the entity that provides services described in the 24-Hour Roadside Assistance Benefits section and is the party identified as the provider in that section. The telephone number is 1-888-818-1224.

Your Vehicle Service Agreement contains an arbitration provision which may affect Your legal rights, unless You live in a state that prohibits such provisions. Please review the arbitration provision in its entirety as well as the Special State Disclosures section for Your specific state (if Your state is included) to determine whether Your legal rights are affected.

This Vehicle Service Agreement is not a contract of insurance. Unless otherwise regulated under state law, the contents of this Vehicle Service Agreement should be interpreted and understood within the meaning of a "service contract" in Public Law #93-637. This Vehicle Service Agreement is not renewable. Purchase of this Vehicle Service Agreement is not required in order to purchase or obtain financing for a motor Vehicle. You must provide all of the information requested in this Declaration Page in order to validate this Vehicle Service Agreement. Your signature indicates that You have read the information set forth herein and agree that it is true and correct and that You accept the terms and provisions of this Vehicle Service Agreement and agree to be bound by the terms thereof.

To learn more about how NWAN, Inc., uses Your information, please visit www.nwan.com.

SIGNATURES FOR VEHICLE SERVICE AGREEMENT

VEHICLE SERVICE AGREEMENT HOLDER'S SIGNATURE	DATE		DATE
X [redacted]	9/2/2015	[redacted]	9/2/2015

Administrator Copy / Customer Copy / Lienholder Copy / Dealer Copy

NI V3000 (11-12) V7 1113

IOWA VEHICLE RETAIL INSTALLMENT CONTRACT
SECURITY AGREEMENT, AND DISCLOSURE STATEMENT

09/02/15

CONTRACT NO.

(Creditor-Seller) Name and Address

[redacted]

Buyer (and Co-Buyer) Name

[redacted]

Description of Purchased Vehicle ☒ New ☐ Used ☐ Demo ☒ Car ☐ Truck

Year	Make	Model	Body Type	V.I.N.
2015	GMC	SIERRA 1500	4WD CREW CAB 143.5" SLT	3GTU2VEC7F[redacted]

Primary Use for Which Purchased (check one): ☒ Personal, Household or Family ☐ Business ☐ Agricultural ☐ Other

TRADE-IN Year, Make and Model	Gross Allowance	Amount Owing	Net Trade-In Allowance or Remaining Trade-In Debt
	N/A	N/A	N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid after you have made all payments as scheduled.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of $1,500.00
2.44 %	$ 1,362.69	$ 44,112.59	$ 47,465.28	$ 48,965.28

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
72	659.24	MONTHLY, BEGINNING 10/02/15
N/A	N/A	N/A
N/A	N/A	N/A

Security: You are giving a security interest in the vehicle being purchased.

Late Charge: If any payment is not paid in full within 10 days after it is due, you will be charged $15.00 or 5% of the part of the payment which is late, whichever is less.

Prepayment: If you pay off early, you (check the appropriate box): ☐ will ☒ will not have to pay a minimum charge of $7.50. See the other side of this contract for additional terms including information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and security interest.

INSURANCE COVERAGE

Physical Damage Insurance is required. You may obtain it from anyone who is acceptable to us or you may provide it through a policy you already have. If you get the insurance from us, the cost is shown in item 4e at right. **INSURANCE OBTAINED FROM US DOES NOT INCLUDE LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY OF OTHERS.**

Term: N/A months

Insurance Company:

☐ Collision ($ N/A deductible)

☐ Comprehensive ($ N/A deductible)

☐ Fire, Theft and combined additional coverage

Other required insurance (describe):

Other optional insurance (describe):

Credit Life, Credit Accident and Health Insurance ("Credit A & H Insurance") and/or debt cancellation (GAP) coverage are not required to obtain credit and your decision to buy or not buy Credit Life, Credit A&H and GAP will not be a factor in the credit approval process. They will not be provided unless you agree to pay by checking the coverage and signing below. The cost of the coverage is shown in item 4 at right. Check the coverage desired:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) ☒ Debt Cancellation (GAP)

☐ Accident and Health (☐ Buyer ☐ Buyer & Co-Buyer)

Insurance Company: GAP

You want to buy the coverage checked above for the term of the contract and at the cost listed in item 4 at right.

X [redacted] 09/02/15
Buyer Date

X
Co-Buyer Signature Date

ITEMIZATION OF AMOUNT FINANCED

1.	**Cash Price**		$ 42,071.90 (1)
2.	**Downpayment**		
	Trade-In (Year, Make, Model)		
	a. Gross Trade-In Allowance	$ N/A	
	b. Less Payoff Made by Seller	$ N/A	
	c. Net Trade-In (a-b)	$ N/A	
	d. Cash	$ 1,500.00	
	e. Other	$ N/A	
	Total Downpayment (c+d+e) (If negative, enter '0' and see line 4h, below)		$ 1,500.00 (2)
3.	**Unpaid Balance of Cash Price** (1 - 2)		$ 40,571.90 (3)
4.	**Paid to Others on Your Behalf**		
	To Public Officials for:		
	a. License and Title Fees	$ 93.75	
	b. Lien Filing Fee	$ 10.00	
	c. Taxes (not in Cash Price)	$ 2,046.94	
	d.	$ N/A	
	*To Insurance Companies for:		
	e. Physical Damage Insurance	$ N/A	
	f. Credit Life Insurance	$ N/A	
	g. Credit A and H Insurance	$ N/A	
	h. To for prior credit or lease balance	$ N/A	
	*i. To WES FINCH AUTO PLAZA INC for Document Fee	$ 95.00	
	*j. To GAP for GAP INS.	$ 495.00	
	*k. To for	$ N/A	
	Total Paid to Others (Add 4a through 4k)		$ 3,540.69 (4)
5.	**Amount Financed** (3+4)		$ 44,112.59 (5)

* We may be retaining a portion of these amounts.

HOW THIS CONTRACT CAN BE CHANGED: IMPORTANT: READ BEFORE SIGNING. THE TERMS OF THIS AGREEMENT SHOULD BE READ CAREFULLY BECAUSE ONLY THOSE TERMS IN WRITING ARE ENFORCEABLE. NO OTHER [redacted] TERMS OF THIS AGREE[redacted] NOT CONTAINED IN THIS WRITTEN CONTRACT MAY BE LEGALLY ENFORCED. YOU MAY CHANGE THE TERMS OF THIS AGREEMENT ONLY BY ANOTHER WRITTEN AGREEMENT.

Buyer Signature X [redacted] Co-Buyer Signature X

If you are buying a use[redacted] THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERR[redacted] CONTRACT OF SALE. La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La inform[redacted] ventanilla anula cualquier previsión que establezca lo contrario y que aparezca en el contrato de venta.

NOTICE TO CONSUMER (BUYER): (1) Do not sign this paper before you read it. (2) You are entitled to a copy of this paper. (3) You may prepay the unpaid balance at any time without penalty, and may be entitled to receive a refund of unearned charges in accordance with law. (4) If the box in the Prepayment section above is checked, and you prepay the unpaid balance, you will have to pay a minimum charge no greater than seven dollars and fifty cents ($7.50).

The Annual Percentage Rate may be negotiable with the Dealer. The Dealer may assign this contract and retain its right to receive a part of the Finance Charge. Do not sign this Contract on a Sunday

You are certifying that you are at least 18 years old, that you have read this contract [redacted] completely filled in

Close Window

OrderWORKBENCH

PRINT THIS SCREEN

ansaction Details

lick the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

uccessful submission of incentive payment claims does not waive GM's right to audit and verify proper compliance ith incentive program rules and guidelines and to debit dealer, if required.

VIN: 3GTU2VEC7FG[redacted]

Dealer Code: [redacted]

Transaction Date: 09/15/2015

Transaction Type: Incentives

Transaction Messages:

1096 - Incentive sent to BARS

Status: Pending

User ID [redacted]

User Role: Dealer Administrator

Timestamp Date: 2015-09-15 15:52:56.729232

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...al steps

...d For Redemption

✓

GM PLATINUM WORLD CARD

[redacted]

Cardmember Name
Cardmember Name

Authorization

Authorization Number	AL04284
Incentive Code	UDP
Authorization Amount	$1,500.00
Authorization Date	09/03/2015
Authorization Time	04:46:04 PM

Vehicle Information

Vehicle Identification Number (VIN)	3GTU2VEC7FG[redacted]
Vehicle Division Code	48
Make	GMC
Model	Sierra LD Crew Cab
Year	2015

Dealer Information

Dealership Name	WES FINCH AUTO PLAZA INC.
Dealer Representative	TAYLOR BRANDT
Dealer Code	44543

After August 1, 2003, Cardmembers who carry the original GM Card (blue) or the GM Gold Card can no longer use their Earnings in conjunction with GM employee or dealership employee purchase programs, or the GM New Vehicle Purchase Program (NVPP).

Cardmembers who carry the GM Card, GM World Card, the GM Check Card or the GM Flexible Earnings Card may not use their Earnings in conjunction with GM employee or dealership employee purchase programs or the GM New Vehicle Purchase Program (NVPP).

Select Incentives

Selection Criteria
Delivery Date: **08/24/2015**
VIN #: **3GTU2VEC7FG[redacted]**
2015 GMC Sierra 1500
Inventory Stauts: **New**

Customer Location: [redacted]
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$0**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
* ✓			15-40ACS-000	BUICK AND GMC SELECT MODEL STANDALONE CONSUMER CASH PROGRAM					2015-08-04	2015-09-08	JKA		

Additional Stackable Incentives

	Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓		15-05A-004	2015 MODEL YEAR GM CARDS WITH REDEMPTION LIMITS COPPER/ PLATINUM AND FLEXIBLE EARNINGS PROGRAMS				2015-08-01	2015-09-30	UDP		

The information presented on this screen is as of 08/24/2015 07:10 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

No part of this information may be used without the written consent of General Motors

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GM OrderWORKBENCH

DV02 Report a Vehicle Delivery

Current as of:. 09/03/2015 - 12:14 PM EDT

Transaction Mode:	Online
User ID:	[redacted]
User Role:	Dealer Administrator
Timestamp Date:	2015-09-03 12:14:34.785628
Status	Successfully Submitted

Vehicle Identifier

Division:	GMC
Dealer Code:	[redacted]
Delivery Date:	09/02/2015
Delivery Type:	Retail
Purchase Type:	010 - Individual Purchase
Sales Manager:	Brown, Kent
Sales Person:	Taylor Brandt
VIN 1:	3GTU2VEC7FG[redacted]
Odometer 1:	365

Customer

FAN #:	[redacted]
	[redacted]
Evening Phone:	[redacted]
Daytime Phone:	
Ext.	
Email:	Not Applicable
Primary Language:	English
Secondary Language:	

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WE OWE/GET READY

Date August 28, 2015 Stock # [redacted]

Car Sold To: [redacted] Salesperson: Taylor Brandt

Year:	Make:	Model:	Color:	Last 8 VIN:
2015	GMC	Sierra 1500	WHITE DIAMOND	3GTU2VEC7FG[redacted]

If Applicable --- Service RO# Parts Ticket # Detail RO #

Services, Accessories, etc., Requested	Service	Parts	Detail	Total Cost	WHO PAYS? Dealer Pays	Apply to Vehicle	Outside of Deal Customer Pays
SOLD							
wash & vac			x	Commission OK		x	
check recalls	x					x	
Truxedo Lo Pro for 5' 8" crew		x		550.00		x	
Line-X		x		475.00		x	
Install for Truxedo	x			72.00	[redacted]		

Delivery Promised: Wednesday 9/2

Date: August 28, 2015

Copies to: Salesperson Deal Jacket Detail Service and/or Parts

PE18-012

GM

3-27-2019

Q3



VIN: 3GTU2VEC7 FG[redacted] SELLG SCE: 48 MDL YR: 15 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	48 44543	00044443012		09/29/15	UDP	1,500.00	
INCTV PAYMENT	48 44543	00044443012		09/29/15	UDP	1,500.00	
INCENTIVE MEMO	48 44543	00044443012		09/29/15	JKA	10,753.00	
INCTV PAYMENT	48 44543	00044443012		09/29/15	JKA	10,753.00	
INCTV APPLICATN	48 44543	00044443012		09/26/15	JKA	10,753.00	
INCTV APPLICATN	48 44543	00044443012		09/16/15	UDP	1,500.00	
INCENTIVE MEMO	48 44543	00044387162		09/15/15	FFC	56.28	
INCTV PAYMENT	48 44543	00044387162		09/15/15	FFC	56.28	
INCTV APPLICATN	48 44543	00044387162		09/04/15	FFC	56.28	
DELIVERY D.O.E.	48 44543			09/03/15		0.00	
DELIVERY TO CUS	48 44543			09/02/15		0.00	
DLR TRADE D.O.E	48 44543			08/21/15		0.00	
DEALER TRADE (P	48 44543			08/20/15		0.00	
EXPIRATION TRAN	48 44115	5AD25331682		07/06/15		0.00	
SETTLEMENT DATE	48 44115	5AD25331682		07/04/15		50,850.00	CR
ORIGINAL INVOIC	48 44115	5AD25331682		06/22/15		50,850.00	
COV/NVIS DATE	48 44115	5AD25331682		06/22/15		0.00	
SHIPMENT DATE	48 44115			06/20/15		0.00	
PRODUCTION (BUI	48 44115			06/20/15		0.00	
PREFERENCE TO P	48 44115			05/12/15		0.00	
GM ORDER ACCEPT	48 44115			05/08/15		0.00	
GM ORDER ACCEPT				05/08/15		0.00	

PE18-012

GM

3-27-2019

Q3



2015 SIERRA 1500 4WD CREW CAB SLT GENERAL MOTORS LLC
GBN WHITE DIAMOND TRICOAT /V8G
H3C JET BLACK / DARK ASH RENAISSANCE CENTER
ORDER NO. [redacted]/TRF STOCK NO. DETROIT MI 48243-1114
VIN 3GT U2VE C7 FG[redacted] VEHICLE INVOICE [redacted]
**********4745******48*44115S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15543 SIERRA 1500 4WD CREW CAB	46510.00	43254.30	INVOICE 06/22/15
AN3 SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS, CENTER CONSOLE, FLOOR W/ USB PORTS	375.00	330.00	SHIPPED 06/20/15 EXP I/T 07/06/15 INT COM 07/06/15 PRC EFF 06/20/15
CF5 POWER SUNROOF	995.00	875.60	KEYS V2886 V2886
C5Z GVW RATING - 7,200 LBS	N/C	N/C	WFP-F QTR OPT-1
FE9 50-STATE EMISSIONS	N/C	N/C	BANK: ALLY - 007
GBN WHITE DIAMOND TRICOAT	995.00	875.60	CHG-TO 44-115
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	
IO6 AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK	495.00	435.60	SHIP WT: 5469 HP: 45.7 GVWR: 7200
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	GAWR.FT: 3950
KB6 HEATED & COOLED SEATS DRIVER & FRONT PASSENGER	650.00	572.00	GAWR.RR: 3950 EMPLOY: 48054.46
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	SUPPLR: 49998.60
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	NTR: 1/2
PCM SLT PREFERRED PACKAGE * FRONT AND REAR PARK ASSIST * HEATED STEERING WHEEL * POWER SLIDING REAR WINDOW	795.00	699.60	DAN: SLT20 EMPINC: 2978.17 SUPINC: 1034.03
PDB SLT CREW CAB VALUE PACKAGE * 6" CHROME ASSIST STEPS * BOSE AUDIO SYSTEM * WHEELS, 20" POLISHED ALUMINUM (REPLACES STD./OPT WHEELS)	2095.00	1843.60	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
Z71 OFF-ROAD SUSPENSION PACKAGE * AIR CLEANER, HIGH CAPACITY * HILL DESCENT CONTROL * UNDERBODY SHIELD * Z71 BADGE * MONOTUBE RANCHO SHOCKS	430.00	378.40	
1SZ SLT CREW CAB VALUE PACKAGE DISCOUNT	1000.00-	880.00-	

** CONTINUED ON PAGE 2 **

2015 SIERRA 1500 4WD CREW CAB SLT GENERAL MOTORS LLC
GBN WHITE DIAMOND TRICOAT /V8G
H3C JET BLACK / DARK ASH RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GT U2VE C7 FG[redacted] VEHICLE INVOICE [redacted]
**********4745******48*44115S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	52570.00	48603.60	ACT 237 48221.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1577.10
DEALER IMR CONTRIBUTION		525.70	ADV 261 525.70
LMA GROUP CONTRIBUTION		525.70	EXP 65A 525.70
TOTAL	53765.00	50850.00	PAY 310 50850.00
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		48575.25	

****

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.

SID DILLON BUICK GMC CADILLAC

REMIT TO ALLY NO. 007
VIN 3GTU2VEC7FG[redacted]
$ 50850.00 INV [redacted]
DUE 07/06/15 DEALER [redacted]

PE18-012

GM

3-27-2019

Q3



[redacted]

experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $ 6,500.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

123607
Odometer

[redacted]

Client's Signature

100318
Date

Date

PE18-012

GM

3-27-2019

Q3



RELEASE OF CLAIM

I, [redacted] hereinafter referred to as "Releasor"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $6,500.00 paid by General Motors LLC, hereby releases and discharges General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's 2015 GMC Sierra 1500 bearing Vehicle Identification Number 3GTU2VEC7FG[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasees, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 123 607 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasees, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: 10/03/18

[redacted]
Claimant's Signature

Claimant's Signature

[redacted]
Address

Address

[redacted]
City, State, Zip Code

City, State, Zip Code

STATE OF OH

COUNTY OF Hamilton

NOTARIAL SEAL
STATE OF OHIO

JENNIFER HIGHLANDER
Notary Public
In and for the State of Ohio
My Commission Expires
November 19, 2022

Sworn to (or affirmed) and subscribed before me this 3 day of Oct., 2018,

by [redacted].

[redacted]

JENNIFER HIGHLANDER
Notary Public
In and for the State of Ohio
My Commission Expires
November 19, 2022

Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification X

Type of identification Driver License

My commission expires: 11.19.22

PE18-012

GM

3-27-2019

Q3



Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
LAW OFFICE OF RONALD J. BOLZ, PLLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☑ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
30928 FORD ROAD

Requester's name and address (optional)

6 City, state, and ZIP code
GARDEN CITY, MI 48135

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
[ ][ ][ ] - [ ][ ] - [ ][ ][ ][ ]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and [redacted] ification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature U.S. perso[redacted] Date ▶ 7/9/18

General Ins[redacted]

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

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STATE Of OHIO - BUREAU Of MOTOR VEHICLES
CERTIFICATE Of REGISTRATION

PLATE NO.: [redacted] **REG. DATE:** 10/28/2018 **EXP. DATE:** 10/28/2019 **ISSUE DATE:** 10/03/2018
VALIDATION NO.: [redacted]
OWNER NAME: [redacted]

APP NO.: 858580GS
AGENCY: 8307
USER ID: LM
OLD APP NO.: 911288GE
OLD PLATE: [redacted]

OWNER ADDR.: [redacted]
CITY: [redacted]
STATE [redacted] **ZIP:** [redacted]
TAX DISTRICT: [redacted]
COUNTY: [redacted]

INSIDE CORP LIMIT: NO
VEHICLE YEAR: 2015
BODY TYPE: TK

CERTIFICATE TITLE NO.: [redacted]
VEH. SERIAL NO.: 3GTU2VEC7FG[redacted]
PURCHASE DATE: 09/02/2015

VEHICLE CLASS: NON COMM TRUCK
ODOMETER READING: 365
MAKE: GMC
CARRYING CAPACITY: 1000
PLATE TYPE: OHIO PRIDE
REG TYPE: RENEWAL

SUSPENSION/REVOCATION: NO
PRIOR OPERATION: YES
FEES PAID: YES

STATE FEES:	$46.00
LOCAL TAX:	$15.00
REFL./CO. FEE:	$0.00
DEPUTY FEE:	$3.50
TOTAL FEES:	$64.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of $100.00 on first offense, $300.00 for second offense, and $600.00 for third and subsequent offenses*Pay a $50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least $25,000 bodily injury per person, $50,000 injury two or more persons, and $25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF $30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least $60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of $30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X *SIGNATURE ON FILE*
SIGNATURE OF OWNER(S) DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 6/14 [760-1058] Printed on 10/3/2018 2:14:25 PM RESTRICTED **CUSTOMER COPY**

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17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you sign it. A complete copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name LIBERTY MUTUAL INSURANCE — Insurance Agency Name

Agency Address ROUTE 33 Englishtown, Nj — Agency Phone Number

Agent's Name — Policy Number [redacted]

Deductibles: Collision $ 0.00 — Comprehensive $ 0.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 36 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains t[redacted] and us relating to this Lease. Any change to the Lease must be [redacted] must sign it. No oral changes are binding.

Lessee Signs X

Co-Lessee Signs X

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to Arb[redacted] that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by neu[redacted] court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs X[redacted] Co-Lessee Signs X

I promise that the Trade-In payoff amount I provided to you is accurate. If the Trade-In payoff is more than the amount I provided to you as shown above, I must pay the difference to you upon demand.

[redacted]

Monies due at lease signing in the amount of $6000 will be deferred until 05/11/16 as agreed.
Applicable to the following box: This Lease is subject to assignee approval within 10 days of execution. Otherwise this Lease shall be void, and Lessee shall return the vehicle on demand. [redacted]

Lessor's Right to Cancel. If Lessor is unable to assign this Lease to a financial institution, the provisions of the Lessor's Right to Cancel section on the back giving the Lessor the right to cancel will apply.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the obligations, of _____ **to purchase and/or sell the asset described in this Lease have been assigned to** _____ **pursuant to an agreement between** _____ **and** _____.

(1) Do not sign this lease 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 lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lessee Signatu[redacted] Date	Co-Lessee Signature Date
Type/Print Lessee Name APR 20 16	Type/Print Co-Lessee Name

COMMERCIAL LESSEE SIGNATURE

[redacted]

Commercial Lessee _____ Date _____ By _____

Type/Print Name _____ **Type/Print Title** _____

LESSOR'S ACC[redacted]

The Lessor's authorized signature indicates the Lessor has accepted the terms, c[redacted]

Lessor Name: Sierra Chevrolet — By [redacted]

Lienholder Name: WELLSFRGO AS CTL AGT — Ty[redacted]

Assignee Name: ACAR Leasing Ltd. — Type/Print Title: FINANCE

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LESSEE COPY

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LEASE AGREEMENT
(WITH ARBITRATION PROVISION)

CHEVROLET

Lease Date: 04/20/2016

Lessor Name and Business Address
Sierra Chevrolet
1450 S SHAMROCK AVE
Monrovia, CA 91016
(626) 359-8291

Lessee Name and Address
[redacted]

Co-Lessee Name and Address

Lessee Billing Address (if different than above)
N/A

County:

Vehicle Garaging Address (if different than above)
N/A
N/A

County: N/A

Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.

Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
New	2016	Chevrolet	SUBURBAN	4D UTILITY	1GNSCHKC6GR[redacted]	25	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 11,640.00

3. Scheduled Payments
A. Your first monthly payment of $ 699.94 is due on 04/20/2016, followed by 35 monthly payments of $ 699.94, due on the 20 of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 25,197.84

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(t)) $ 395.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 395.00

5. Total of Payments (The amount you will have paid by the end of the Lease)
$ 36,532.90
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$ 9477.16
2. Taxes on capitalized cost reduction	$ 852.95
3. First monthly payment	$ 699.94
4. Single scheduled payment	$ N/A
5. Refundable security deposit	$ N/A
6. Lease acquisition fee	$ N/A
7. Vehicle license fees	$ 383.00
8. Registration, transfer, and titling fees	$ 102.00
9. Sales/use tax	$ N/A
10. Document processing charge (not a governmental fee)	$ 80.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 29.00
12. California tire fee	$ 8.75
13. Upfront Tax	$ 7.20
14. N/A	$ N/A
15. Total	$ 11,640.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$ 4,300.00
2. Rebates and noncash credits	$ 1,340.00
3. Amount to be paid in cash	$ 6,000.00
4. Other N/A	$ N/A
5. Total	$ 11,640.00

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ [illegible]) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 59,475.00
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 9,477.16
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 49,997.84
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 38,442.40
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 11,555.44
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 11,561.96
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 23,117.40
H. Lease payments. The number of payments in your Lease.	÷	36
I. Base scheduled payment.	=	$ 642.15
J. Sales/use tax (e).	+	$ 57.79
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. Total Scheduled Payment.	=	$ 699.94

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 025 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 38,442.40 plus a purchase option fee of $ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$ 58,880.00
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)	
N/A	$ N/A
N/A	$ N/A
N/A	$ N/A
N/A	$ N/A
C. Vehicle license fees	$ N/A
D. Registration, transfer, and titling fees	$ N/A
E. Lease acquisition fee	$ 595.00
F. Sales/use tax	$ N/A
G. Document processing charge (not a governmental fee)	$ N/A
H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
I. California tire fee	$ N/A
J. Prior Credit or Lease Balance	$ N/A
Optional Products and Services:	
K. N/A	$ N/A
L. N/A	$ N/A
M. N/A	$ N/A
N. N/A	$ N/A
O. N/A	$ N/A
P. N/A	$ N/A
Q. Total Gross Capitalized Cost:	$ 59,475.00

12. The Trade-In Vehicle

Year 2006
Make Chevrolet
Model Suburban

A. Agreed Upon Value of Trade-In		$ 11,300.00
B. Prior Credit or Lease Balance	–	$ 7,000.00
C. Net Trade-In Allowance (If less than 0 then enter 0)	=	$ 4,300.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 4,229.34 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ N/A for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked: ☐

☐ If this box is checked, the Vehicle is subject to the following express warranties:

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND 'WITH ALL FAULTS', AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If the Vehicle is subject to the manufacturer's standard warranty, if we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.