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

PE18-012

GM

3-27-2019

Q3

[redacted]

Sierra Chevrolet

FAX COVER SHEET

SIERRA AUTOCARS
CHEVORLET SERVICE
1450 SOUTH SHAMROCK AVE
MONROVIA, CALIFORNIA 91016
(626)932-5685
FAX: (626)932-5653

SEND TO: General Motors

DATE: 1/10/19

ATTENTION: April

FROM: Keith

FAX NUMBER: (866) 215-6250

TOTAL PAGES: 6
INCLUDING COVER PAGE

COMENTS:

Sierra
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail
Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:25 AM
Copy # 5
Date Opened: AUG 27 18
Date Notified: AUG 27 18
Date Delivered:

IN: 1GNSCHKC6 GF[redacted]
cense Number:
tock Number: [redacted]
ag Number: 138
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Customer statement of problem
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states vehicle has trouble starting up. has trouble starting one day and other days it would not.
DIAG -
1 -- Correction/Action Taken
perfomred gr8 test (battery,alternator and starter) found bad battery 100287 32.00

Part Number	Failed	Description				
88865934		94RPG	1	1	171.25	171.25

Sub Total Parts 171.25
SubTotal Job # 1 203.25

Customer statement of problem
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.
PSI -
1 -- Correction/Action Taken
fr35 fl35 rr3 5rl35
9998
Sub Total Parts 0.00
Internal Work

Customer statement of problem
COMPLIMENTARY VEHICLE INSPECTION
INS -
1 -- Correction/Action Taken
TIRES ARE WORN OUT, FRONT BRAKES AT 9MM REAR AT 8MM, VEHICLE DUE FOR INDUCTION SERVICE 100287 0.00
Sub Total Parts
Internal Work

Customer statement of problem
ADD CUSTOMER EMAIL ADDRESS
1 -- Cause/Action to Take
EMAIL - n/a
1 -- Correction/Action Taken
9998
0.00

Sierra
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BAR# AH035053 EPA# CA0983660416

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:25 AM
Copy # 5
Date Opened: AUG 27 18
Date Notified: AUG 27 18
Date Delivered:

2018 Chevrolet SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
conse Number:
tock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Sub Total Parts | Internal Work

Miscellaneous Charges and Deductions For All Jobs

yment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 ile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have thorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. erra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____
Additional Cost: $ _____ Total Revised Estimate:$ _____
Labor: $ _____ Parts $ _____
What was authorized, description: _____
Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate. I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

Total Labor	32.00
Total Parts	171.25
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	16.27
AMOUNT DUE	**219.52**

Sierra

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www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:	
Customer Number:	[redacted]
PO Number:	
Auth Number:	
Service Writer:	100418
Estimate Amount:	$
Terms & Conditions:	
Type of Sale:	Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]

Printed: JAN 10 19 10:24 AM
Copy # 3
Date Opened: NOV 19 18
Date Notified: NOV 19 18
Date Delivered

Make/Model: 2016 Chevrolet SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted] Mileage In: 45699
Tag Number: Mileage Out: 45700

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

Customer statement of problem
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states gpms system not working check and advice
1 -- Cause/Action to Take
DIAG - NO GPS SIGNAL
1 -- Correction/Action Taken
customer to return with more time

616
Sub Total Parts 0.00
Internal Work

Customer statement of problem
ADD CUSTOMER EMAIL ADDRESS
EMAIL -
1 -- Correction/Action Taken
n/a

9998
Sub Total Parts 0.00
Internal Work

Miscellaneous Charges and Deductions For All Jobs

Payment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 mile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. Sierra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____
Additional Cost: $ _____ Total Revised Estimate:$ _____
Labor: $ _____ Parts $ _____
What was authorized, description: _____
Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate, **I acknowledge notice and oral approval of an increase in the original estimated price.**

_____
Customer Signature

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**0.00**

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BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:	
Customer Number:	[redacted]
PO Number:	
Auth Number:	
Service Writer:	100431
Estimate Amount:	$
Terms & Conditions:	
Type of Sale:	Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:21 AM
Copy # 4
Date Opened: 12/06/18
Date Notified:
Date Delivered

Year/Make/Model: 2018 Chevrole: SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted]
Tag Number: Mileage In: 46680
Mileage Out: 0

Description		QtyOrd	Qty Del	Price	Ext Total	Grand Total
Customer statement of problem						
Customer States that GPS NOT WORKING AS DESIGNED. WHEN CUSTOMER PUTS IN ADDRESS IT SAYS THATS THERE ARE UNKNOWN ROADS. ON LAST VISIT						
1 -- Cause/Action to Take						
OPEN CONTAC IN BASE ANTENNA						
1 -- Correction/Action Taken						
REMOVE VISOR AND OVERHEAD CONSOLE IN ORDER TO DISCONNECT ANTENNA CONNECTOR AND USE FLUKE METER READS OLH...CONTACT AT ANTENNA BASE OPEN CHECK HMI MODULE SIGNAL TO RADIO MODULE READS W2 OHMS END TO END CALLED GM TECH LINE AND EXPLAIN MY READING AND SUGGEST TO REPLACE BOTH PARTS REMOVE ALL NECESSARY IN ORDER TO REMOVE AND REPLACE TOP ANT ENNA AND HMI MODULE REINSTALL ALL AND UPDATE HMI MODULE SOFTWARE CODE IS 8F15874561 2.0 hr	616					0.00
Part Number 84346807	Failed	Description ANTENNA		1	1 169.09	169.09	
84296482		MODULE		1	1 1002.98	1002.98	
		Sub Total Parts					1172.07
		SubTotal Job # 1					1172.07
Customer statement of problem						
Customer States THAT WATER IS LEAKING FROM THE DRIVER SIDE WINDOW PANEL						
1 -- Cause/Action to Take						
DRIVER DOOR SEAL ..WORN "FLAT"						
1 -- Correction/Action Taken						
REMOVE DRIVER DOOR OUTSIDE WEATHER STRIP AND REINSTALL ALL PARTS REMOVED AND TEST FOR PRESSURE LEAK..PASSED....6 hr	616					0.00
Part Number 23255371	Failed	Description WEATHERST		1	1 96.45	96.45	
		Sub Total Parts					96.45

Sierra
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660415

[redacted]

ear/Make/Model: 2016 Chevrolet SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
cense Number: Color: Pearl
tock Number: [redacted] Mileage In: 45660
ag Number: Mileage Out: 0

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100431
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail
Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:21 AM
Copy # 4
Date Opened: 12/06/18
Date Notified:
Date Delivered:

escription	QtyOrd	Qty Del	Price	Ext Total	Grand Total
SubTotal Job # 2					96.45

Customer statement of problem
COMPLIMENTARY VEHICLE INSPECTION
INS -
1 -- Correction/Action Taken

Sub Total Parts 0.00
Internal Work

Customer statement of problem
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.
PSI -
1 -- Correction/Action Taken

Sub Total Parts 0.00
Internal Work

Miscellaneous Charges and Deductions For All Jobs

ayment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 ile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have uthorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. erra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____
Additional Cost: $ _____ Total Revised Estimate:$ _____
Labor: $ _____ Parts $ _____
What was authorized, description: _____
Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate, I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

Total Labor	0.00
Total Parts	1,268.52
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	120.51
AMOUNT DUE	**1,389.03**

PE18-012

GM

3-27-2019

Q3

Sierra Chevrolet

FAX COVER SHEET

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CHEVORLET SERVICE
1450 SOUTH SHAMROCK AVE
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FAX: (626)932-5653

SEND TO: General Motors

DATE: 1/10/19

ATTENTION: April

FROM: Keith

FAX NUMBER: (866) 215-6250

TOTAL PAGES: 6
INCLUDING COVER PAGE

COMENTS:

Sierra
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:25 AM
Copy # 5
Date Opened: AUG 27 18
Date Notified: AUG 27 18
Date Delivered:

IN: 1GNSCHKC6 GF[redacted]
cense Number:
tock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Customer statement of problem
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states vehicle has trouble starting up. has trouble starting one day and other days it would not.
DIAG -
1 -- Correction/Action Taken
perfomred gr8 test (battery,alternator and starter) found bad battery 100287 32.00

Part Number	Failed	Description				
88865934		94RPG	1	1	171.25	171.25

Sub Total Parts 171.25
SubTotal Job # 1 203.25

Customer statement of problem
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.
PSI -
1 -- Correction/Action Taken
fr35 fl35 rr3 5rl35
9998
Sub Total Parts 0.00
Internal Work

Customer statement of problem
COMPLIMENTARY VEHICLE INSPECTION
INS -
1 -- Correction/Action Taken
TIRES ARE WORN OUT, FRONT BRAKES AT 9MM REAR AT 8MM, VEHICLE DUE FOR INDUCTION SERVICE 100287 0.00
Sub Total Parts
Internal Work

Customer statement of problem
ADD CUSTOMER EMAIL ADDRESS
1 -- Cause/Action to Take
EMAIL - n/a
1 -- Correction/Action Taken
9998
0.00

Sierra
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MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CA0983660416

Page 2

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:

Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:25 AM
Copy # 5
Date Opened: AUG 27 18
Date Notified: AUG 27 18
Date Delivered:

[redacted]: 2019 Chevrolet SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
conse Number:
tock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Sub Total Parts | Internal Work

Miscellaneous Charges and Deductions For All Jobs

yment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 ile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have thorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. erra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____

Additional Cost: $ _____ Total Revised Estimate:$ _____

Labor: $ _____ Parts $ _____

What was authorized, description: _____

Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate. I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

Total Labor	32.00
Total Parts	171.25
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	16.27
AMOUNT DUE	**219.52**

Sierra

SIERRA CHEVROLET
721 E. CENTRAL AVE,
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:	
Customer Number:	[redacted]
PO Number:	
Auth Number:	
Service Writer:	100418
Estimate Amount:	$
Terms & Conditions:	
Type of Sale:	Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]

Printed: JAN 10 19 10:24 AM
Copy # 3
Date Opened: NOV 19 18
Date Notified: NOV 19 18
Date Delivered

Make/Model: 2016 Chevrolet SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number:
Color: Pearl
Stock Number: [redacted]
Tag Number:
Mileage In: 45699
Mileage Out: 45700

Description

	Qty Ord	Qty Del	Price	Ext Total	Grand Total

Customer statement of problem
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states gpms system not working check and advice
1 -- Cause/Action to Take
DIAG - NO GPS SIGNAL
1 -- Correction/Action Taken
customer to return with more time

616
Sub Total Parts 0.00
Internal Work

Customer statement of problem
ADD CUSTOMER EMAIL ADDRESS
EMAIL -
1 -- Correction/Action Taken
n/a

9998
Sub Total Parts 0.00
Internal Work

Miscellaneous Charges and Deductions For All Jobs

Payment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 mile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. Sierra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____
Additional Cost: $ _____ Total Revised Estimate:$ _____
Labor: $ _____ Parts $ _____
What was authorized, description: _____
Date | Time |Person Authorizing| In Person | By Phone |Email|Fax

Accepted by and if there is any change in the original estimate, **I acknowledge notice and oral approval of an increase in the original estimated price.**

_____
Customer Signature

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**0.00**

Sierra
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MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:	
Customer Number:	[redacted]
PO Number:	
Auth Number:	
Service Writer:	100431
Estimate Amount:	$
Terms & Conditions:	
Type of Sale:	Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:21 AM
Copy # 4
Date Opened: 12/06/18
Date Notified:
Date Delivered:

Year/Make/Model: 2018 Chevrole: SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted] Mileage In: 46680
Tag Number: Mileage Out: 0

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Customer statement of problem					
Customer States that GPS NOT WORKING AS DESIGNED. WHEN CUSTOMER PUTS IN ADDRESS IT SAYS THATS THERE ARE UNKNOWN ROADS. ON LAST VISIT					
1 -- Cause/Action to Take					
OPEN CONTAC IN BASE ANTENNA					
1 -- Correction/Action Taken					
REMOVE VISOR AND OVERHEAD CONSOLE IN ORDER TO DISCONNECT ANTENNA CONNECTOR AND USE FLUKE METER READS OLH...CONTACT AT ANTENNA BASE OPEN CHECK HMI MODULE SIGNAL TO RADIO MODULE READS W2 OHMS END TO END CALLED GM TECH LINE AND EXPLAIN MY READING AND SUGGEST TO REPLACE BOTH PARTS REMOVE ALL NECESSARY IN ORDER TO REMOVE AND REPLACE TOP ANT ENNA AND HMI MODULE REINSTALL ALL AND UPDATE HMI MODULE SOFTWARE CODE IS 8F15874561 2.0 hr	616				0.00
Part Number / Failed / Description					
84346807 ANTENNA	1	1	169.09	169.09	
84296482 MODULE	1	1	1002.98	1002.98	
Sub Total Parts					1172.07
SubTotal Job # 1					1172.07
Customer statement of problem					
Customer States THAT WATER IS LEAKING FROM THE DRIVER SIDE WINDOW PANEL					
1 -- Cause/Action to Take					
DRIVER DOOR SEAL ..WORN "FLAT"					
1 -- Correction/Action Taken					
REMOVE DRIVER DOOR OUTSIDE WEATHER STRIP AND REINSTALL ALL PARTS REMOVED AND TEST FOR PRESSURE LEAK..PASSED....6 hr	616				0.00
Part Number / Failed / Description					
23255371 WEATHERST	1	1	96.45	96.45	
Sub Total Parts					96.45

Sierra
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MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660415

[redacted]

ear/Make/Model: 2016 Chevrolet SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
cense Number: Color: Pearl
tock Number: [redacted] Mileage In: 45660
ag Number: Mileage Out: 0

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100431
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail
Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: JAN 10 19 10:21 AM
Copy # 4
Date Opened: 12/06/18
Date Notified:
Date Delivered:

escription	QtyOrd	Qty Del	Price	Ext Total	Grand Total
SubTotal Job # 2					96.45

Customer statement of problem
COMPLIMENTARY VEHICLE INSPECTION
INS -
1 -- Correction/Action Taken

Sub Total Parts 0.00
Internal Work

Customer statement of problem
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.
PSI -
1 -- Correction/Action Taken

Sub Total Parts 0.00
Internal Work

Miscellaneous Charges and Deductions For All Jobs

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Original Estimate:$_____ Authorized By: _____
Additional Cost: $ _____ Total Revised Estimate:$ _____
Labor: $ _____ Parts $ _____
What was authorized, description: _____
Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate, I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

Total Labor	0.00
Total Parts	1,268.52
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	120.51
AMOUNT DUE	**1,389.03**

PE18-012

GM

3-27-2019

Q3

Sierra Chevrolet

FAX COVER SHEET

SIERRA AUTOCARS
CHEVORLET SERVICE
1450 SOUTH SHAMROCK AVE
MONROVIA, CALIFORNIA 91016
(626)932-5685
FAX: (626)932-5653

SEND TO: General Motors

DATE: 12/27/18

ATTENTION: April

FROM: Keith B

FAX NUMBER: (866) 215-6750

TOTAL PAGES: 4
INCLUDING COVER PAGE

COMENTS:

Sierra
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:

Invoice Number [redacted]

Printed: DEC 27 18 10:11 AM
Copy # 3
Date Opened: 08/27/18
Date Notified: 08/27/18
Date Delivered:

ear/Make/Model: 2018 Chevrole: SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
cense Number:
tock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

escription	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Customer statement of problem					
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states vehicle has trouble starting up. has trouble starting one day and other days it would not.					
DIAG -					
1 -- Correction/Action Taken					
perfomred gr8 test (battery,alternator and starter) found bad battery 100287					32.00
Part Number / Failed / Description: 88865934 / 94RPG	1	1	171.25	171.25	
Sub Total Parts					171.25
SubTotal Job # 1					203.25
Customer statement of problem					
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.					
PSI -					
1 -- Correction/Action Taken					
fr35 fl35 rr3 5rl35					
9998					0.00
Sub Total Parts					Internal Work
Customer statement of problem					
COMPLIMENTARY VEHICLE INSPECTION					
INS -					
1 -- Correction/Action Taken					
TIRES ARE WORN OUT, FRONT BRAKES AT 9MM REAR AT 8MM, VEHICLE DUE FOR INDUCTION SERVICE 100287					0.00
Sub Total Parts					Internal Work
Customer statement of problem					
ADD CUSTOMER EMAIL ADDRESS					
1 -- Cause/Action to Take					
EMAIL - n/a					
1 -- Correction/Action Taken					
9998					0.00

Sierra

721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:

Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: DEC 27 18 10:11 AM
Copy # 3
Date Opened: 08/27/18
Date Notified: 08/27/18
Date Delivered:

IN: 1GNSCHKC6 GR[redacted]
cense Number:
lock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 40480
Mileage Out: 40480

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Sub Total Parts

Internal Work

Miscellaneous Charges and Deductions For All Jobs

ayment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 ile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have thorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. erra is not responsible for articles of personal property that have been left in the vehicle.

Total Labor	32.00
Total Parts	171.25
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	16.27
AMOUNT DUE	**219.52**

Original Estimate:$ _____ Authorized By: _____

Additional Cost: $ _____ Total Revised Estimate:$ _____

Labor: $ _____ Parts $ _____

What was authorized, description: _____

Date | Time | Person Authorizing | In Person | By Phone | Email | Fax

Accepted by and if there is any change in the original estimate, **I acknowledge notice and oral approval of an increase in the original estimated price.**

_____
Customer Signature

Sierra
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

Page 1

[redacted]

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:

Invoice Number [redacted]

Printed: DEC 27 18 10:09 AM
Copy # 1
Date Opened: NOV 19 18
Date Notified: NOV 19 18
Date Delivered:

Service Writer: 100418
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

[redacted]: 2018 Chevrolet SUBURBAN
IN: 1GNSCHKC6 GR[redacted]
cense Number:
tock Number: [redacted]
ag Number:
Color: Pearl
Mileage In: 45699
Mileage Out: 45700

escription | QtyOrd | Qty Del | Price | Ext Total | Grand Total

Customer statement of problem
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states gpms system not working check and advice
1 -- Cause/Action to Take
DIAG - NO GPS SIGNAL
1 -- Correction/Action Taken
customer to return with more time

616
Sub Total Parts 0.00
Internal Work

Customer statement of problem
ADD CUSTOMER EMAIL ADDRESS
EMAIL -
1 -- Correction/Action Taken
n/a

9998
Sub Total Parts 0.00
Internal Work

Miscellaneous Charges and Deductions For All Jobs

ayment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 le warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have uthorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. ierra is not responsible for articles of personal property that have been left in the vehicle.

Original Estimate:$_____ Authorized By: _____
Additional Cost: $_____ Total Revised Estimate:$_____
Labor: $_____ Parts $_____
What was authorized, description: _____
Date | Time | Person Authorizing | In Person | By Phone | Email | Fax
____ | ____ | _____ | _____ | _____ | _____ | _____

Accepted by and if there is any change in the original estimate, **I acknowledge notice and oral approval of an increase in the original estimated price.**

_____
Customer Signature

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**0.00**

PE18-012

GM

3-27-2019

Q3

Sierra Chevrolet

FAX COVER SHEET

SIERRA AUTOCARS
CHEVORLET SERVICE
1450 SOUTH SHAMROCK AVE
MONROVIA, CALIFORNIA 91016
(626)932-5685
FAX: (626)932-5653

SEND TO: General Motors

DATE: 12/27/18

ATTENTION: April

FROM: Keith

FAX NUMBER: (866) 215-0750

TOTAL PAGES: 4
INCLUDING COVER PAGE

COMENTS:

Sierra

SIERRA CHEVROLET
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

[redacted]

Year/Make/Model: 2016 Chevrolet SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted]
Tag Number:
Mileage In: 45699
Mileage Out: 45700

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100418
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: DEC 27 18 12:16 PM
Copy # 2
Date Opened: 11/19/18
Date Notified: 11/19/18
Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states gpms system not working check and advice					
1 – Cause/Action to Take					
DIAG - NO GPS SIGNAL					
1 – Correction/Action Taken					
customer to return with more time	616				0.00
Sub Total Parts				Internal Work	
2. Customer statement of problem					
ADD CUSTOMER EMAIL ADDRESS					
EMAIL -					
1 – Correction/Action Taken					
n/a	9999				0.00
Sub Total Parts				Internal Work	
Miscellaneous Charges and Deductions For All Jobs					

Payment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 mile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. Sierra is not responsible for articles of personal property that have been left in the vehicle.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**0.00**

Original Estimate:$_____ Authorized By: _____

Additional Cost: $ _____ Total Revised Estimate $ _____

Labor: $ _____ Parts $ _____

What was authorized, description: _____

Date	Time	Person Authorizing	In Person	By Phone	Email/Fax

Accepted by and if there is any change in the original estimate, I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

Sierra

SIERRA CHEVROLET
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

[redacted]

Year/Make/Model: 2016 Chevrolet SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted] Mileage In: 40480
Tag Number: Mileage Out: 40480

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: DEC 27 18 12:17 PM
Copy # 4
Date Opened: 08/27/18
Date Notified: 08/27/18
Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states vehicle has trouble starting up. has trouble starting one day and other days it would not.					
DIAG -					
1 – Correction/Action Taken					
perfomred gr8 test (battery,alternator and starter) found bad battery	100287				32.00
Part Number **Failed** **Description**					
88865934 94RPG	1	1	171.25	171.25	
Sub Total Parts					171.25
SubTotal Job # 1					203.25
2. Customer statement of problem					
CHECK AND INFLATE TIRES TO RECOMMENDED TIRE PRESSURE PER (CARB) REGULATIONS NOTE: LEFT FRONT__ RIGHT FRONT__ LEFT REAR__ RIGHT REAR__ IN P.S.I.					
PSI -					
1 – Correction/Action Taken					
fr35 fl35 rr3 5rl35	9999				0.00
Sub Total Parts					Internal Work
3. Customer statement of problem					
COMPLIMENTARY VEHICLE INSPECTION					
INS -					
1 -- Correction/Action Taken					
TIRES ARE WORN OUT, FRONT BRAKES AT 9MM REAR AT 8MM, VEHICLE DUE FOR INDUCTION SERVICE	100287				0.00
Sub Total Parts					Internal Work
4. Customer statement of problem					
ADD CUSTOMER EMAIL ADDRESS					
1 – Cause/Action to Take					
EMAIL - n/a					
1 – Correction/Action Taken					
	9998				0.00

Sierra

SIERRA CHEVROLET
721 E. CENTRAL AVE.
MONROVIA, CA 91016
(888) 432-3908 (626) 932-5685
www.sierrachevy.com
BAR# AH035053 EPA# CAD983660416

[redacted]

Year/Make/Model: 2016 Chevrolet SUBURBAN
VIN: 1GNSCHKC6 GR[redacted]
License Number: Color: Pearl
Stock Number: [redacted]
Tag Number:
Mileage In: 40480
Mileage Out: 40480

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:
Service Writer: 100228
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: DEC 27 18 12:17 PM
Copy # 4
Date Opened: 08/27/18
Date Notified: 08/27/18
Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Sub Total Parts					Internal Work
Miscellaneous Charges and Deductions For All Jobs					

Payment is due at time of completion. All repairs not covered by the manufacturer's warranty are covered by Sierra's 12 month/12,000 mile warranty unless otherwise stated on this document or on the attached Condition Report and Disclaimer. I hereby state that I have authorized the repair work to be done along with the necessary labor, parts and materials for the Total Revised Estimated shown below. Sierra is not responsible for articles of personal property that have been left in the vehicle.

Total Labor	32.00
Total Parts	171.25
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	16.27
AMOUNT DUE	**219.52**

Original Estimate:$_____ Authorized By: _____

Additional Cost: $ _____ Total Revised Estimate:$ _____

Labor: $ _____ Parts $ _____

What was authorized, description: _____

Date	Time	Person Authorizing	In Person	By Phone	Email/Fax

Accepted by and if there is any change in the original estimate, I acknowledge notice and oral approval of an increase in the original estimated price.

_____
Customer Signature

PE18-012

GM

3-27-2019

Q3

January 30, 2019

[redacted]

RE**:** Repurchase Offer Letter
Service Request: [redacted]

Dear [redacted]

The purpose of this correspondence is to advise you that General Motors is offering to replace or repurchase your vehicle 2016 Chevrolet Suburban with VIN 1GNSCHKC6GR[redacted].

REPLACEMENT:
To the extent your vehicle is still in your possession and available to return to General Motors, you may elect to have General Motors replace the subject vehicle with a new motor vehicle that is substantially identical to your vehicle. If you elect a replacement vehicle, General Motors will work with you to place you in a comparable vehicle. General Motors will pay for any sales tax, license fees, registration fees, and other official fees you are obligated to pay in connection with the replacement. If your vehicle is subject to a lien, you will be responsible for working with your lender to substitute the replacement vehicle as collateral into your existing loan, otherwise you will be responsible for securing financing for the replacement vehicle. General Motors will also pay incidental damages actually incurred by you, as permitted by law and subject to verification.

REPURCHASE:
Alternatively, if you elect to have General Motors repurchase your vehicle, General Motors will refund the actual price paid or payable by the buyer, including any charges for transportation and manufacturer-installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales or use tax, license fees, first year's registration fees, and other official fees, less usage, if applicable (see below). The proposed refund may also include recoverable incidental damages actually incurred by you, as permitted by law and subject to verification.

You will be responsible for delivery of a clear title, free of lien, to General Motors. If a lending institution holds the title to your vehicle, you will be required to provide General Motors a notarized and signed Power(s) of Attorney. You will be responsible for any damage charges beyond normal wear & tear upon turn in of the subject vehicle.

Whether you elect a replacement or repurchase, General Motors is entitled to a usage offset for your use of the vehicle. The usage offset is calculated by a formula set by the Song Beverly Act as follows:

$$\text{Use Deduction} = \frac{\text{\# of miles driven by the consumer prior to the first delivery to the manufacturer/dealer for repair of the nonconformity that led to the repurchase}}{120{,}000 \text{ miles}} \times \text{Purchase Price}$$

General Motors will review your repair history and calculate the usage offset on your behalf. The exact amount of the offset will be included in a more detailed offer once General Motors has received the documentation required.

A representative from General Motors will contact you to verify your interest in proceeding with the replacement or repurchase offer. At that time, General Motors will review all details of the replacement or repurchase process, including the financial responsibilities of both parties, and you will receive a settlement letter that will contain the exact financial details of the replacement or repurchase offer. You will have the opportunity to ask the representative any questions that you may have when they contact you.

General Motors looks forward to working with you to finalize the terms of this repurchase or replacement offer.

Sincerely,

General Motors
cc: FILE

PE18-012

GM

3-27-2019

Q3

info [Automated], 13 Nov. 2018, 11:24am

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

info [Automated], 13 Nov. 2018, 11:24am

You are now chatting with Chevrolet.

Chevrolet, 13 Nov. 2018, 11:24am

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

[redacted], 13 Nov. 2018, 11:29am

Why isn't there a recall on the vacuum pump on the 2016 Chevrolet silverado. This issue is extremely dangerous. Are you willing to injure or kill people to protect your bottom dollar. Do right for your customers protect the public and recall the vacuum pump before you kill people.

Chevrolet, 13 Nov. 2018, 11:29am

[Rich Content]

Chevrolet, 13 Nov. 2018, 11:29am

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

[redacted] 13 Nov. 2018, 11:29am

Vehicle Recall

Chevrolet, 13 Nov. 2018, 11:29am

Just a moment...

info [Automated], 13 Nov. 2018, 11:29am

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

Chevrolet [Private], 13 Nov. 2018, 11:29am

US_CS_Recall

info [Automated], 13 Nov. 2018, 11:29am

You are now chatting with Mary.

Mary, 13 Nov. 2018, 11:29am

Welcome to Chevrolet Customer Assistance, my name is Mary.

Mary, 13 Nov. 2018, 11:30am

I can see that you're concerned about the vacuum pump. Are you having issues on the vacuum pump at this time?

[redacted], 13 Nov. 2018, 11:30am

Why isn't there a recall on the vacuum pump on the 2016 Chevrolet silverado. This issue is extremely dangerous. Are you willing to injure or kill people to protect your bottom dollar. Do right for your customers protect the public and recall the vacuum pump before you kill people.

Mary, 13 Nov. 2018, 11:31am

I can see that you're typing. I'll wait here.

[redacted], 13 Nov. 2018, 11:32am

It's in the shop my truck is to dangerous to drive the brake pedal gets hard and the truck doesn't stop

Mary, 13 Nov. 2018, 11:32am

It's not good to hear that you're having issues on the brake pedal of the vehicle. Your safety is important to us.

Mary, 13 Nov. 2018, 11:33am

We understand how important it is to get this issue resolved and we appreciate you giving us the opportunity to assist.

Mary, 13 Nov. 2018, 11:33am

Let me check your vehicle information to find out if there's any open recall on the vehicle.

Mary, 13 Nov. 2018, 11:33am

Allow me to ask some questions to better assist.

[redacted], 13 Nov. 2018, 11:34am

Ok

Mary, 13 Nov. 2018, 11:34am

To ensure that you will receive all mails and notifications from GM, may I have your telephone number, email and mailing address?

Mary, 13 Nov. 2018, 11:35am

I can see that you're typing. I'll wait here.

[redacted], 13 Nov. 2018, 11:35am

[redacted]

Mary, 13 Nov. 2018, 11:36am

Thank you.

Mary, 13 Nov. 2018, 11:36am

May I have the VIN?

[redacted] 13 Nov. 2018, 11:37am

3GCPCRECXGG[redacted]

Mary, 13 Nov. 2018, 11:37am

Thank you, [redacted].

Mary, 13 Nov. 2018, 11:37am

Do you know the approximate mileage of the vehicle?

[redacted] 13 Nov. 2018, 11:37am

62000

Mary, 13 Nov. 2018, 11:38am

Okay.

Mary, 13 Nov. 2018, 11:38am

May I know the name of the dealership where your vehicle is currently at?

[redacted], 13 Nov. 2018, 11:39am

[redacted]

Mary, 13 Nov. 2018, 11:39am

All right. Please give me 2-3 minutes to check this information.

[redacted], 13 Nov. 2018, 11:39am

Okay

Mary, 13 Nov. 2018, 11:41am

Thank you for waiting.

Mary, 13 Nov. 2018, 11:41am

I created a case report regarding this matter. Your reference number is [redacted]

[redacted], 13 Nov. 2018, 11:42am

Ok thank you for your help

Mary, 13 Nov. 2018, 11:43am

You're welcome. We checked your VIN for any information that may explain your vehicle's vacuum pump and brake pedal issue.

Mary, 13 Nov. 2018, 11:44am

It shows that there's no open recall on the vehicle. It doesn't mean that we don't take this concern seriously.

Mary, 13 Nov. 2018, 11:44am

Please check the below website for recall update and information:

Mary, 13 Nov. 2018, 11:45am

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

Mary, 13 Nov. 2018, 11:47am

Upon checking, it shows that the Bumper to Bumper Warranty is valid on 12/26/2018 until 36,004 miles, whichever comes first.

Mary, 13 Nov. 2018, 11:48am

It means that the warranty coverage is no longer active. Any repairs or service will be an out of pocket expense. It's best that you have made the right decision of having the vehicle checked by our certified GM Dealer.

Mary, 13 Nov. 2018, 11:48am

Your safety is our first concern and we would like to repair your vehicle as quickly as possible.

Mary, 13 Nov. 2018, 11:49am

They are in the best position to identify the nature of the concern and prevent this from happening again.

Mary, 13 Nov. 2018, 11:50am

Are you still there? I'm still here to assist you.

Mary, 13 Nov. 2018, 11:51am

Thank you for chatting. I am still here to assist you. I can give you two minutes and then I'll have to disconnect the chat.

[redacted], 13 Nov. 2018, 11:51am

They are working on it as we speak. It's very scary to push down on the brake an nothing happens I picked up my daughter form school in my truck a few hour before this happened. Imagine if it would have happened there.

Mary, 13 Nov. 2018, 11:53am

You must have been concerned for your family's safety. Safety is our utmost priority here in GM.

[redacted], 13 Nov. 2018, 11:53am

This really needs to be recalled before someone gets hurt

Mary, 13 Nov. 2018, 11:53am

I understand. I will make sure that everything is well documented on the case report that I have created for you.

[redacted] 13 Nov. 2018, 11:54am

Ok thank you you have a blessed day

Mary, 13 Nov. 2018, 11:54am

Since the vehicle is at the dealership, I recommend that you directly coordinate with the Customer Experience Manager.

Mary, 13 Nov. 2018, 11:54am

Let me check the name of the Customer Experience Manager at the dealership for you.

[redacted], 13 Nov. 2018, 11:54am

Ok

Mary, 13 Nov. 2018, 11:56am

Please consult Chris Schuller, Customer Experience Manager at the dealership. He is in the best position to evaluate the situation further and provide you the best options that we have.

Mary, 13 Nov. 2018, 11:56am

The dealer's telephone number is (281) 446-3021 .

Mary, 13 Nov. 2018, 11:56am

I hope everything will be okay.

Mary, 13 Nov. 2018, 11:57am

Is there anything else that I may assist you with today?

Mary, 13 Nov. 2018, 11:58am

Thank you for chatting. I am still here to assist you. I can give you two minutes and then I'll have to disconnect the chat.

Mary, 13 Nov. 2018, 12:01pm

I am ending this chat session due to no response. Thank you for contacting Chevrolet Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 9am to 10pm Eastern Standard Time.

info [Automated], 13 Nov. 2018, 12:01pm

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: 11/16/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC5EG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 09/15/2017
Job Card Date: 11/12/2018
Days out of Warranty: 423

Mileage

Component's Warranty End Mileage (Miles): 36,011
Current Mileage: 79,000
Miles out of Warranty: 42,989

Repair

Total Repair Cost At Warranty Rates: $730.00
Repair Group Body Sy tem

Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Previous similar repair performed under warranty

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

GM Participation Amount: $0.00 *
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $730.00

*** Thi vehicle i beyond the warrantable coverage period If there are unu ual circum tance 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 amount , contact your DMA u ing the DMA Pre Approval form

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

[redacted]

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

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

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 112[redacted]

Service Agent: RELIABLE CHEVROLET

Contact Name: Richard Johnson

Phone Number: 2144831554

Fax Number: (972) 952-8171

Contact Email Address: RJohnson05@ReliableChevrolet.com

Job Card*: [redacted]

Job Card Date: 12/19/2018

Reference Number: [redacted]

VIN: 1GNSKJKC8GR[redacted] Investigate Vehicle History

Odometer: 60612

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	912
<Make Selection>	

Net Item Total: 912.00

Tax: 0

Deductible: 0

Total Before Taxes: 912.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Dec 31 11:41:26 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
1GNSKJKC8GR[redacted]	[redacted]	2018-12-31

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3

Close Window

View Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to view the details of an existing Pre-Repair Authorization.

Pre-Repair Authorization

EDIT

Disclaimer: All amounts are before taxes

Pre-Repair Authorization ID: [redacted]
Business Unit: GM - US
Transaction Type: Regular Vehicle Transaction
BAC: 112311
Service Agent: RELIABLE CHEVROLET
Service Agent Contact Name: Richard Johnson
Phone Number: 2144831554
Fax Number:
Contact Email Address: RJohnson05@ReliableChevrolet.com
Transaction Number:
Job Card: [redacted]
Job Card Date: 12/19/2018
User Name: Maureen Nancarrow
Submit Time: 2018-12-31
Reference Number: [redacted]
VIN: 1GNSKJKC8GR[redacted]
Odometer: 60612
Transaction Flag:
Complaint: 0090 - No Customer Complaint - Other issues

No customer complaint-Other issues

Cause: 9090 - Other - Field Action / Tech Bulletin

Other-Field Action/Tech Bulletin

Correction:

Repair Vehicle

Labour Operation: [redacted]
Labour Time: 11.1
Parts Total: 1,183.43
Part Numbers:
Labour Total: 1,389.83
Labour Rate: 125.21 **Supp Time:** 0 **OLH Time:** 0

No rows were found.

Net Item Type	Amount

Net Item Total: 0.00

Total Before Taxes: 2,573.26
Deductible: 0.00
Auth Code:
Assigned To:
Status: Accept
Comment(s):

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Dec 31 11:57:03 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

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSKJKC8GR[redacted]	[redacted]	2018-12-31
1GNSKJKC8GR[redacted]	[redacted]	2018-12-31

CANCEL

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PE18-012

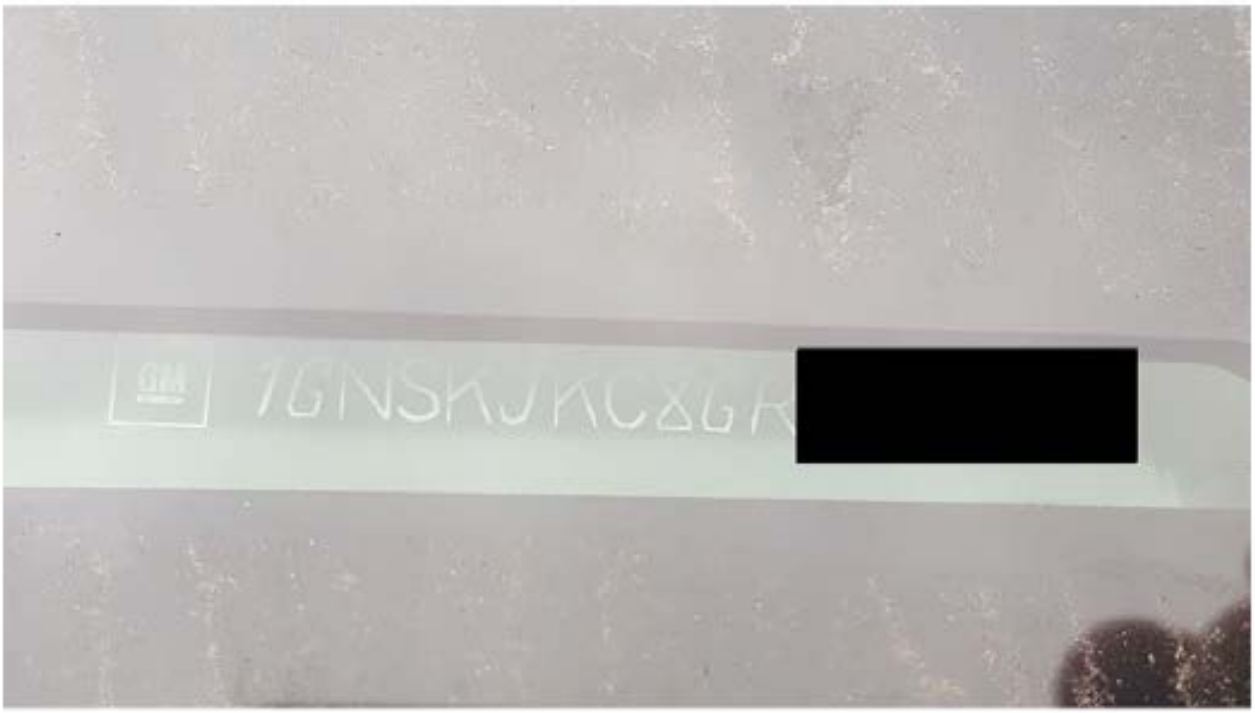
GM

3-27-2019

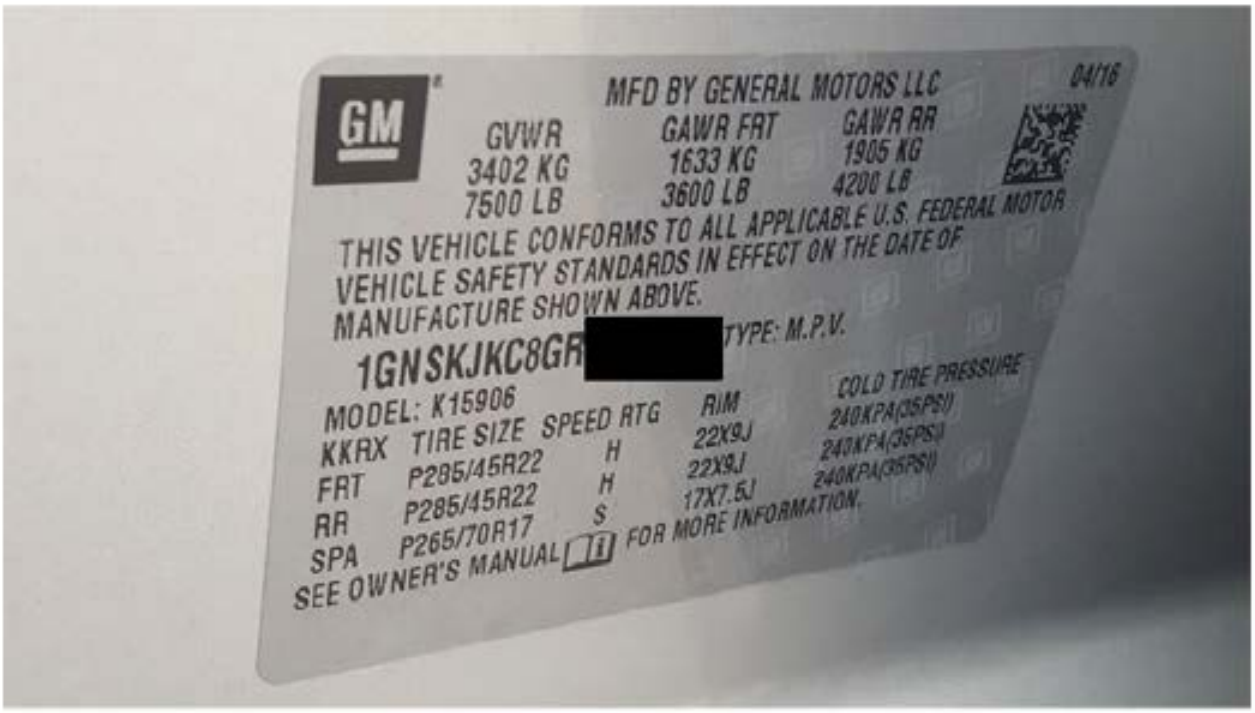
Q3

Replace vacuum pump at GM warranty rate $451.00

Replace and paint front bumper cover to repair accident damage at GM warranty rate $1384.85



COLLISION CENTER


GM
MFD BY GENERAL MOTORS LLC
04/16
GVWR
3402 KG
7500 LB
GAWR FRT
1633 KG
3600 LB
GAWR RR
1905 KG
4200 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GNSKJKC8GR
TYPE: M.P.V.
MODEL: K15906
KKRX TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P285/45R22 H 22X9J 240KPA(35PSI)
RR P285/45R22 H 22X9J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

PE18-012

GM

3-27-2019

Q3

Advertisement

2016 Chevrolet Suburban Pricing Report

Style: LTZ Sport Utility 4D
Mileage: 2,016

Sell To Private Party

Private Party Range
$50,249 - $54,188
Private Party Value
$52,219

Valid for ZIP Code 75070 through 11/15/2018

Vehicle Highlights

Fuel Economy: N/A	Max Seating: 7
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 4WD	Transmission: Automatic, 6-Spd w/Overdrive
EPA Class: Standard Sport Utility Vehicles	Body Style: Sport Utility
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

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

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 5.3 Liter

Transmission
Automatic, 6-Spd w/Overdrive

Drivetrain
4WD

Accessory Packages
Blind-Spot Alert

Braking and Traction
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Theft Deterrent System
Keyless Entry
Keyless Start
Air Conditioning
Air Conditioning, Rear
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt Wheel

Entertainment and Instrumentation
AM/FM/HD Radio
Bose Surround Sound
SiriusXM Satellite
Navigation System
Bluetooth Wireless
OnStar

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

Seats
Heated Seats
Cooled Seats
Dual Power Seats
Leather
Power Third Row
Quad Seating (4 Buckets)

Roof and Glass
Privacy Glass

Lighting
HID Headlamps
Daytime Running Lights

Exterior

Fog Lights
Running Boards

Cargo and Towing

Roof Rack
Towing Pkg

Wheels and Tires

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 indicated.

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

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

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

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

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

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

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

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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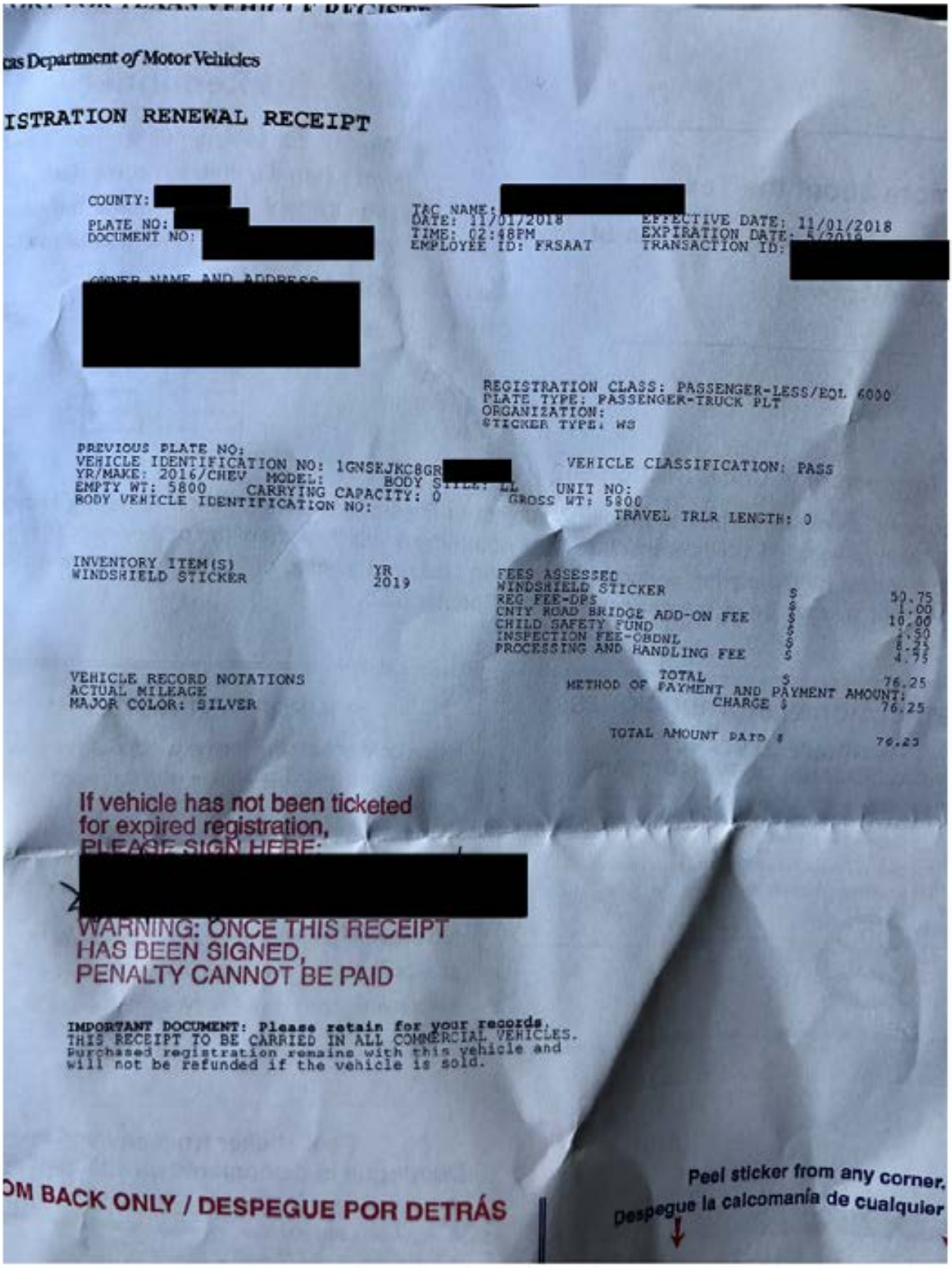
PE18-012

GM

3-27-2019

Q3

TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 7 FRONT 2 REAR 5
The combined weight of occupants and cargo should never exceed 679 kg or 1497 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT
REAR
SPARE
240 kPa, 35 PSI
240 kPa, 35 PSI
240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



as Department of Motor Vehicles

ISTRATION RENEWAL RECEIPT

COUNTY: [redacted]

PLATE NO: [redacted]
DOCUMENT NO: [redacted]

T&C NAME: [redacted]
DATE: 11/01/2018
TIME: 02:48PM
EMPLOYEE ID: FRSAAT

EFFECTIVE DATE: 11/01/2018
EXPIRATION DATE: 5/2019
TRANSACTION ID: [redacted]

OWNER NAME AND ADDRESS
[redacted]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PASSENGER-TRUCK PLT
ORGANIZATION:
STICKER TYPE: WS

PREVIOUS PLATE NO:
VEHICLE IDENTIFICATION NO: 1GNSEJKC8GR[redacted]
YR/MAKE: 2016/CHEV MODEL: BODY STYLE: PK UNIT NO:
EMPTY WT: 5800 CARRYING CAPACITY: 0 GROSS WT: 5800
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

VEHICLE CLASSIFICATION: PASS

INVENTORY ITEM(S) YR
WINDSHIELD STICKER 2019

FEES ASSESSED
WINDSHIELD STICKER $ 50.75
REG FEE-DPS $ 1.00
CNTY ROAD BRIDGE ADD-ON FEE $ 10.00
CHILD SAFETY FUND $ 1.50
INSPECTION FEE-OBDNL $ 8.25
PROCESSING AND HANDLING FEE $ 4.75

TOTAL $ 76.25
METHOD OF PAYMENT AND PAYMENT AMOUNT:
CHARGE $ 76.25

TOTAL AMOUNT PAID $ 76.25

VEHICLE RECORD NOTATIONS
ACTUAL MILEAGE
MAJOR COLOR: SILVER

If vehicle has not been ticketed
for expired registration,
PLEASE SIGN HERE:
[redacted]

WARNING: ONCE THIS RECEIPT
HAS BEEN SIGNED,
PENALTY CANNOT BE PAID

IMPORTANT DOCUMENT: Please retain for your records.
THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
Purchased registration remains with this vehicle and
will not be refunded if the vehicle is sold.

OM BACK ONLY / DESPEGUE POR DETRÁS

Peel sticker from any corner.
Despegue la calcomanía de cualquier

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

RELIABLE CHEVROLET
800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530

** PRE-INVOICE **

SERVICE ADVISOR: 150 CHRIS MALHAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
SILVER	16	CHEVROLET SUBURBAN	1GNSKJKC8GF[redacted]	[redacted]	60612/60612	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY16 DD			17:00 26NOV18			CASH	19DEC18

R.O. OPENED	READY	OPTIONS:
16:30 26NOV18	17:18 19DEC18	DLR:RELIABLE ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES BRAKES DONT STOP TRUCK, SOMETIMES HARD TO PUSH AND PUSHES PEDAL AND DOES NOT STOP.ADVISE- HAS EXT WARRANTY						
CAUSE: CHECK SOURCE BRAKE BOOSTER VACUUM & "VAC. REPLACED BRAKE BOOSTER VACUUM PUMP						
CONCERN CODE: 0124						
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT						
57 W 1.40	4620	17529			175.29	175.29
1 12669488 (S) PUMP	12197	23815	0	243.95	238.15	238.15
GMADD DIAGNOSIS						
57 W 0.50	1650	6261			62.61	62.61
FC: 6061						
PART#: 12669488						
COUNT: 1	12197	23815 TPARTS				
CLAIM TYPE:						
AUTH CODE:						
	6270	23790 TLABOR				
B DO BRAKE SYSTEM CHECK PER/FOR GM						
S140 COMPLETE						
57 I 0.00	0	0			0.00	0.00
C CUSTOMER IN LOANER VEHICLE PROVIDED BY RELIABLE CHEVROLET.						
LOAN CUSTOMER IN LOANER VEHICLE PROVIDED BY RELIABLE CHEVROLET.						
99 I 0.00	0	0			0.00	0.00
D COMPLIMENTARY HAND WASH AND VACUUM.						
CSIW COMPLIMENTARY HAND WASH AND VACUUM.						
80 I 0.00	0	0			0.00	0.00
E FREE MULTI POINT INSPECTION:						
MULTI FREE MULTI POINT INSPECTION:						
57 I 0.00	0	0			0.00	0.00
	*** THANK YOU FOR CHOOSING RELIABLE ***					

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.

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

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

STATEMENT OF DISCLAIMER

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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	

WARRANTY / FILE COPY

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

RELIABLE CHEVROLET

800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530

** PRE-INVOICE **

SERVICE ADVISOR: 150 CHRIS MALHAS

			VIN	LICENSE	MILEAGE	TAG
SILVER	16	CHEVROLET SUBURBAN	1GNSKJKC8GR[redacted]	[redacted]	60612/60612	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY16 DD			17:00 26NOV18			CASH	19DEC18

R.O. OPENED	READY	OPTIONS:
16:30 26NOV18	17:18 19DEC18	DLR:RELIABLE 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		
12-05-18	13:18	13:49	0.52	DW	57			A			
	13:49	15:15	1.43	W	57			A			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
136200	23790	6270		[redacted]	23815	12197	
136300	0	0			47605	*******	
153230	0	*******					

PAID
DEC 20 PAID

COST, SALE, & COMP TOTALS 18467 47605 0

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CUSTOMER SIGNATURE

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

WARRANTY / FILE COPY

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

RELIABLE CHEVROLET
800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530

SERVICE ADVISOR: 36 MARK SPACHHOLZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
SILVER	16	CHEVROLET SUBURBAN	1GNSKJKC8GR[redacted]	[redacted]	60612/60612	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY16 DD			17:00 04DEC18			CASH	18DEC18

R.O. OPENED	READY	OPTIONS:
11:50 04DEC18	07:20 18DEC18	DLR:RELIABLE ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REPLACE FT BUMPER PER GM SERVICE# [redacted]								
CAUSE: FRONT BUMPER FASCIA AND INNER IMPACT BAR ARE DAMAGED, RESULTING								
IN BRAKE FAILURE (SEE SERVICE RO [redacted], GM CASE # [redacted]								
CONCERN CODE: 0490								
1420120 FRONT BUMPER FASCIA REPLACEMENT								
99 WB	0.00	0	20034				200.34	200.34
1 84408066 FASCIA		36628	61047	0		610.47	610.47	610.47
CORE CHARGE W		7500	7500				75.00	75.00
1 23195058 BAR		26211	43685	0		436.85	436.85	436.85
-1 84408066 CORE RETURN		-7500	-7500	0		75.00	75.00	-75.00
GMADD PAINT NEW FASCIA TO MATCH.								
99 WB	0.00	0	26294				262.94	262.94
PMT PAINT MIX TIME								
99 WB	0.00	0	5008				50.08	50.08
120 OLH TO REPLACE DAMAGED IMPACT BAR WITH FASCIA								
REMOVED.								
99 WB	0.00	0	2504				25.04	25.04
B44 BODY REPAIR								
6619 IBC	3.70	6845	0				0.00	0.00
B44 BODY REPAIR								
6619 IBC	1.60	2960	0				0.00	0.00
B45 BODY PAINT								
6319 IBC	3.90	5850	0				0.00	0.00
FC: 6017								
PART#: 84408066								
COUNT: 1			62839	104732	TPARTS			
CLAIM TYPE:								
AUTH CODE:								
			0	53840	TLABOR			
MISC PAINT MATERIALS								
PO#36								
WB			7816	15631			156.31	156.31
,,,,REPLACE THE FRONT BUMPER IMPACT BAR, FRONT FASCIA. PAINT NEW FASCIA								

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.

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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	

ACCOUNTING COPY BODYSHOP

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 36 MARK SPACHHOLZ

RELIABLE CHEVROLET
800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
SILVER	16	CHEVROLET SUBURBAN	1GNSKJKC8G[redacted]	[redacted]	60612/60612	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY16 DD			17:00 04DEC18			CASH	18DEC18

R.O. OPENED	READY	OPTIONS:
11:50 04DEC18	07:20 18DEC18	DLR:RELIABLE ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
,,,,TO MATCH.											
WAR--MS											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	53840	0		[redacted]	104732	62839	
	0	0			0	15655	36
	15631	7816	36		174203	*******	
	0	*******	GR[redacted]				

COST, SALE, & COMP TOTALS 86310 174203 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.

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CUSTOMER SIGNATURE

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

ACCOUNTING COPY BODYSHOP

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FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Reliable Chevrolet of Texas

Address: 800 N Central Expy

City: Richardson | State: TX | Zip: 75080

Phone: 972-952-1500

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN / / A.M. P.M.

Date and Time OUT 11/26/2018 6:55 PM

Date and Time DUE IN

		FUEL OUT	FUEL IN
Vehicle VIN	1GNSCBKC6JR[redacted]		
Vehicle Description	2018 CHEVROLET TAHOE WHITE		
Mileage IN	3462	F	F
Mileage OUT	2599	3/4	3/4
Miles Driven		1/2	1/2
Miles Allowed		1/4	1/4
Chargeable Miles		E	E

RO# [redacted] Unit# [redacted] RA# 20402

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted]

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

Driver's License No. [redacted] State [redacted] Expires [redacted]

Birth Date | Home Telephone

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name | Birth Date

Driver's License No. | State | Expires

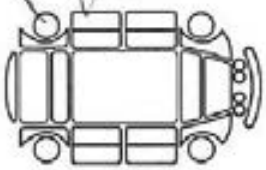
CUSTOMER INSURANCE INFORMATION

Insurer: TEXAS FARM BUREAU | Agent

Policy No. [redacted] | Expiration Date: 5/25/2019 | Telephone

DAMAGE DESCRIPTION

Initials: [redacted]



Condition Out: No Damage

Condition In:

[redacted]

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00	
DAYS: 24 @ $ 38.00	
TOTAL TIME AND MILEAGE CHARGES →	912 00
TAXABLE FUEL _____ GAL. @ $ _____	
TAXABLE SUB-TOTAL →	
TAX @ _____ %	
NON-TAXABLE FUEL _____ GAL. @ $ 0.00	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	912 00

METHOD OF PAYMENT

$ _____

☐ CHECK

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

____/____ EXPIRES

_____

☐ CARD VERIFIED

REFUNDED

$ _____

CUSTOMER INITIALS

X _____

I agree to the following Loaner Vehicle Terms: GR[redacted]

* No smoking, no pets, no unusual dirt/stains/trash. Violators will be charged a $150.00 cleaning fee.
* If loaner is not returned within 24 hours of our request a $75.00/day charge will apply.
* Mileage in excess of 4,000 total odometer miles will be charged at $1.00 for each mile in excess of 4,000.
* You agree to a separate charge for all tolls, fines, fees, damages and fuel usage @ $2.95/gal when fuel level is returned lower than when

[redacted]

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 [redacted] formation to that binding of the Terms

PE18-012

GM

3-27-2019

Q3

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

DI002 Brake / ABS System Dealer Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2016 Chevrolet	Case Number:	Insert CASE # here:
VIN:	1GNSKJKC8GR[redacted]	Dealership contact (Service Manager/Director)	Richard Johnson
Model:	Suburban	Dealership / (Service Manager/Director) Phone #	972-952-8135
Mileage:	60,425	Dealer City/ST	Richardson, TX
Dlr. BAC & Name	112[redacted] Reliable Chevrolet	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

She was turning at low speed and her vehicle wouldn't stop and hit the vehicle in front of her.

Customer Allegation of Defect:

Customer alleges brake failure causing an accident, but no damage to the other vehicle

Section 3 VEHICLE / SYSTEM INSPECTION

Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
U150F	00	Radio Control	Lin Bus off line		X
U15E1	00	Radio	Lost Communication with device on LIN Bus.		X

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

Remote start	Suspension	Tires/wheels	Audio/video	Snow removal
Body modifications	Towing equip.	Security alarm	Wiring	Other
Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?	X	Yes		No	Front disc, rear-drum brakes?		Yes	X	No
Anti-lock brakes?	X	Yes		No	Vacuum assisted power brakes?	X	Yes		No
Hydraulically assisted (hydro boost) brakes?		Yes	X	No	Regenerative braking?		Yes	X	No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?		Yes	X	No
Does the red brake warning light come on with the parking brake applied?	X	Yes		No
Does the red brake warning light go off when the parking brake is released?	X	Yes		No
Does the ABS (if equipped) warning light remain on after self test?		Yes	X	No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

X Full | X Clear | X Normal Smell | Other:

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, calipers, wheel cylinders, hydraulic lines, and fittings. **Describe and Photograph**

None

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour. X Dropped | Moved Up | No Change

Turn the engine off and record the number of pedal applies required to deplete the booster. 2

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches): 3"

Remove the wheels and inspect the front / rear brake:

Any caliper/wheel cylinder corrosion?	Yes	X No	Describe:
Any rotor/drum corrosion?	Yes	X No	Describe:
Any rotor/drum grooving?	Yes	X No	Describe:
Any rotor/drum irregularities?	Yes	X No	Describe:
Any lining corrosion evident?	Yes	X No	Describe:
Any signs of overheating?	Yes	X No	Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer

LF inner	LF outer	RF inner	RF outer	RR inner	RR outer	LR inner	LR outer
2	6	3	8	5	6	4	5

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface. Normal

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.
Observations:

normal

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)

Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary? [X] Yes [ ] No

If "No", record the engine speed/throttle position at which vehicle starts to move ____ RPM's ____ Percent Throttle

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results

Does the brake system hold the vehicle stationary? [X] Yes [ ] No

If "No", record the engine speed and throttle position at which the vehicle starts to move. ____ RPM's ____ Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (2/32 ")
LF	Michelin	DeScader LTX	285 45 22	31	10
RF	"	"	285 45 22	30	8
LR	"	"	285 45 22	30	8
RR	"	"	285 45 22	30	8

Specific test requests: Recommend a 0:002 Dealer Brake / ABS System Preliminary Report inspection be performed.

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

Following the inspection, summarize all relevant facts and observations. Provide related photographs.

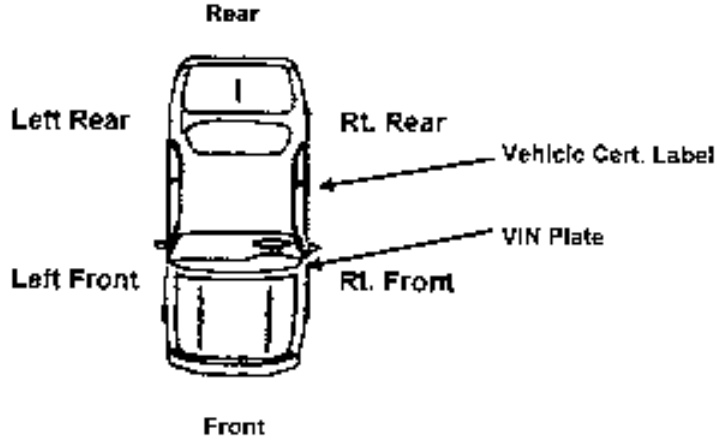
No Problem Found - Cold
After Engine warms up at parking lot speeds 1 pedal press depleats vacuum 2nd press is no assist

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not** be replaced. If B0052, is present. GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair estimate prior to submission.
- Verify parts availability.

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

1. **Driver (left) side Exterior**
2. **Passenger (right) side Exterior**
3. **Front Exterior**
4. **Rear Exterior**
5. **Close-up of concerns**
6. **Mid-level zoom of concern to show surrounding area**
7. **Overall photo to ensure identification location of concern and affected area**
8. **Vehicle Certification Label with VIN visible**
9. **VIN plate**



ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 11/30/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC0GG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 06/18/2019
Job Card Date: 11/30/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,003
Current Mileage: 52,000
Miles out of Warranty: 15,997

Repair

Total Repair Cost At Warranty Rates: $343.59
Job Card / Repair Order : tier2
Repair Group Brake

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: $188.97 - $257.69
Cust/Dlr Participation Amount: $85.90 - $154.62
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i 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 con ideration

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted] PREPAID MAINTENANCE REGISTRATION PAGE

GMC PROTECTION PLAN

AGREEMENT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]				
CUSTOMER'S STREET ADDRESS [redacted]			CITY [redacted]	
STATE [redacted]	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]		
YEAR 2016	MAKE GMC	MODEL YUKON XL C1500 SLE	VEHICLE IDENTIFICATION NUMBER 1GKS1FKC6GR[redacted]	
ODOMETER READING 25602	AGREEMENT PURCHASE DATE 12/6/2018	VEHICLE IN-SERVICE DATE 11/25/2015	SALESPERSON NAME	
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive	
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER

LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)

PROGRAM INFORMATION

AGREEMENT TERM: 18 MONTHS 15000 MILES

AGREEMENT COST: $ $322

YOUR AGREEMENT EXPIRES ON 7/4/2020
OR WHEN YOUR VEHICLE'S ODOMETER READS 40602
OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE SERVICES CHECKLIST HAVE BEEN REDEEMED
(WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE	SERVICES SCHEDULE
PPMPlus	Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 12/6/2018

The definition of **"We, Us** and **Our"** used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the performance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

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

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance **Agreement** and appear in **Bold Faced Type**:
Agreement – Means this Pre-Paid Vehicle Maintenance **Agreement** which **You** have purchased from **Us**.
You, Your – Means the customer identified on the **Registration Page**.
We, Us, Our – Means the party obligated to fulfill the services of this **Agreement,** as shown on the **Registration Page.**
Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.
Registration Page – Means Page 1 of this **Agreement** that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement** Term and the covered **Vehicle**.
Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this **Agreement**.
Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this **Agreement** and as shown on the **Registration Page**.
Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this **Agreement**. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This **Agreement** is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this **Agreement** are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this **Agreement**. The term of this **Agreement** runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this **Agreement** begins on the **Agreement** Purchase Date and Odometer Mileage at **Agreement** Purchase Date. Expiration is measured in time from the **Agreement** Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at **Agreement** Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

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

b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
   - A copy of **Your Registration Page**;
   - A completed transfer form; with
   - Name and Address of new owner, date of sale to new owner, current mileage; and
   - $50.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

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

CANCELLATION OF YOUR AGREEMENT

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

b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.

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

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

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other that the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

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

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

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

(1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
   - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
   - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
   - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
   - claims that may arise after the termination of this **Agreement**.

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

(2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

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

(4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:

- pay You the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
- pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").

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

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

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

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

SPECIAL STATE REQUIREMENTS/DISCLOSURES

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

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #0H18143.
Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.
CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:
If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or 10% of the **Agreement** cost charged will be charged.
If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.
Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitraton Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
Service Wheels and tires			
Service Wheels and tires			
Service Oil and Filter			
Service Oil and Filter			

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 11/30/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GKS1FKC6GR[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 11/02/2018
Job Card Date: 11/30/2018
Days out of Warranty: 28

Mileage

Component's Warranty End Mileage (Miles): 38,289
Current Mileage: 25,000
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $724.00
Repair Group Brake
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $144.80 - $289.60
Agreed upon Cu tomer/Dealer Participation Amount
Cust/Dlr Participation Amount: $434.40 - $579.20

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i 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 con ideration

[redacted]

PE18-012

GM

3-27-2019

Q3

info [Automated], 19 Nov. 2018, 9:57am

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

info [Automated], 19 Nov. 2018, 9:57am

You are now chatting with GMC.

GMC, 19 Nov. 2018, 9:57am

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

[redacted] 19 Nov. 2018, 9:58am

[redacted]

GMC, 19 Nov. 2018, 9:58am

[Rich Content]

GMC, 19 Nov. 2018, 9:58am

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

[redacted], 19 Nov. 2018, 9:58am

Vehicle Recall

GMC, 19 Nov. 2018, 9:58am

Just a moment...

info [Automated], 19 Nov. 2018, 9:58am

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

GMC [Private], 19 Nov. 2018, 9:58am

US_CS_Recall

info [Automated], 19 Nov. 2018, 9:58am

You are now chatting with Gerald.

Gerald, 19 Nov. 2018, 9:58am

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

Gerald, 19 Nov. 2018, 10:01am

I have not heard from you for some time. Do you wish to continue to chat?

[redacted], 19 Nov. 2018, 10:01am

Hi! Okay I purchased a used 2015 Tahoe last September. Certified pre owned. Purchased the extended warranty. My car has been in the shop 8-10 times. I just not hit 50k miles. I've had so many repairs. Friday, I was driving down the highway, and my brakes no longer worked. The brake petal stuck to the floor, brake assist error came up on dash and my steering locked up. I'm very frustrated, that I'm making payments on this vehicle to have driven it less then 15k miles... the

Gerald, 19 Nov. 2018, 10:02am

Thank you for providing that information. I am sorry to hear that you are having concerns with your 2015 Chevrolet Tahoe.

Gerald, 19 Nov. 2018, 10:03am

I would like to look into this a bit further. Would you mind providing your VIN, mileage and home mailing address for me, please?

[redacted] 19 Nov. 2018, 10:03am

I've had the driver and passages hinges replaced on the door. I've had a sensor on the motor replaced, I've had the whol A/C controls replaced, I've had body work replaced due to dealer fault that was over 5,000 in repairs and now this

[redacted] 19 Nov. 2018, 10:03am

Where is the vin

Gerald, 19 Nov. 2018, 10:04am

The VIN can be located on the dashboard under your windshield on the driver's side, on your registration, insurance or title for the vehicle as well.

Sara, 19 Nov. 2018, 10:04am

Ok

Sara, 19 Nov. 2018, 10:05am

1GNSCCKCOFR[redacted]

Gerald, 19 Nov. 2018, 10:07am

Thank you! I am not showing this is a Certified Pre-Owned vehicle. This would show in our system. You may have purchased the vehicle used from the dealer but this isn't technically a CPO vehicle, unfortunately.

Gerald, 19 Nov. 2018, 10:07am

I also want to make you aware of a recall on this VIN. Recalls are VIN specific.

Gerald, 19 Nov. 2018, 10:07am

The recall is for [redacted] - EPS Loss of Steering Assist. Dealers will perform a reflash of the EPS module software free of charge. Visit the manufacturer website at https://my.gm.com/recalls for more information.

Sara, 19 Nov. 2018, 10:07am

This is interesting!

Gerald, 19 Nov. 2018, 10:08am

You can schedule an appointment to handle the recall at any time. If you purchased an extended warranty with your vehicle, you would need to contact the company that provides the coverage and parameters for your warranty. If you are unsure as to what the name of that company is or how to contact them, your selling dealer would most likely have their number as well.

Gerald, 19 Nov. 2018, 10:08am

What is the name of your dealer?

[redacted], 19 Nov. 2018, 10:10am

Mitchel Buick GMC- but here's the catch. I did buy the extended warranty and every time I try and set up an appointment they're 1-2 weeks out on other repairs and have no loners. I'm now in this boat and have no other dependable vehicle to drive and had plans to leave town for thanksgiving.

Sara, 19 Nov. 2018, 10:12am

I was told this today. No loaners, and 1-2 weeks out. I can't trade the vehicle in now and buy new, because I'm upside down since I hit 50k. They won't even work with me.

Gerald, 19 Nov. 2018, 10:12am

Thank you for providing that information. I completely understand, [redacted]. I am so sorry for any inconvenience that may have been caused as a result of the vehicle concerns you are currently experiencing. I know that these circumstances can certainly become exceedingly frustrating and at times difficult to deal with. Dealers are independently owned and operated businesses and we wouldn't be able to get involved with their schedule. Loaners would also be at the discretion of the dealer.

Gerald, 19 Nov. 2018, 10:12am

I am in the process of creating a case to document our chat interaction thoroughly.

Gerald, 19 Nov. 2018, 10:13am

I will also ensure we have your vehicle and contact information updated accurately for what was provided today.

[redacted], 19 Nov. 2018, 10:13am

Thank you

Gerald, 19 Nov. 2018, 10:14am

You are quite welcome, [redacted] Would you mind verifying your e-mail address for me, please?

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 12/05/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GTU2VEC8FG[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 08/28/2018
Job Card Date: 12/05/2018
Days out of Warranty: 99

Mileage

Component's Warranty End Mileage (Miles): 36,003
Current Mileage: 35,393
Miles out of Warranty: 0

Repair

Total Repair Co t At Warranty Rate $413 79
Job Card / Repair Order Tier2
Repair Group: Body Hardware and Trim

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments: Cust paid OOP$ of $413.79 for repairs to this vehicle.

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

GM Participation Amount $206 89
Cu t/Dlr Participation Amount $206 90 / 50%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

0
40
80
MPH
50
60
70
80
90
100
110
120
130
140
RPM X1000
ALL TERRAIN
9
14
19
160
200
260
E
1/2
F
Fuel Economy Last 25 mi.
Average: 10.4
0
mpg
Best: 21.3
35393 mi
V8
W
PRNDM

PE18-012

GM

3-27-2019

Q3

293 E Howze Beach Rd
Slidell, LA 70461
Phone: (985) 643-2277
Fax: (985) 781-3417

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
11/19/18	[redacted]
R/O Close Date	**Status**
11/19/18	Pre-Invoice
Mileage In	**Mileage Out**
33451	33452
Service Advisor / Tag #	
MITCHELL CIEUTA/[redacted]	
Vehicle Identification Number	
3GTU2VEC8FG[redacted]	
Delivery Date	**In-Service Date**
8/28/15	8/28/15

[redacted]

Work Phone	Home Phone
	[redacted]

Year	Make	Model	Body	Color	License Number
2015	GMC	[redacted]			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - BRK: BRAKE CONCERN		
C/S VEH TOWED IN NO BRAKES		
Tech: KENNY ROGERS (032)		
Installed 12658179 :SL-N-BELT (01066-CT)	1@49.91	160.00
Installed 12669488 :SL-N-PUMP (03280-CT)	1@170.76	49.91
REPLACED FAILED VACUUM PUMP. ALSO REPLACED THE VACUUM PUMP DRIVE BELT.		170.76
Sub Total: 380.67		
#2 - MPI: PERFORM MULTI POINT INSPECTION		
Sub Total: .00		

PAID NOV 19 2018

MC

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

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

LABOR	160.00
PARTS	220.67
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	33.12
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	413.79

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DEALERTRACK TECHNOLOGIES - Dealership Application Group (800) 945-1028

PE18-012

GM

3-27-2019

Q3

info [Automated], 23 Nov. 2018, 12:45pm

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

info [Automated], 23 Nov. 2018, 12:45pm

You are now chatting with GMC.

GMC, 23 Nov. 2018, 12:45pm

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

[redacted] 23 Nov. 2018, 12:45pm

Is there an email that I can send in a complaint ?

GMC, 23 Nov. 2018, 12:45pm

[Rich Content]

GMC, 23 Nov. 2018, 12:45pm

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

[redacted] 23 Nov. 2018, 12:46pm

Vehicle Service or Warranty

GMC, 23 Nov. 2018, 12:46pm

Just a moment...

info [Automated], 23 Nov. 2018, 12:46pm

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

GMC [Private], 23 Nov. 2018, 12:46pm

US_CS_Services

info [Automated], 23 Nov. 2018, 12:46pm

You are now chatting with Santana.

Santana, 23 Nov. 2018, 12:46pm

Thank you for contacting GMC Customer Assistance, [redacted] My name is Santana. Please allow me two to three minutes to review your question.

Santana, 23 Nov. 2018, 12:47pm

I do apologize to hear that you have a complaint. You can email us at customerassistance@gmc.com or I can assist you over chat. Can you please describe your concern?

[redacted] 23 Nov. 2018, 12:47pm

I am reading that GM is investigating faulty brake vacuum pumps on Sierra trucks. I just had mine replaced 600$. I have 54000 miles on my 2016 truck. So it was not warranty item.

Santana, 23 Nov. 2018, 12:48pm

I do apologize to hear that you had to have your brake vacuum pump replaced. I do understand how unexpected repairs out of warranty can be costly. I would be happy to look into this further. To do so, would you please provide me with the last 8 digits of your VIN, starting with a G?

[redacted], 23 Nov. 2018, 12:49pm

GG[redacted]

Santana, 23 Nov. 2018, 12:50pm

Thank you. When did you have the brake vacuum pump replaced?

[redacted] 23 Nov. 2018, 12:50pm

This past Tuesday.

[redacted] 23 Nov. 2018, 12:50pm

11/21/2018

[redacted] 23 Nov. 2018, 12:51pm

https://www.gm-trucks.com/forums/topic/216957-gm-under-investigation-for-faulty-brake-vacuum-pumps/

Santana, 23 Nov. 2018, 12:51pm

Thank you. Did you have that repair performed by a GM dealership?

[redacted] 23 Nov. 2018, 12:51pm

Yes. Rick Matthews Buick GMC in Spring Hill, Fl

Santana, 23 Nov. 2018, 12:51pm

Thank you. Would you please provide me 3-4 minutes to look into this?

[redacted] 23 Nov. 2018, 12:51pm

Yes. Thank you

Santana, 23 Nov. 2018, 12:52pm

It is my pleasure. While I look into this, I would like to collect some information to document that you chatted in today and to ensure that our system is updated with your most current information. To do so, would you please provide me with your phone number, e-mail address, and home mailing address? Your mailing address is also requested to ensure that you receive any future recall or bulletins regarding current or future vehicles.

[redacted] 3 Nov. 2018, 12:52pm

[redacted]

[redacted]
[redacted].

[redacted] 23 Nov. 2018, 12:53pm

[redacted]

[redacted] 23 Nov. 2018, 12:53pm

[redacted]

Santana, 23 Nov. 2018, 12:55pm

Thank you for your patience and that information. I do apologize, at this time there are no bulletins regarding the concern you have described related to your VIN. Regrettably, I would not be able to comment on if this is currently being investigated.

Santana, 23 Nov. 2018, 12:55pm

However, if we do find that a recall or bulletin needs to be released, we will do so. If that happens, you will be notified by mail and you should save any repair receipts to be eligible for possible reimbursement consideration.

Santana, 23 Nov. 2018, 12:55pm

For further assistance, you may find https://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues#What%20Is%20a%20Safety-Related%20Defect, helpful. However, please keep in mind that General Motors neither endorses nor maintains this site and will not be responsible for any of its content.

Santana, 23 Nov. 2018, 12:56pm

For future reference, you can check for recalls at [https://my.gm.com/recalls](Link:https://my.gm.com/recalls).

[redacted], 23 Nov. 2018, 12:57pm

Thank you

Santana, 23 Nov. 2018, 12:58pm

You're welcome. For your reference, your case number is [redacted] . These cases are available for review, as needed, among the many departments of General Motors. You will be notified by mail if any bulletins are released on your VIN.

Santana, 23 Nov. 2018, 12:58pm

Do you have any other questions that I may assist you with today?

PE18-012

GM

3-27-2019

Q3

info [Automated], 24 Nov. 2018, 1:23pm

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

info [Automated], 24 Nov. 2018, 1:23pm

You are now chatting with Chevrolet.

Chevrolet, 24 Nov. 2018, 1:23pm

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

[redacted], 24 Nov. 2018, 1:24pm

[redacted]

Chevrolet, 24 Nov. 2018, 1:24pm

[Rich Content]

Chevrolet, 24 Nov. 2018, 1:24pm

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

[redacted] 24 Nov. 2018, 1:24pm

Vehicle Service or Warranty

Chevrolet, 24 Nov. 2018, 1:24pm

Just a moment...

info [Automated], 24 Nov. 2018, 1:24pm

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

Chevrolet [Private], 24 Nov. 2018, 1:24pm

US_CS_Services

info [Automated], 24 Nov. 2018, 1:24pm

You are now chatting with Joan.

Joan, 24 Nov. 2018, 1:25pm

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

Joan, 24 Nov. 2018, 1:25pm

How may I assist you today?

[redacted], 24 Nov. 2018, 1:25pm

My vin is 3GCUKREC0FG[redacted]

Joan, 24 Nov. 2018, 1:26pm

Thank you.

Joan, 24 Nov. 2018, 1:26pm

How may I assist you with your vehicle today?

[redacted] 24 Nov. 2018, 1:26pm

I had to have the brake vacuum booster replaced on my pickup last week. They informed us it was not covered under warranty. I had to pay $513.

Joan, 24 Nov. 2018, 1:26pm

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

[redacted], 24 Nov. 2018, 1:27pm

My husband chatted with someone and told them about the situation. I was driving when my brakes failed to work at all!

Joan, 24 Nov. 2018, 1:27pm

If I may ask, how much mileage do you have on your vehicle?

[redacted] 24 Nov. 2018, 1:27pm

63,000

Joan, 24 Nov. 2018, 1:29pm

Thank you. I am now pulling up your profile to check on the status of the case. Just to make sure that I'm looking at the right profile here, can you verify your address and email address, please?

[redacted] 24 Nov. 2018, 1:29pm

I did not have an error message or anything. This happened suddenly.

[redacted] 24 Nov. 2018, 1:29pm

[redacted]

[redacted], 24 Nov. 2018, 1:30pm

[redacted]

[redacted] 24 Nov. 2018, 1:30pm

[redacted]

[redacted] 24 Nov. 2018, 1:30pm

[redacted]

Joan, 24 Nov. 2018, 1:30pm

Thank you.

Joan, 24 Nov. 2018, 1:30pm

What is the name of the dealership that you're referring to?

[redacted] 24 Nov. 2018, 1:32pm

Irwin Auto in Woodward, OK is where we had the work done

Joan, 24 Nov. 2018, 1:32pm

Thank you.

Joan, 24 Nov. 2018, 1:33pm

I am looking at your vehicle’s profile and I see here that the Bumper to Bumper Limited Warranty of your vehicle expired when the vehicle exceeded 36,000 miles.

[redacted] 24 Nov. 2018, 1:34pm

Ok, so what about the safety of me and my family. Does that expire?

Joan, 24 Nov. 2018, 1:35pm

I understand and here in Chevrolet, our customer's safety is our top priority.

[redacted], 24 Nov. 2018, 1:36pm

We could have had a very serious accident due to a fault vacuum booster, something that has been brought to your attention many times.

Joan, 24 Nov. 2018, 1:37pm

I also took the liberty in checking if your vehicle has an open recall that might be related to the issue that you're having and I was able to confirm that your vehicle does not have any open recall. You can also confirm that by visiting our recall website and that is my.gm.com/recalls.

[redacted] 24 Nov. 2018, 1:38pm

So, when there is a recall will we be reimbursed?

Joan, 24 Nov. 2018, 1:39pm

Yes. That is a possible. I am creating a ticket for this. May I have 3 to 5 minutes of your time to do this?

[redacted] 24 Nov. 2018, 1:40pm

Yes, thank you.

Joan, 24 Nov. 2018, 1:43pm

Thank you for waiting, [redacted]

Joan, 24 Nov. 2018, 1:43pm

I created a case for your concern and I included all the information you have shared with me. Your case number is [redacted] .

Joan, 24 Nov. 2018, 1:44pm

I just want to let you know that we will share this case to our whole Chevrolet Team.

[redacted] 24 Nov. 2018, 1:44pm

Thank you

Joan, 24 Nov. 2018, 1:45pm

If Chevrolet will release a special coverage that is related to the issue that you're having, reimbursement is possible.

Joan, 24 Nov. 2018, 1:45pm

Is there anything else I may help you with today?

[redacted], 24 Nov. 2018, 1:45pm

No, thank you. I will continue to follow this issue. Have a great day!

Joan, 24 Nov. 2018, 1:46pm

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.

info [Automated], 24 Nov. 2018, 1:46pm

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: 12/12/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GTU2NEC8GG[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 08/01/2019
Job Card Date: 12/12/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,987
Current Mileage: 52,000
Miles out of Warranty: 15,013

Repair

Total Repair Cost At Warranty Rates: $884.63
Repair Group Su pen ion

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 Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $884.63

*** GM Participation in thi repair out ide of warranty i not recommended If there are unu ual circum tance 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 amount , contact your DMA u ing the DMA Pre Approval form

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

[redacted]

PE18-012

GM

3-27-2019

Q3

info [Automated], 27 Nov. 2018, 1:41pm

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

info [Automated], 27 Nov. 2018, 1:41pm

You are now chatting with GMC.

GMC, 27 Nov. 2018, 1:41pm

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

[redacted] 27 Nov. 2018, 1:42pm

[redacted]

GMC, 27 Nov. 2018, 1:42pm

[Rich Content]

GMC, 27 Nov. 2018, 1:42pm

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

[redacted]27 Nov. 2018, 1:42pm

Vehicle Service or Warranty

GMC, 27 Nov. 2018, 1:42pm

Just a moment...

info [Automated], 27 Nov. 2018, 1:42pm

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

GMC [Private], 27 Nov. 2018, 1:42pm

US_CS_Services

info [Automated], 27 Nov. 2018, 1:42pm

You are now chatting with Brandon.

Brandon, 27 Nov. 2018, 1:43pm

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

Brandon, 27 Nov. 2018, 1:44pm

I can see that you are typing. I am still here to assist you. Feel free to send what you have started to me while you complete your message.

[redacted] 27 Nov. 2018, 1:45pm

I have a 2015 GMC Sierra 1500. It went into the shop this morning with break issues. I've been told that I need a sensor and vacuum pump. And it's not covered under warranty. I've owned it for 6 months

[redacted] 27 Nov. 2018, 1:45pm

What can be done with this?

Brandon, 27 Nov. 2018, 1:46pm

I am sorry to hear that you are having these issues with your 2015 GMC Sierra. I certainly understand how frustrating this must be for you! I would be more than happy to look further into this for you. Can you please provide me with your VIN, mailing address, and current mileage?

Brandon, 27 Nov. 2018, 1:46pm

The VIN can be found on your vehicle's insurance papers, vehicle registration papers, vehicle's title, repair orders from your dealership, or on the vehicle itself (e.g. on top of the Instrument Panel (IP) / dash on the driver's side of the vehicle under the windshield, on a sticker that's on the inside of the driver's door, under the hood at the front of the engine block).

[redacted] 27 Nov. 2018, 1:47pm

It is currently at the dealership getting worked on so I don't have that information but I can send it to you as soon as I get it

Brandon, 27 Nov. 2018, 1:48pm

I can wait while you contact the dealership to gather the information. Can you provide me with your mailing address and name of the dealership that is assisting you?

[redacted], 27 Nov. 2018, 1:49pm

[redacted]. The dealership is the wedekind motors on State Street in [redacted]

Brandon, 27 Nov. 2018, 1:50pm

Thank you for that information.

Brandon, 27 Nov. 2018, 1:51pm

I am unable to locate your VIN within our system and I would need the information to assist you further. Would you like for me to wait while you obtain the information or would you like to contact us back?

[redacted], 27 Nov. 2018, 1:52pm

Thank you for anything you may be able to do with thisI will contact GMC back when I get the information

Brandon, 27 Nov. 2018, 1:53pm

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

Brandon, 27 Nov. 2018, 1:53pm

When you contact us back just reference your case and the representative will be able to assist you further. 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?

[redacted], 27 Nov. 2018, 1:54pm

I’m actually getting the Vin number sent to me right now by the dealership so can you hang out for a few minutes?

Brandon, 27 Nov. 2018, 1:55pm

Sure.

Brandon, 27 Nov. 2018, 1:55pm

To better assist you as well, what type of resolution do you seek from GMC?

PE18-012

GM

3-27-2019

Q3

info [Automated], 27 Nov. 2018, 2:04pm

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

info [Automated], 27 Nov. 2018, 2:04pm

You are now chatting with GMC.

GMC, 27 Nov. 2018, 2:04pm

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

[redacted] 27 Nov. 2018, 2:04pm

[redacted]

GMC, 27 Nov. 2018, 2:04pm

[Rich Content]

GMC, 27 Nov. 2018, 2:04pm

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

[redacted]27 Nov. 2018, 2:04pm

Vehicle Service or Warranty

GMC, 27 Nov. 2018, 2:04pm

Just a moment...

info [Automated], 27 Nov. 2018, 2:04pm

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

GMC [Private], 27 Nov. 2018, 2:04pm

US_CS_Services

info [Automated], 27 Nov. 2018, 2:04pm

You are now chatting with Tor.

Tor, 27 Nov. 2018, 2:05pm

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

[redacted] 27 Nov. 2018, 2:05pm

I have an existing problem going on and I've been talking with Brandon but I do not know my case number

Tor, 27 Nov. 2018, 2:06pm

I am sorry you're having trouble with your vehicle. Please allow me 2-3 minutes to review your previous chat.

Tor, 27 Nov. 2018, 2:07pm

Thank you for your patience, [redacted] Did you gather your VIn and mileage?

[redacted], 27 Nov. 2018, 2:08pm

1gtv2vec6fz[redacted]. Mileage is 49,000

Tor, 27 Nov. 2018, 2:09pm

Thank you for your patience, [redacted]. I see you're having trouble with your sensor/vaccum pump and you're confused as to why this is not covered under warranty is that correct?

[redacted], 27 Nov. 2018, 2:10pm

Yes, I know gmc vehicles are currently having problems with this. Why would they not cover them?

Tor, 27 Nov. 2018, 2:11pm

I understand your confusion. We don't have any information to indicate this is some kind of common concern which needs to be addressed. If that ends up being the case some kind of coverage or recall would be issues and that information would be associated with your VIN and you would be notified. I see you purchased this vehicle about 6 months ago. Do you know the mileage on the vehicle at the time of purchase?

[redacted], 27 Nov. 2018, 2:12pm

I don’t recall. Very frustrating to have to put money into my truck already.

Tor, 27 Nov. 2018, 2:15pm

I understand your frustration, [redacted] It looks like back in Feb of 2018 the vehicle was at around 40,000 miles. So, when you purchased this vehicle it was already outside of warranty. I understand you're confused as to why this would not be covered. That is because your warranty is expired, it was expired when you purchased the vehicle. The reason there is no coverage is just that, when the warranty expires it means the cost of repairs become the owner's responsibility. Additionally, when you purchase a vehicle outside of warranty you're generally accepting that the cost of repairs for the components covered under that warranty will be at the owner's expense.

Tor, 27 Nov. 2018, 2:15pm

The warranty for these concerns expired at 36,000 miles.

[redacted] 27 Nov. 2018, 2:16pm

I’m sorry to hear that, I will not be standing behind GMC anymore after this vehicle I understand this repair is not expensive but it’s the point behind it that GMC is not standing behind their vehicle so why should I.

Tor, 27 Nov. 2018, 2:18pm

GMC stands behind their products by providing very competitive warranties which cover defects in materials and workmanship. Unfortunately no vehicle or component will last forever and GMC cannot warranty their vehicles indefinitely. I certainly wish I had better news for you. When you purchase a used vehicle outside of warranty it is best to discuss extended warranty options with your selling dealer, as after the expiration of the factory warranty it no longer becomes GMC's obligation to cover the cost of repairs under warranty parameters.

Tor, 27 Nov. 2018, 2:19pm

Your case/reference number is [redacted]

Tor, 27 Nov. 2018, 2:21pm

I have not heard from you for some time. Do you wish to continue to chat?

PE18-012

GM

3-27-2019

Q3

Chat ended: 8:59pmDuration: 33m

28 Nov. 2018

Thank you for choosing to chat with us. An advisor will be with you shortly.8:26pm

You are now chatting with GMC.8:26pm

GMC8:26pm

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

[redacted]8:26pm

[redacted]

GMC8:26pm

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]:27pm

Vehicle Service or Warranty

GMC8:27pm

Just a moment...

Please wait while your chat is transferred to the appropriate group.8:27pm

GMC8:27pmPrivate

US_CS_Services

You are now chatting with Rain.8:27pm

Rain8:27pm

Thank you for contacting GMC Customer Assistance Center. My name is $!{operator.nickname}. How may I assist you today?

[redacted]8:28pm

I just had a question, I have a 2016 GMC Sierra and a few months back while pulling into a parking garage my brakes went out

Rain8:30pm

What happened with the brakes?

[redacted]8:31pm

I reported this to the dealership and they said they were going to notate it in my file. I didn't think much more about it after that. Then the other day on the news I saw a article about GMC having issues with brake boosters but have not issued a recall. I have noticed the brakes are extremely hard and when I push them it takes longer to stop. This is hit and miss sometimes it does it and sometimes it doesn't. I am terrified my brakes will go out while attempting to stop and I will cause an accident. I am uncertain which route to take at this point.

Rain8:32pm

All recalls are specific to the Vehicle Identification Number (VIN). GM is able to determine which vehicles were or were not built with the part being recalled and identifies that by the VIN.

Let me check what we can do.

When did the issue start to happen?

[redacted]:33pm

I can't remember the exact date but I should say 6 months ago or so. I can pull it up if needed because it happened in a hotel parking garage

Rain8:33pm

I understand.

May I have the VIN?

[redacted]:34pm

Let me see if I can grab it

Rain8:34pm

Sure.

[redacted]8:34pm

3GTU2NEC9GG[redacted]

Rain8:35pm

Thank you.

How many miles does the vehicle have?

[redacted]8:35pm

About 29000

Rain8:35pm

Thank you.

8:36pm

When you told the dealer about the issue 6 months ago, were they able to diagnose the vehicle?

[redacted]8:37pm

No he said he couldn't do anything about it because it wasnt doing it at the moment. He said he would notate my account in case anything happened

Rain8:38pm

I got it.

But recently you said that the brake went out.

What exactly happened with the brakes?

[redacted]8:39pm

They were just extremely hard to push, I had full pressure and I came to a slow stop. This happened today

Rain8:39pm

I see.

Was there any warning message that came on?

[redacted]8:40pm

The first time I was pulling into a parking spot in a parking garage and went to stop and it was hard and the truck didn't stop. I took my foot of the brake and back on and it was extremely stiff but I was able to stop before I hit the wall.

8:41pm

Today no warning lights came on but the first time it happened I believe it was the ABS light or something like that that came on. I shut the truck off and turned it back on and the light was gone

Rain8:42pm

I understand.

Please give me 3-4 minutes here as I check the vehicle information.

[redacted]:43pm

Ok thank you

Rain8:43pm

While checking, I would also like to update your file in case we might need to send you notification in the future especially about recall. What should be your home address?

[redacted]8:43pm

My current address is [redacted]

Rain8:44pm

Thank you.

Please hold on.

8:47pm

Thank you for staying on the chat line.

I checked the VIN here.

As of today, there are no recalls on the vehicle.

8:48pm

For your reference, you may visit our website, https://my.gm.com/recalls, to check for open recalls for your vehicle using the VIN.

GM considers brake components, such as the brake rotors, calipers and all attaching hardware to be warrantable components that are covered under the New Vehicle Bumper to Bumper Warranty.

8:49pm

The bumper to bumper warranty of your vehicle is valid until 09/10/2021 or 36,000 MI, whichever comes first.

In order to have a better understanding of the current condition of your vehicle, we do need a recent diagnostic and recommendations from our GM dealership.

[redacted]8:50pm

Correct, I am aware that there is not a recall on this. But I am concerned that there should be. So I need to take this to the dealership to look at the brake booster?

Rain8:51pm

Please know that we rely on the proper diagnostic from our GM dealerships as they are our eyes and ears in the technical field.

We will recommend to have the vehicle diagnosed first.

A diagnosis is an important part in determining the root cause of the failure and the complete nature of the concern.

8:52pm

We will work hand on hand with our dealer once they were able to determined what exactly is happening with the brakes.

[redacted]8:52pm

I have no issue taking it to them however last time I did they told me they would just document it

8:53pm

Is there a reference number or anything that I can take to them

Rain8:53pm

Which dealer are you taking the vehicle?

[redacted]8:53pm

I have been taking it to King GMC loveland Colorado

Rain8:54pm

You can work with our Customer Experience Manager Keith Ketchum at the dealer to evaluate the vehicle and better assist you.

8:55pm

I am also taking note of this so that this 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]8:55pm

Ok so I should schedule a warranty appointment with the dealership

Rain8:56pm

You may call them at[redacted]

You may also set an appointment online at[redacted].

We appreciate your time letting us know about this concern.

[redacted]:56pm

Ok I can do that

Rain8:56pm

For you reference, the case number for our conversation is[redacted]

[redacted]57pm

Ok I will hold onto that. I will work with the dealership and go from there

Rain8:58pm

That's sounds great!

[redacted]:58pm

I appreciate your help today

Rain8:58pm

Everything is documented on the case.

I appreciate you also reaching out to us.

8:59pm

Is there anything else I may help you with today?

[redacted]8:59pm

No that is all thank you have a good night

Rain8:59pm

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

Customer

[redacted]
No referenced time.

Vehicle

Chevrolet Silverado 2014
1GCVKREC6EZ[redacted]
Mileage Now: 114000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner High-Dollar or Premium Vehicle Customer has incurred costs due to this concern	Vehicle has > 100,000 miles Vehicle was purchased used at Unsure miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2014 Chevrolet Silverado

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Brandon DeView --> 1-866-790-5700 Ext # 13150

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

PE18-012

GM

3-27-2019

Q3

Good afternoon,

My Dad recently purchased a 2015 GMC Sierra. He told me that while he was sitting in line at a drive thru his brakes suddenly stopped working. The pedal wouldn't push down regardless of how hard he pumped it. It was a terrifying experience in that he nearly hit the car in front of him. Afterward he was afraid to pull out into traffic thinking that there was a chance he wouldn't have brakes when he needed to stop. He said that this happens when sitting in stop-and-go traffic, like traffic jams or the drive thru. This issue has been reoccurring.

I realize that this truck is a few years old, but it is brand new to him and he is very concerned for his personal safety in what should be a very reliable, long-lasting truck. Before trading for his Sierra, he had been driving a Toyota Tundra. It was a very good truck and served him well. After I began working with GM he started giving GMC and Chevy trucks a chance and decided to purchase one. I don't want this issue to reflect badly on GM's quality or prevent him from ever purchasing another vehicle from us.

Thanks,

Taylor King

Electrical Engineer - Facilities

GM Bowling Green Assembly

Cell: [redacted]

taylor.king@gm.com

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 12/06/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC3FG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 12/18/2018
Job Card Date: 12/06/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,022
Current Mileage: 48,890
Miles out of Warranty: 12,868

Repair

Total Repair Cost At Warranty Rates: $573.54
Repair Group Brake
Job Card / Repair Order : tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $0.00 *
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $573.54

*** GM Participation in thi repair out ide of warranty i not recommended If there are unu ual circum tance 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 amount , contact your DMA u ing the DMA Pre Approval form

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

[redacted]

PE18-012

GM

3-27-2019

Q3

info [Automated], 01 Dec. 2018, 5:07pm

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

info [Automated], 01 Dec. 2018, 5:07pm

You are now chatting with GMC.

GMC, 01 Dec. 2018, 5:07pm

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

[redacted] 01 Dec. 2018, 5:08pm

[redacted]

GMC, 01 Dec. 2018, 5:08pm

[Rich Content]

GMC, 01 Dec. 2018, 5:08pm

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

[redacted] 01 Dec. 2018, 5:08pm

[redacted]

GMC, 01 Dec. 2018, 5:08pm

Please select one of the options above.

[redacted] 01 Dec. 2018, 5:09pm

My 2015 Yukon is having issues with the brakes. It sometimes is hard to operate the brakes and does not stop as quickly as it should. The brakes were just replaced.

GMC, 01 Dec. 2018, 5:09pm

Please select one of the options above.

[redacted] 01 Dec. 2018, 5:09pm

Vehicle Recall

GMC, 01 Dec. 2018, 5:09pm

Just a moment...

info [Automated], 01 Dec. 2018, 5:09pm

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

GMC [Private], 01 Dec. 2018, 5:09pm

US_CS_Recall

info [Automated], 01 Dec. 2018, 5:09pm

You are now chatting with Lorie.

Lorie, 01 Dec. 2018, 5:10pm

Thank you for contacting GMC Customer Assistance Center, my name is Lorie.

[redacted] 01 Dec. 2018, 5:10pm

Hoping you can help with the brakes not working right on my 2015 Yukon.

Lorie, 01 Dec. 2018, 5:11pm

Hi, [redacted]

Lorie, 01 Dec. 2018, 5:11pm

I know how inconvenient this issue may have caused you.

[redacted] 01 Dec. 2018, 5:11pm

Hello

Lorie, 01 Dec. 2018, 5:11pm

To better assist you, let me pull up the vehicle's information. Can I have the last 8 characters of the VIN, together with the approximate mileage, please?

[redacted] 01 Dec. 2018, 5:11pm

FR[redacted], 83,000 miles

Lorie, 01 Dec. 2018, 5:12pm

To make sure that the profile information we have for you is accurate and updated; can you verify your email address, phone number and physical address, please?

[redacted] 01 Dec. 2018, 5:12pm

[redacted]

Lorie, 01 Dec. 2018, 5:13pm

Thank you.

Lorie, 01 Dec. 2018, 5:13pm

When did the dealership replace the brakes?

[redacted] 01 Dec. 2018, 5:14pm

October 18

Lorie, 01 Dec. 2018, 5:14pm

Just this year, [redacted]

[redacted], 01 Dec. 2018, 5:15pm

Yes. The issue I am having was occuring before the brakes were replaced.

[redacted], 01 Dec. 2018, 5:15pm

It sounds like the investigation currently underway by the US Gov't over 100+ complaints regarding brakes on my model and several others. It seems to be getting worse on my vehicle and I am concerned.

Lorie, 01 Dec. 2018, 5:16pm

I understand you. I know how frustrating it is to have vehicle issues.

Lorie, 01 Dec. 2018, 5:16pm

Brakes are wearable items. If the replacement of the brakes were done by our certified dealership, the workmanship and parts usually comes with 12 months warranty. Were you able to take it back to the dealership?

Lorie, 01 Dec. 2018, 5:17pm

I have not heard from you for some time. Do you wish to continue to chat?

[redacted], 01 Dec. 2018, 5:18pm

This is not an issue with the brake pads but more like an issue with how hard i have to press the pedal and varying stopping distance. it sounds very much like the Gov't investimation. My dealer could not offer help.

Lorie, 01 Dec. 2018, 5:20pm

Have you taken the vehicle to the dealership for recent diagnosis?

[redacted], 01 Dec. 2018, 5:20pm

No

Lorie, 01 Dec. 2018, 5:21pm

The best step we need to do first is to take the vehicle to a certified GM dealership. We cannot determine what needs to be done unless the dealership diagnose the vehicle.

Lorie, 01 Dec. 2018, 5:21pm

The dealers have trained technician and best equipped to diagnose and repair your vehicle correctly.

Lorie, 01 Dec. 2018, 5:21pm

They can give you the best recommendation and can check for policies or coverage that may apply.

[redacted], 01 Dec. 2018, 5:22pm

ok

Lorie, 01 Dec. 2018, 5:22pm

What is the name of the dealership, [redacted]

Lorie, 01 Dec. 2018, 5:22pm

I will create a case number for you.

[redacted] 01 Dec. 2018, 5:22pm

Kenny Ross Chevrolet in Cranberry Township, PA

Lorie, 01 Dec. 2018, 5:23pm

I have documented every details of our conversation in this reference number, [redacted]

Lorie, 01 Dec. 2018, 5:23pm

Please reference it if you need to contact us again.

[redacted] 01 Dec. 2018, 5:23pm

ok

Lorie, 01 Dec. 2018, 5:23pm

Would there be anything else?

[redacted], 01 Dec. 2018, 5:23pm

Not at this time

Lorie, 01 Dec. 2018, 5:24pm

Thank you for chatting GMC Customer Assistance Center. Enjoy the rest of the weekend, [redacted]

[redacted], 01 Dec. 2018, 5:24pm

You too

info [Automated], 01 Dec. 2018, 5:24pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/7841	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 14OCT15			CASH	14OCT15

R.O. OPENED	READY	OPTIONS:
14:18 14OCT15	15:09 14OCT15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS										
	POO PARTS ON ORDER										
	512683		CP	0.00	0.00	0	0			0.00	0.00

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

PARTS ORDERED 10/14/15
MICHIGAN 3/5 DAYS
#9524 CREATED 2015-10-07
11:47:00AM TAKEN BY JE SS
THERRIEN

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/460	0	0		9/225	0	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	0	0	0

"Our goal is 100% customer satisfaction. If you are not completely satisfied please contact our Service Manager."

( ) Cash ( ) Credit Card ( ) Check

Customer Signature

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 532C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 14OCT15			CASH	

R.O. OPENED	READY	OPTIONS:
14OCT2015 14:18		

VEHICLE SERVICE HISTORY

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

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

X_____

PRELIMINARY ESTIMATE $_____

APPOINTMENT ☐ YES ☐ NO

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 2009 ADP, Inc. SERVICE WORKORDER TYPE 2 - SW2C

TECHNICIAN COPY

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

9393 Abercorn St
Savannah, GA 31406

Phone: (912) 629-0200
Fax: () -

2015 CHEVROLET TAHOE

Towns, Benjie

VIN:FR[redacted]

Towns, Benjie
147 Tahoe Drive
Pooler, GA 31322
(912) 658-9591 (H)
(912) 965-3282 (W)
(912) 658-9591 (M)

BENJIEWTOWNS@GMAIL.COM

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FR[redacted]
Mileage: 7,841

Date: October 14, 2015 2:17 PM
Service Advisor: **Matthew Duede**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **October 14, 2015**
Promised Time: **4:30 PM**

Customer Approved Services

Service	Cost
Trim or Moulding Concern	$105.00
Comments: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS	

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
10-14-2015 02:17:19 PM

Signed Total: $105.00

CUSTOMER COPY

GM GlobalConnect

Nick Contrascere

October 14, 2015

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

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

Vehicle Information

VIN: 1GNSCCKC9FR[redacted]
Model: CC15706-2015 TAHOE 1/2 TON 2WD
Service Contract: No
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
OnStar Status: Active
XM Equipped: Y
XM Radio ID: KR44D3H2
XM Status: Active
OnStar Vehicle Diagnostics: N
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI
	Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI
	Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI
	Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI

[redacted]

Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/16/2015	[redacted]	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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WALTER

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE, MATTHEW

			VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 14OCT15			CASH	

R.O. OPENED	READY	OPTIONS:
14OCT2015 14:18		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				C/S: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS
	TRIM		CP	TRIM
# B	INSP		CP	PERFORM FREE MULTI-POINT INSPECTION
# C	TA		CP	NEXT TENTATIVE APPOINTMENT
# D				CPR
	CPR		CP	

COMMENTS: #9524 CREATED 2015-10-07 11:47:00AM TAKEN BY JESS THERRIEN

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

X _____

PRELIMINARY ESTIMATE $ _____

APPOINTMENT ☐ YES ☐ NO

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 2000 ASP, Inc. SERVICE WORKORDER TYPE 2 - SW2C

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN
CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/7841	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 14OCT15			CASH	14OCT15

R.O. OPENED	READY	OPTIONS:
14:18 14OCT15	15:09 14OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS						
	POO PARTS ON ORDER						
	512683		CP			0.00	0.00

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

PARTS ORDERED 10/14/15
MICHIGAN 3/5 DAYS
****
#9524 CREATED 2015-10-07
11:47:00AM TAKEN BY JE SS
THERRIEN

"Our goal is 100% customer satisfaction. If you are not completely satisfied please contact our Service Manager."

( ) Cash ( ) Credit Card ( ) Check

Customer Signature

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 532C

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/7841	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 14OCT15			CASH	14OCT15

R.O. OPENED	READY	OPTIONS:
14:18 14OCT15	15:09 14OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS						
	POO PARTS ON ORDER						
	512683		CP			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:							0.00

PARTS ORDERED 10/14/15
MICHIGAN 3/5 DAYS
****
#9524 CREATED 2015-10-07
11:47:00AM TAKEN BY JE SS
THERRIEN

"Our goal is 100% customer satisfaction. If you are not completely satisfied please contact our Service Manager."

( ) Cash ( ) Credit Card ( ) Check

Customer Signature

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

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FILE COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:25 24NOV15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS											
CAUSE: .											
CONCERN CODE:											
	2020140	REPLACE BOTH BACK APPLIQUES									
		512683	WGM	1.20	1.20	3240	11477			114.77	114.77
1	23324486	APPLIQUE				3428	4799	0	57.14	47.99	47.99
1	23324487	APPLIQUE				3428	4799	0	57.14	47.99	47.99
						6856	9598	TPARTS			
						3240	11477	TLABOR			
PARTS: 95.98 LABOR: 114.77 OTHER: 0.00 TOTAL LINE A: 210.75											
REPLACED BOTH FRONT APPLIQUES											
B REAR APPLIQUES COMING OFF											
	2020300	REPLACE BOTH FRONT APPLIQUES									
		512683	WGM	0.80	0.80	2160	7651			76.51	76.51
1	23324485	APPLIQUE				3810	5334	0	63.51	53.34	53.34
1	23324484	APPLIQUE				3810	5334	0	63.51	53.34	53.34
						7620	10668	TPARTS			
						2160	7651	TLABOR			
PARTS: 106.68 LABOR: 76.51 OTHER: 0.00 TOTAL LINE B: 183.19											
REPLACED BOTH FRONT APPLIQUES.											
#9682 CREATED 2015-10-26											
11:28:00AM TAKEN BY MO RGAN											
CRIBBS											

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	19128	5400		9/480	20266	14476	
9/263	39394	*******					

COST, SALE, & COMP TOTALS 19876 39394 0

WARRANTY DISCLAIMER ALL PARTS AND ACCESSOR ES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSH P AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANT ES, EXPRESS AND MPL ED, INCLUD NG ANY MPL ED WARRANT ES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY N CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR THE ONLY WARRANTIES ON PARTS AND ACCESSORIESOR REPAIRSARE THOSE WHICH MAY BE OFFEREDBY THE MANUFACTURER OR THE ORIG NAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF T ME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INC DENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE,MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9F[redacted]		8180/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 30OCT15			CASH	

R.O. OPENED	READY	OPTIONS:
30OCT2015 12:52		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
[redacted]	512688	7841	14OCT15 POO	512683	CP	PARTS ON ORDER

#9524 CREATED 2015-10-07 11:47:00AM TAKEN BY JE SS THERRIEN

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC 453151 WORKORDER TYPE 3 - 20in3C - "AS-IS" - GA - 5654534

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $_____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

9393 Abercorn St
Savannah, GA 31406

Phone: (912) 629-0200
Fax: () -

2015 CHEVROLET TAHOE

Towns, Benjie

VIN:**FR** [redacted]

Towns, Benjie
147 Tahoe Drive
Pooler, GA 31322
(912) 658-9591 (H)
(912) 965-3282 (W)
(912) 658-9591 (M)

BENJIEWTOWNS@GMAIL.COM

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FR [redacted]
Mileage: 8,180

Date: October 30, 2015 12:51 PM
Service Advisor: **Matthew Duede**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **October 30, 2015**
Promised Time: **4:30 PM**

Customer Approved Services

Service	Cost
Trim or Moulding Concern	$105.00

Comments: TRIM PANELS COMING LOOSE FROM WINDOWS

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
10-30-2015 12:51:12 PM

Signed Total: $105.00

CUSTOMER COPY

GM GlobalConnect

Nick Contrascere

October 30, 2015

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

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

Vehicle Information

VIN: 1GNSCCKC9FR[redacted] Model: CC15706-2015 TAHOE 1/2 TON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y — OnStar Status: Active

XM Equipped: Y — XM Radio ID: KR44D3H2 — XM Status: Active

OnStar Vehicle Diagnostics: N — DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI
	Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI
	Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI
	Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI

Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/16/2015	[redacted]	ZPDI----Pre-Delivery Inspection		[redacted] - PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015		ZPDI----Pre-Delivery Inspection		[redacted] Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

[redacted]

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		7841/7841	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 14OCT15			CASH	14OCT15

R.O. OPENED	READY	OPTIONS:
14:18 14OCT15	15:09 14OCT15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: EXTERIOR TRIM COMING LOOSE ON ALL B AND C PILLARS							
	POO PARTS ON ORDER							
	512683		CP				0.00	0.00

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

PARTS ORDERED 10/14/15
MICHIGAN 3/5 DAYS

****

#9524 CREATED 2015-10-07
11:47:00AM TAKEN BY JE SS
THERRIEN

"Our goal is 100% customer satisfaction. If you are not completely satisfied please contact our Service Manager."

( ) Cash ( ) Credit Card ( ) Check

Customer Signature

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

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 30OCT15			CASH	12NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	14:36 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

APPLIQUES. ALL OKAY.
VERSION 2 (EMP# 512688,12NOV15 14:35): CONFIRMED CUSTOMER COMPLAINT. REPLACED BOTH REAR APPLIQUES.
VERSION 3 (EMP# 512688,12NOV15 14:36): REPLACED BOTH FRONT APPLIQUES.

left message on voice

****

#9682 CREATED 2015-10-26
11:28:00AM TAKEN BY MO RGAN
CRIBBS

TECH: 512683 ACTUAL HRS.: 2.00 SOLD HRS.: 2

SALE-LBR:	191.28	PTS:	202.66	MSC:	0.00	LUB:	0.00
COST-LBR:	54.00	PTS:	144.76	MSC:	0.00	LUB:	0.00

SUB:	0.00	TOTAL	393.94						
SUB:	0.00	TOTAL	198.76						

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	19128	5400		9/480	20266	14476	
9/263	39394	*******					

COST, SALE, & COMP TOTALS 19876 39394 0

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	191.28
PARTS AMOUNT	202.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	393.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	393.94

DealerCAP 2014 CDK Global, LLC (05114) SERVICE INVOICE TYPE 2 - 2510C - *AS-IS* - GA - 5030054

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 30OCT15			CASH	12NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	14:36 12NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS			
CAUSE: .			
2020140 REPLACE BOTH BACK APPLIQUES			
512683 WGM			(N/C)
1 23324486 APPLIQUE			(N/C)
1 23324487 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
REPLACED BOTH FRONT APPLIQUES			
**********			
B REAR APPLIQUES COMING OFF			
2020300 REPLACE BOTH FRONT APPLIQUES			
512683 WGM			(N/C)
1 23324485 APPLIQUE			(N/C)
1 23324484 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
REPLACED BOTH FRONT APPLIQUES.			
**********			
#9682 CREATED 2015-10-26			
11:28:00AM TAKEN BY MO RGAN			
CRIBBS			

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC

FILE COPY

11-24

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 2
PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:18 24NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS							
CAUSE: .							
CONCERN CODE:							
	2020140			REPLACE BOTH BACK APPLIQUES			
		512683	WGM	1.20		114.77	114.77
	1	23324486		APPLIQUE	57.14	47.99	47.99
	1	23324487		APPLIQUE	57.14	47.99	47.99
				6856	9598 TPARTS		
				3240	11477 TLABOR		

TECH: 512683 ACTUAL HRS.: 1.20 SOLD HRS.: 1.20

210.74

SALE-LBR: 114.77 PTS: 95.98 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL ~~210.75~~
COST-LBR: 32.40 PTS: 68.56 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 100.96

VERSION 1 (EMP# 512688,30OCT15 13:40): REPLACED 2 PANELS. 2 PANELS WERE INCORRECT. REORDERED. WILL RETURN FOR REMAINING REPAIRS.
VERSION 2 (EMP# 512688,12NOV15 14:32): REPLACED BOTH FRONT APPLIQUES

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B REAR APPLIQUES COMING OFF							
	2020300			REPLACE BOTH FRONT APPLIQUES			
		512683	WGM	0.80		76.51	76.51
	1	23324485		APPLIQUE	63.51	53.34	53.34
	1	23324484		APPLIQUE	63.51	53.34	53.34
				7620	10668 TPARTS		
				2160	7651 TLABOR		

TECH: 512683 ACTUAL HRS.: 0.80 SOLD HRS.: 0.80

183.20

SALE-LBR: 76.51 PTS: 106.68 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 183.19
COST-LBR: 21.60 PTS: 76.20 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 97.80

VERSION 1 (EMP# 512688,12NOV15 14:34): CONFIRMED. REPLACED REAR

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***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP 2014 CDK Global, LLC 120114i SERVICE INVOICE TYPE 2 - 2042C - "AS-IS" - GA - 06/05/2014

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 30OCT15			CASH	

R.O. OPENED	READY	OPTIONS:
30OCT2015 12:52		

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A TRIM — WGM — CP — C/S: TRIM PANELS COMING LOOSE FROM WINDOWS | CC:

512683 c/ TRIM Front windows

c/ Both rear applques on the front doors coming off

2020140 .6 .6 ea other door c/ Replace both applques.

Job B now/Add for Paint Mat'l Repl "Each For Pairs" of Both

B INSP — 1.2 — CP — PERFORM FREE MULTI-POINT INSPECTION

See Attached RO

WGM

c/ Rear door window applques coming off

c/ Both the LR and RR rear applques are coming off

2020300 .4 .4 ea other door c/ Replace both sides.

C TA — .8 — CP — NEXT TENTATIVE APPOINTMENT

Ordered
P/N 23374460 / 23219293
Qty 2 Date 10/30
By BO

Recieved
P/N 23374460 & 23219293
QTY 2 DATE 10-30-15
BY [signature]

D CPR — CPR

Recieved
P/N 84/85
QTY 2 DATE 11/2
BY BO

COMMENTS: #9682 CREATED 2015-10-26 11:29:00AM TAKEN BY MORGAN CRIBBS

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

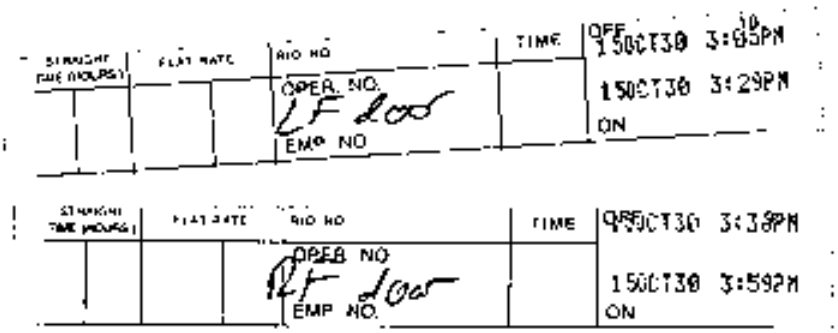
STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

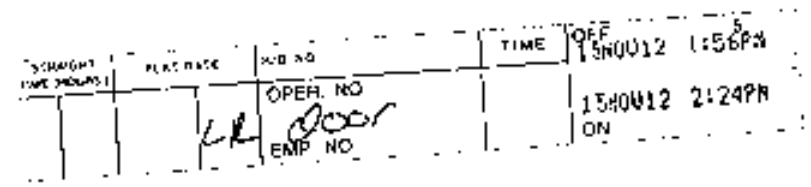
PRELIMINARY ESTIMATE $ _____

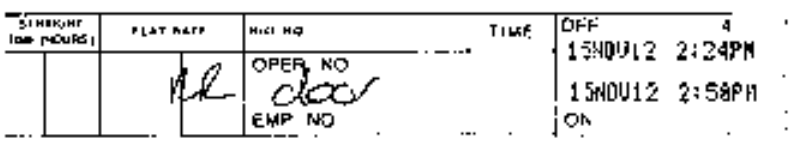
	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.


STRAIGHT TIME (HOURS)
FLAT RATE
RIO NO
OPER. NO
LF door
EMP NO
TIME
OFF 10
15OCT30 3:05PM
15OCT30 3:29PM
ON
STRAIGHT TIME (HOURS)
FLAT RATE
RIO NO
OPER NO
Rt door
EMP NO
TIME
OFF 9
15OCT30 3:38PM
15OCT30 3:59PM
ON


STRAIGHT TIME (HOURS)
FLAT RATE
RIO NO
OPER. NO
Lft door
EMP NO
TIME
OFF 5
15NOV12 1:56PM
15NOV12 2:24PM
ON


STRAIGHT TIME (HOURS)
FLAT RATE
RIO NO
OPER NO
door
EMP NO
TIME
OFF 4
15NOV12 2:24PM
15NOV12 2:58PM
ON

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:25 24NOV15	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
A	C/S: TRIM PANELS COMING LOOSE FROM WINDOWS								
CAUSE: .									
	2020140		REPLACE BOTH BACK APPLIQUES						
		512683	WGM						(N/C)
	1	23324486	APPLIQUE						(N/C)
	1	23324487	APPLIQUE						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00
REPLACED BOTH FRONT APPLIQUES									
			**********						
B	REAR APPLIQUES COMING OFF								
	2020300		REPLACE BOTH FRONT APPLIQUES						
		512683	WGM						(N/C)
	1	23324485	APPLIQUE						(N/C)
	1	23324484	APPLIQUE						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00
REPLACED BOTH FRONT APPLIQUES.									
			**********						
#9682 CREATED 2015-10-26									
11:28:00AM TAKEN BY MO RGAN									
CRIBBS									

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:25 24NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS			
CAUSE: .			
2020140 REPLACE BOTH BACK APPLIQUES			
512683 WGM			(N/C)
1 23324486 APPLIQUE			(N/C)
1 23324487 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
REPLACED BOTH FRONT APPLIQUES			
**********			
B REAR APPLIQUES COMING OFF			
2020300 REPLACE BOTH FRONT APPLIQUES			
512683 WGM			(N/C)
1 23324485 APPLIQUE			(N/C)
1 23324484 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
REPLACED BOTH FRONT APPLIQUES.			
**********			
#9682 CREATED 2015-10-26			
11:28:00AM TAKEN BY MO RGAN			
CRIBBS			

WARRANTY DISCLAIMER ALL PARTS AND ACCESSOR ES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSH P AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANT ES, EXPRESS AND MPL ED, INCLUD NG ANY MPL ED WARRANT ES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY N CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR THE ONLY WARRANTIES ON PARTS AND ACCESSORIESOR REPAIRSARE THOSE WHICH MAY BE OFFEREDBY THE MANUFACTURER OR THE ORIG NAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF T ME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INC DENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:25 24NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS			
CAUSE: .			
CONCERN CODE:			
2020140 REPLACE BOTH BACK APPLIQUES			
512683 WGM 1.20		114.77	114.77
1 23324486 APPLIQUE	57.14	47.99	47.99
1 23324487 APPLIQUE	57.14	47.99	47.99
6856 9598 TPARTS			
3240 11477 TLABOR			
TECH: 512683 ACTUAL HRS.: 1.20 SOLD HRS.: 1.20			
SALE-LBR: 114.77 PTS: 95.98 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 210.75			
COST-LBR: 32.40 PTS: 68.56 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 100.96			
VERSION 1 (EMP# 512688,30OCT15 13:40): REPLACED 2 PANELS. 2 PANELS WERE INCORRECT. REORDERED. WILL RETURN FOR REMAINING REPAIRS. VERSION 2 (EMP# 512688,12NOV15 14:32): REPLACED BOTH FRONT APPLIQUES			
**********			
B REAR APPLIQUES COMING OFF			
2020300 REPLACE BOTH FRONT APPLIQUES			
512683 WGM 0.80		76.51	76.51
1 23324485 APPLIQUE	63.51	53.34	53.34
1 23324484 APPLIQUE	63.51	53.34	53.34
7620 10668 TPARTS			
2160 7651 TLABOR			
TECH: 512683 ACTUAL HRS.: 0.80 SOLD HRS.: 0.80			
SALE-LBR: 76.51 PTS: 106.68 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 183.19			
COST-LBR: 21.60 PTS: 76.20 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 97.80			
VERSION 1 (EMP# 512688,12NOV15 14:34): CONFIRMED. REPLACED REAR			

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		8180/8180	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 30OCT15			CASH	24NOV15

R.O. OPENED	READY	OPTIONS:
12:52 30OCT15	17:25 24NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

APPLIQUES. ALL OKAY.
VERSION 2 (EMP# 512688,12NOV15 14:35): CONFIRMED CUSTOMER COMPLAINT. REPLACED BOTH REAR APPLIQUES.
VERSION 3 (EMP# 512688,12NOV15 14:36): REPLACED BOTH FRONT APPLIQUES.

****

#9682 CREATED 2015-10-26
11:28:00AM TAKEN BY MO RGAN
CRIBBS

TECH: 512683 ACTUAL HRS.: 2.00 SOLD HRS.: 2

SALE-LBR:	191.28	PTS:	202.66	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 393.94
COST-LBR:	54.00	PTS:	144.76	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 198.76

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	19128	5400		9/480	20266	14476	
9/263	39394	*******					

COST, SALE, & COMP TOTALS 19876 39394 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	191.28
PARTS AMOUNT	202.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	393.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	393.94

DealerCAP 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

PAGE 1

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 29APR16			CASH	05MAY16

R.O. OPENED	READY	OPTIONS:
11:42 29APR16	14:14 05MAY16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS										
	CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING REPLACEMENT										
	CONCERN CODE:										
	7480168 STEERING SHAFT UPPER BEARING INNER RACE SEAT AND SPRING										
	4506	WGM		0.90	0.90	2160	8823			88.23	88.23
	1 26001827	(S)	BEARING KIT			3381	4733	0	59.32	47.33	47.33
	1 15231641	(S)	SEAT			788	1103	0	13.82	11.03	11.03
	1 26055299	(S)	SPRING			299	419	0	5.25	4.19	4.19
	CORE CHARGE	W				1	1			0.01	0.01
						4469	6256	TPARTS			
						2160	8823	TLABOR			
	PARTS: 62.56 LABOR: 88.23 OTHER: 0.00 TOTAL LINE A: 150.79										
	CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.										
B	MULTI POINT INSPECTION										
	INSP MULTI POINT INSPECTION										
	4506	CQS		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00										
	#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE										

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	8823	2160		9/480	6255	4468	
9/1242N	1	1		9/460C	0	0	
9/263	15079	*******		9/225	0	*******	

COST, SALE, & COMP TOTALS	6629	15079	0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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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

DealerCAR 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9998094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

55

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

PAGE 1

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 29APR16			CASH	30APR16

R.O. OPENED	READY	OPTIONS:
11:42 29APR16	15:41 30APR16	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
A	C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS								
	CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING REPLACEMENT								
	CONCERN CODE:								
	7480168 STEERING SHAFT UPPER BEARING INNER RACE SEAT AND SPRING								
		4506	WGM	0.90				88.23	88.23
	1 26001827 (S) BEARING KIT						59.32	47.33	47.33
	1 15231641 (S) SEAT						13.82	11.03	11.03
	1 26055299 (S) SPRING						5.25	4.19	4.19
	CORE CHARGE W							0.01	0.01
					4469	6256	TPARTS		
					2160	8823	TLABOR		

TECH: 4506 ACTUAL HRS.: 0.90 SOLD HRS.: 0.90

SALE-LBR:	88.23	PTS:	62.56	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 150.79
COST-LBR:	21.60	PTS:	44.69	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 66.29

VERSION 1 (EMP# 512688,30APR16 15:41): CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.

****

#7928 CREATED 2016-04-25
10:35:00AM TAKEN BY SH AWNNA BOYNE

SH @ 945

TECH: 4506 ACTUAL HRS.: 0.90 SOLD HRS.: 0.9

SALE-LBR:	88.23	PTS:	62.56	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 150.79
COST-LBR:	21.60	PTS:	44.69	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 66.29

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DATE [redacted] UTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS 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	

DealerCAR [redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

PAGE 2

[redacted]

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 29APR16			CASH	30APR16

R.O. OPENED	READY	OPTIONS:
11:42 29APR16	15:41 30APR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	8823	2160		9/480	6255	4468	
9/1242N	1	1		9/263	15079	*******	

COST, SALE, & COMP TOTALS 6629 15079 0

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LABOR AMOUNT	88.23
PARTS AMOUNT	62.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	150.79
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	150.79

DealerCAP 2014 CDK Global, LLC

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS:
11:42 29APR16	15:41 30APR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS
CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING REPLACEMENT
7480168 STEERING SHAFT UPPER BEARING INNER RACE SEAT AND SPRING
4506 WGM (N/C)
1 26001827 (S)BEARING KIT (N/C)
1 15231641 (S)SEAT (N/C)
1 26055299 (S)SPRING (N/C)
CORE CHARGE W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.

****

B MULTI POINT INSPECTION
INSP MULTI POINT INSPECTION
4506 CQS 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

#7928 CREATED 2016-04-25
10:35:00AM TAKEN BY SH AWNNA BOYNE

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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

DealerCAP 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - GA - 3658054

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254//13258	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 29APR16			CASH	

R.O. OPENED	READY	OPTIONS:
29APR2016 11:42		NEED DIAGNOSED TODAY SURVEY

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS |CC:
	ELEC		WGM	ELECTRICAL

Customer Concern Duplicated. Found Clicking comming From Steering Column. NOTE: Found Bulletin #PIT5452 - Pertaining to this Concern 7480168 - Steering Shaft Upper Bearing Inner Race Seal & Spring Replacement. .9hr

16055291

# B	INSP		CP	MULTI POINT INSPECTION
# C	TA		CP	NEXT TENTATIVE APPOINTMENT

Recieved
P/N Seal Parts
QTY 1 DATE 4/30
BY BO

# D				CPR
	CPR		CP	

COMMENTS: #7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SHAWNNA BOYNE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED ON ANY VEHICLE. THE ONLY WARRANTIES OF [illegible] WHICH MAY BE OFFERED BY THE [illegible] AND ONLY SUCH MANUFACTURER O[illegible] UNDER SUCH WARRANTIES. CUSTO[illegible] DEALERSHIP ANY CONSEQUENTIAL [illegible] LOSS OF USE, LOSS OF TIME, LOSS [illegible] DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, [illegible] necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the [redacted] streets, highways or public roadways for the [illegible] I authorize the retrieval of on-board data as r[illegible]g that data with the vehicle manufacturer for [illegible]

Customer X _____ Date _____

DealerCAP 20.4 CDK [redacted]

TIME (HOURS)	FLAT RATE	R/O NO.
.9		[redacted]

OPER. NO [redacted]

EMP. NO. 4506

TIME: COMPR 16 1:42PM
=30APR 16 11:52AM
ON

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be [illegible]essed and shall accrue daily if I fail to pick up the vehicle within 10 days from [illegible] date I am notified that the repairs are complete or after the communication of [illegible]

[illegible] ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 DUEDE,MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			16:30 29APR16			CASH	

R.O. OPENED	READY	OPTIONS:
29APR2016 11:42		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
[redacted]	512688	8180	24NOV15			
			2020140	512683	WGM	REPLACE BOTH BACK APPLIQUES
			2020300	512683	WGM	REPLACE BOTH FRONT APPLIQUES
#9682 CREATED 2015-10-26 11:28:00AM TAKEN BY MO RGAN CRIBBS						
[redacted]	512688	7841	14OCT15			
			POO	512683	CP	PARTS ON ORDER
#9524 CREATED 2015-10-07 11:47:00AM TAKEN BY JE SS THERRIEN						

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC #03151 WORKORDER TYPE 2 - 2014C - "AS-IS" - GA - 3934934

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

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TECHNICIAN COPY

GlobalConnect

Matthew Duede

April 29, 2016

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

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

Vehicle Information

VIN: 1GNSCCKC9FR[redacted] Model: CC15706-2015 TAHOE 1/2 TON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	[redacted]		INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Open

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: KR44D3H2 XM Status: Active

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI
	Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI

Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI
Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI
Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/30/2015	[redacted]	ZREG----Regular Vehicle Transaction		[redacted] Rear Side Door Window Frame Rear Applique Replacement	8,180 MI
10/30/2015		ZREG----Regular Vehicle Transaction		[redacted] Front Side Door Window Frame Rear Applique Replacement	8,180 MI
04/16/2015		ZPDI----Pre-Delivery Inspection		[redacted] PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015		ZPDI----Pre-Delivery Inspection		[redacted] Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

9393 Abercorn St
Savannah, GA 31406

Phone: (912) 629-0200
Fax: () -

2015 CHEVROLET TAHOE

[redacted]

VIN:...FR[redacted]

[redacted]

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FR[redacted]
Mileage: 13,254

Date: April 29, 2016 11:38 AM
Service Advisor: **Matthew Duede**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **April 29, 2016**
Promised Time: **4:30 PM**

Customer Approved Services

Service	Cost
Electrical Systems Diagnosis 1	$0.00
Comments: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS	

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FINDNEWROADS

9393 Abercorn St
Savannah, GA 31406

Phone: (912) 629-0200
Fax: () -

2015 CHEVROLET TAHOE

[redacted]

VIN:...FR[redacted]

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
04-29-2016 11:38:25 AM

[redacted]

CUSTOMER COPY

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FINDNEWROADS

9393 Abercorn St
Savannah, GA 31406

[redacted]

2015 CHEVROLET TAHOE

[redacted]

VIN:...FR[redacted]

[redacted]

Date: April 29, 2016 11:38 AM

Service Advisor: **Matthew Duede**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **April 29, 2016**
Promised Time: **4:30 PM**

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FF[redacted]
Mileage: 13,254

Customer Approved Services

Service	Cost
Electrical Systems Diagnosis 1	$0.00

Comments: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FINDNEWROADS

9393 Abercorn St
Savannah, GA 31406

[redacted]

[redacted]

2015 CHEVROLET TAHOE

VIN:...FR[redacted]

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
04-29-2016 11:38:25 AM

[redacted]

DEALER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE [redacted]

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 29APR16			CASH	05MAY16

R.O. OPENED	READY	OPTIONS:
11:42 29APR16	14:14 05MAY16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS						
	CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING						
	REPLACEMENT						
	7480168 STEERING SHAFT UPPER BEARING INNER RACE						
	SEAT AND SPRING						
	4506 WGM						(N/C)
	1 26001827 (S)BEARING KIT						(N/C)
	1 15231641 (S)SEAT						(N/C)
	1 26055299 (S)SPRING						(N/C)
	CORE CHARGE W						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
	CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.						
	**********						
B	MULTI POINT INSPECTION						
	INSP MULTI POINT INSPECTION						
	4506 CQS					0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
	**********						
	#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

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R.O. OPENED	READY	OPTIONS:
11:42 29APR16	14:14 05MAY16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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	CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING						
	REPLACEMENT						
	7480168 STEERING SHAFT UPPER BEARING INNER RACE						
	SEAT AND SPRING						
	4506 WGM						(N/C)
	1 26001827 (S)BEARING KIT						(N/C)
	1 15231641 (S)SEAT						(N/C)
	1 26055299 (S)SPRING						(N/C)
	CORE CHARGE W						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
	CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.						
	**********						
B	MULTI POINT INSPECTION						
	INSP MULTI POINT INSPECTION						
	4506 CQS				0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
	**********						
	#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						

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MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DealerCAR 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

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A	C/S: POPPING NOISE FELT IN STEERING WHEEL WHILE TURNING WHEEL AT ALL. HAPPENS INTERMITTENT AT ALL SPEEDS AND ALL TURNS						
	CAUSE: STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING REPLACEMENT						
	CONCERN CODE:						
	7480168 STEERING SHAFT UPPER BEARING INNER RACE SEAT AND SPRING						
	4506 WGM 0.90					88.23	88.23
	1 26001827 (S) BEARING KIT				59.32	47.33	47.33
	1 15231641 (S) SEAT				13.82	11.03	11.03
	1 26055299 (S) SPRING				5.25	4.19	4.19
	CORE CHARGE W					0.01	0.01
				4469		6256 TPARTS	
				2160		8823 TLABOR	
	TECH: 4506 ACTUAL HRS.: 0.90 SOLD HRS.: 0.90						
	SALE-LBR: 88.23 PTS: 62.56 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 150.79						
	COST-LBR: 21.60 PTS: 44.69 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 66.29						
	VERSION 1 (EMP# 512688,30APR16 15:41): CONFIRMED CUSTOMER COMPLAINT. FOUND CLICKING NOISE COMING FROM STEERING COLUMN. REPLACED STEERING SHAFT UPPER BEARING, INNER RACE, SEAT, AND SPRING. TEST DROVE VEHICLE. NO NOISE HEARD AT THIS TIME.						
	**********						
	#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						
	TECH: 4506 ACTUAL HRS.: 0.90 SOLD HRS.: 0.9						
	SALE-LBR: 88.23 PTS: 62.56 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 150.79						
	COST-LBR: 21.60 PTS: 44.69 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 66.29						

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9998094

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 512688 MATTHEW DUEDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		13254/13256	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			16:30 29APR16			CASH	05MAY16

R.O. OPENED	READY	OPTIONS:
11:42 29APR16	14:14 05MAY16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	8823	2160		9/480	6255	4468	
9/1242N	1	1		9/263	15079	*******	

COST, SALE, & COMP TOTALS 6629 15079 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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DESCRIPTION	TOTALS
LABOR AMOUNT	88.23
PARTS AMOUNT	62.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	150.79
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	150.79

DealerCAP 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR[redacted] 2015 SU OTHER

Mileage: 21,881 Payment type: CASH Waiter: No
Service advisor: 7001 Promised time: 07:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 01/11/2017

~~~~~~

A C/S: CUSTOMER STATES STEERING COLUMN IS MAKING A POPPING SOUND TURNING THE STEERING WHEEL ANY WAY.

7441760	WGM	STEERING COLUMN, REPLACE	N/C
Tech(s): 261356			
26090892		1 (S)PLATE	N/C
23494789		1 SUPERSEDED: 09/2015	N/C
26001827		1 (S)BEARING KIT	N/C
26055299		1 (S)SPRING	N/C
15231641		1 (S)SEAT	N/C
SUBL	WGM	ENTERPRISE RENTAL	N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 21881 STEERING SHAFT UPPER BEARING FOUND STEERING WHEEL LOCK PLATE BENT AND ALSO RUBBING AGAINST LOCK CYLINDER HOUSING. ALSO FOUND UPPER BEARING STARTING TO COME APART. BEARING NOT CORRECTLY SEATING INSIDE COLUMN, STEERING COLUMN ASSEMBLY REPLACEMENT COMPLETED.

~~~~~~

B C/S: #16007-02: SAFETY RECALL - FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY - (OCT 3, 2016)

9102276	WGM	recall 16007	N/C
Tech(s): 261356			

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

Story: 21881 REPROGRAM SDM PER RECALL COMPLETED.

~~~~~~

C C/S: WINDOW APPLIQU.S ARE COMING APART AGAIN ON BOTH BACK DOORS. PLEASE CHECK ALL OF THEM

2020140	WGM	REPLACE BOTH BACK APPLIQUES	N/C
Tech(s): 261356			
84021603		1 APPLIQUE	N/C
84021606		1 APPLIQUE	N/C
84021605		1 APPLIQUE	N/C

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

Story: 21881 REPLACED BOTH APPLIQUES.

~~~~~~

D MULTI POINT INSPECTION

INSP	CP	MULTI POINT INSPECTION	0.00
Tech(s): 261356			

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

~~~~~~

G** Service Drive assist Message on Dash

6421500	WGM	Front Seat Lane Departure Warning	N/C
~~~~~~

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR[redacted] 2015 SU OTHER

Mileage: 21,881
Service advisor: 7001
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 01/11/2017

Waiter: No
Estimate: 0.00

~~~~~~

Actuator Replacement

Tech(s): 261356
84017512 1 ACTUATOR N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00

Story: 21881 SCAN AND FOUND CODE B172E - HEPTIC MOVEMENT MOTOR DRIVER SEAT SHORT TO GROUND. FOUND LEFT REAR HEPTIC MOTOR HARNESS DAMAGED. GROUNDING ON SEAT FRAME. REPLACED MOTOR.

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE										
	CAUSE: CHECKED FOUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL										
	CONCERN CODE:										
	7441760 STEERING COLUMN, REPLACE										
		4977	WGM	6.10	6.10	18300	59798			597.98	597.98
	1	26001827	(S)BEARING KIT			3499	4899	0	61.39	48.99	48.99
	1	15231641	(S)SEAT			812	1137	0	14.24	11.37	11.37
	1	26055299	(S)SPRING			299	419	0	5.25	4.19	4.19
	1	23381949	COLUMN			50153	53362	0	668.70	533.62	533.62
	1	23381964	COIL			4378	6129	0	72.97	61.29	61.29
						59141	65946	TPARTS			
						18300	59798	TLABOR			
	SUBL scr one day 42 PO#9-68137										
			ISP			4200	4200			42.00	42.00
	PARTS: 659.46 LABOR: 597.98 OTHER: 42.00 TOTAL LINE A: 1299.44										
	REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY										
B	MULTI POINT INSPECTION										
	INSP MULTI POINT INSPECTION										
		4977	CP	0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00										
	#8511 CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI										

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	59798	18300		9/480	65946	59141	
9/466	4200	4200		9/460	0	0	
9/263	125744	*******		9/51D	4200	*******	
9/225	0	*******					

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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

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

COST, SALE, & COMP TOTALS 81641 129944 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

ASAP Per Mike Told cust 1-1½ hr

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			[illegible]			CASH	

R.O. OPENED	READY	OPTIONS
30AUG2017 09:46		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	OCM	4977	WGM	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE |CC:
				Checked. Found steering column upper shaft threads damaged. Needs new steering column. Replaced steering column. Test drive. After column replacement. Found airbag coil making A scraping noise. Needs new coil.
# B	INSP		CP	MULTI POINT INSPECTION
# C	TA		CP	NEXT TENTATIVE APPOINTMENT
				23381964
# D	CPR		CP	CPR

Job A NGM - "E" OLM for coil repl + alignment 8/30 e5:10
744176O 3.0
.3 diag
3.3
2.8 OLM coil replacement, alignment, coil washer removal of sidecover
6.1
NOS 8/31

RECEIVED
P/N: Coil
QTY: 1 DATE: 8/31
BY: C. Moore

RECEIVED
P/N: Column
QTY: 1 DATE: 8/30
BY: P. Freeman

HR348306
HR344490
HR350279

COMMENTS: #8511 CREATED 2017-08-30 09:42:13AM TAKEN BY ASHLEY MANKOWSKI

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understa[redacted]bility of parts or s[redacted]ponsible for loss cr[redacted]wind, or any other

I hereby g[redacted]r public roadways[redacted]rieval of on-board[redacted] vehicle manufacti[redacted]

Customer

Dealer AP[redacted]NICIAN COPY

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $_____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF
7441760		OPER. NO. EMP. NO. 4977	1.0	RU630 17 11:49AM ON RU630 17 10:46AM

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF
7441760		OPER. NO. EMP. NO. 4977	2.1	RU630 17 4:54PM ON RU630 17 2:45PM

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF
Coil replacement & alignment		OPER. NO. EMP. NO. 4977	3.0	RU631 17 11:03AM ON RU631 17 7:58AM

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 3

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			** WAITER **			CASH	

R.O. OPENED	READY	OPTIONS:
30AUG2017 09:46		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS

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I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2011 CDK Global, LLC

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

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TECHNICIAN COPY

BACK OF RO,
PAGE b ANK

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI,ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			** WAITER **			CASH	

R.O. OPENED	READY	OPTIONS:
30AUG2017 09:46		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE / OP CODE	TECH	TYPE	DESCRIPTION
[redacted]	7001	21887	03FEB17			
			7441760	261356	WGM	STEERING COLUMN, REPLACE
			9999		WGM	ENTERPRISE RENTAL
			9102276	261356	WGM	recall 16007
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			INSP	261356	CP	MULTI POINT INSPECTION
			6421500	261356	WGM	Front Seat Lane Departure Warning Act
#7951 CREATED 2017-01-09 12:52:00PM TAKEN BY CA SHAWN PATTON						
[redacted]	512688	13256	05MAY16			
			7480168	4506	WGM	STEERING SHAFT UPPER BEARING INNER RAC
			INSP	4506	CQS	MULTI POINT INSPECTION
#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						
[redacted]	512688	8180	24NOV15			
			2020140	512683	WGM	REPLACE BOTH BACK APPLIQUES
			2020300	512683	WGM	REPLACE BOTH FRONT APPLIQUES
#9682 CREATED 2015-10-26 11:28:00AM TAKEN BY MO RGAN CRIBBS						
[redacted]	512688	7841	14OCT15			
			POO	512683	CP	PARTS ON ORDER
#9524 CREATED 2015-10-07 11:47:00AM TAKEN BY JE SS THERRIEN						

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAR 2014 CDK Global, LLC 07/15/14 WORKORDER TYPE 2 - 23W2S - "#3-S" - GA - 9634594

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $_____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributer's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

BACK OF RO,
PAGE b. ANK

BRIAN. DIAG by End of Day

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 7001 LAWSON, TORRI N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		21881/21886	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 11JAN17			CASH	

R.O. OPENED	READY	OPTIONS:
11JAN2017 10:23		261356 8.7

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	OCM		WGM	C/S: CUSTOMER STATES STEERING COLUMN IS MAKING A POPPING SOUND TURNING THE STEERING WHEEL ANY WAY. |CC:

261356 7441110 Steering Shaft upper bearing Repl. 2.7 BAC
found Steering wheel Lock plate Bent
and also Rubbing bgn. Lock Cyl. Housing.
26090892 - Pkg.

STRAIGHT TIME (HOURS)	FLAT RATE
	2.

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	RECALL		WGM	C/S: #16007-02: SAFETY RECALL - FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY - (OCT 3, 2016) |CC: FACTORY RECALL

9102276 - Reprogram IPS System
WCC: 5303E

STRAIGHT TIME (HOURS)	FLAT RATE	P/O NO [redacted]	TIME	OFF
	.3	OPER. NO. 9102276 Recall 16007 EMP. NO. 261356		JAN: 2 11:52AM JAN: 1 ?:??PM ON

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# C	TRIM		WGM	C/S: WINDOW APPLIQU S ARE COMING APART AGAIN ON BOTH BACK DOORS. PLEASE CHECK ALL OF THEM |CC: TRIM

.6 2080140 - Driver Door Applique Loose
.4 2020320 - Driver side Rear Front Door Applique Loose
Recieved
P/N Haptic Motor
QTY 1 DATE 1/11/17
BY

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# D	INSP		CP	MULTI POINT INSPECTION

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I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of inspection, testing and delivery of the vehicle. I authorize the retrieval of on-board data from the vehicle's computer system(s) by the vehicle manufacturer or its representatives.

Customer X [redacted]

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

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PRELIMINARY ESTIMATE $ _____

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

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[redacted] NICIAN COPY

Continue - After Installing new bearing and r[illegible]
Found Steering Wheel still Clicking/Binding
Re-inspection - Found upper Bearing starting
to come apart. Bearing not Correctly seating
Inside Column as designed.
Needed. Steering Column Assembly Replacement
7441760 Steering Column Repocement 30

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF 5
	3.0	OPER. NO. 7441760 Column Repl. EMP. NO. 261356		JAN14 17 9:15AM LOH/BM JAN14 17 7:25AM ON

Recieved
P/N Steering Column
QTY 1 DATE 1-16-17
BY

[redacted] TIME OFF 1
Jan.3 17 9:24PM
JAN1[illegible] 7 7:10[illegible]
ON
Ex Bearings
P. NO. 261356

Recieved
P/N Spring Steering, 2 PILLARS Appl.
QTY 1 Box DATE 1/12/17
BY

AT RATE	R/O NO.	TIME	OFF 4
4	OPER. NO. [illegible] Rear side door trim EMP. NO. 261356		JAN13 17 11:12[illegible] JAN13 17 10:59AM ON
AT RATE	R/O NO.	TIME	OFF 3
6	OPER. NO. 2020140 Driver Door Trim EMP. NO. 261356		JAN13 17 10:59AM JAN13 17 10:27AM ON

LOH - BM

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FIND NEW ROADS

9393 Abercorn St
Savannah, GA 31406

Phone: (912) 629-0200
Fax: () -

2015 CHEVROLET TAHOE

VIN:...FR[redacted]

[redacted]

[redacted]

VIN: 1GNSCCKC9FR[redacted]
Mileage: 28,390

Date: August 30, 2017 9:42 AM
Service Advisor: **Ashley Mankowski**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **August 30, 2017**
Promised Time: **7:00 PM**

Customer Approved Services

Service	Cost
Other Diagnosis	$0.00

Comments: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
08-30-2017 09:42:14 AM [redacted]

CUSTOMER COPY

Page 1 of 1

CUSTOMER COPY

DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FIND NEW ROADS

9393 Abercorn St
Savannah, GA 31406

[redacted]

2015 CHEVROLET TAHOE

[redacted]

VIN:...FR[redacted]

[redacted]

Date: August 30, 2017 9:42 AM

Service Advisor: **Ashley Mankowski**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **August 30, 2017**
Promised Time: **7:00 PM**

[redacted]

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FR[redacted]
Mileage: 28,390

Customer Approved Services

Service	Cost
Other Diagnosis	$0.00

Comments: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE

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Electronically signed:
08-30-2017 09:42:14 AM

[redacted]

Signed Total: $0.00

DEALER COPY

Page 1 of 1

DEALER COPY

Page 1 of 1

CUSTOMER #: [redacted]

[redacted] 929

WARRANTY

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

[redacted]

PAGE 1

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

BUS: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			WAIT 30AUG17			CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	11:32 31AUG17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE							
	CAUSE: CHECKED FOUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL							
	CONCERN CODE:							
	7441760 STEERING COLUMN, REPLACE						597.98	597.98
	4977 WGM 6.10							
	1 26001827 (S) BEARING KIT					61.39	48.99	48.99
	1 15231641 (S) SEAT					14.24	11.37	11.37
	1 26055299 (S) SPRING					5.25	4.19	4.19
	1 23381949 COLUMN					668.70	533.62	533.62
	1 23381964 COIL,					72.97	61.29	61.29
				59141	65946 TPARTS			
				18300	59798 TLABOR			
	SUBL scr one day 42 PO#9-68137 WGM						42.00	42.00

1107.83 4977 to Column 169.12 coil 107.83

TECH: 4977 ACTUAL HRS.: 6.10 SOLD HRS.: 6.10

SALE-LBR: 597.98 PTS: 659.46 MSC: 0.00 LUB: 0.00 SUB: 42.00 TOTAL 1299.44
COST-LBR: 183.00 PTS: 591.41 MSC: 0.00 LUB: 0.00 SUB: 42.00 TOTAL 816.41

VERSION 1 (EMP# 263645,31AUG17 11:32): REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY

****

#8511 CREATED 2017-08-30
09:42:13AM TAKEN BY AS HLEY MANKOWSKI

TECH: 4977 ACTUAL HRS.: 6.10 SOLD HRS.: 6.1

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, [redacted] INCOME, OR ANY OTHER

[redacted] of and authorized the e and that you received ted by you. The vehicle mount Due.

THORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

[redacted]

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			WAIT 30AUG17			CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	11:32 31AUG17	

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
SALE-LBR: 597.98	PTS: 659.46	MSC:	0.00	LUB: 0.00	SUB: 42.00	TOTAL	1299.44
COST-LBR: 183.00	PTS: 591.41	MSC:	0.00	LUB: 0.00	SUB: 42.00	TOTAL	816.41

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	59798	18300		9/480	65946	59141	
9/466	4200	4200		9/263	129944	*******	

COST, SALE, & COMP TOTALS 81641 129944 0

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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DESCRIPTION	TOTALS
LABOR AMOUNT	597.98
PARTS AMOUNT	659.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	42.00
MISC. CHARGES *	0.00
TOTAL CHARGES	1299.44
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1299.44

DealerCAP 2014 CDK Global, LLC (Dmi's) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - GA - 3638054

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

[redacted]

PAGE 1

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			WAIT 30AUG17			CASH	31AUG17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	11:32 31AUG17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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	CAUSE: CHECKED POUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL						
	7441760 STEERING COLUMN, REPLACE						
		4977	WGM				(N/C)
	1	26001827	(S)BEARING KIT				(N/C)
	1	15231641	(S)SEAT				(N/C)
	1	26055299	(S)SPRING				(N/C)
	1	23381949	COLUMN				(N/C)
	1	23381964	COIL				(N/C)
	SUBL scr one day 42 PO#9-68137						
			WGM				(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00						
	REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY						
	**********						
B	MULTI POINT INSPECTION						
	INSP MULTI POINT INSPECTION						
		4977	CP		0.00	0.00	
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00						
	**********						
	#8511 CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI						

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ALL PARTS 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

DealerCAB 2014 CDK Global, LLC

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE						
	CAUSE: CHECKED FOUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL						
	7441760 STEERING COLUMN, REPLACE						
		4977	WGM				(N/C)
		1 26001827	(S)BEARING KIT				(N/C)
		1 15231641	(S)SEAT				(N/C)
		1 26055299	(S)SPRING				(N/C)
		1 23381949	COLUMN				(N/C)
		1 23381964	COIL				(N/C)
	SUBL scr one day 42 PO#9-68137						
			ISP				(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
	REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY						
	**********						
B	MULTI POINT INSPECTION						
	INSP MULTI POINT INSPECTION						
		4977	CP		0.00		0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00
	**********						
	#8511 CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI						

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE			
CAUSE: CHECKED FOUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL			
7441760 STEERING COLUMN, REPLACE			
4977 WGM			(N/C)
1 26001827 (S)BEARING KIT			(N/C)
1 15231641 (S)SEAT			(N/C)
1 26055299 (S)SPRING			(N/C)
1 [redacted]49 COLUMN			(N/C)
1 23381964 COIL			(N/C)
SUBL scr one day 42 PO#9-68137			
ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY			
[redacted] **********			
B MULTI POINT INSPECTION			
[redacted] INSP MULTI POINT INSPECTION			
4977 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
#8511 CREATED 2017-08-30			
09:42:13AM TAKEN BY AS HLEY			
MANKOWSKI			

WARRANTY DISCLAIMER ALL PARTS AND ACCESSOR ES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSH P AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANT ES, EXPRESS AND MPL ED, INCLUD NG ANY MPL ED WARRANT ES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY N CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR THE ONLY WARRANTIES ON PARTS AND ACCESSORIESOR REPAIRSARE THOSE WHICH MAY BE OFFEREDBY THE MANUFACTURER OR THE ORIG NAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF T ME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INC DENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE						
	SUBL scr one day 42 PO#9-68137						
			ISP		42.00	42.00	
	PARTS: 0.00 LABOR: 0.00 OTHER: 42.00 TOTAL LINE A:						42.00
	REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY						
	**********						
	#8511 CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI						

COST, SALE, & COMP TOTALS 4200 4200 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	42.00
MISC. CHARGES *	0.00
TOTAL CHARGES	42.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	42.00

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: WHEN TURNING MAINLY RIGHT 10-15 MPH, STOP TURNING TO THE RIGHT AND COMING ON TO AN INTERSTATE THERE IS A CLICKING NOISE. TICKING/TAPPING NOISE SOMETIMES YOU CAN FEEL IT IN THE STEERING WHEEL. CHECK AND ADVISE							
	CAUSE: CHECKED FOUND STEERING COLUMN UPPER SHAFT THREADS DAMAGED. NEEDS NEW STEERING COLUMN. AFTER REPLACING STEERING COLUMN FOUND AIRBAG COIL MAKING A SCRAPING NOISE RECOMMEND TO REPLACE COIL							
	CONCERN CODE:							
	7441760 STEERING COLUMN, REPLACE							
		4977	WGM	6.10			597.98	597.98
	1 26001827 (S) BEARING KIT					61.39	48.99	48.99
	1 15231641 (S) SEAT					14.24	11.37	11.37
	1 26055299 (S) SPRING					5.25	4.19	4.19
	1 23381949 COLUMN					668.70	533.62	533.62
	1 23381964 COIL					72.97	61.29	61.29
					59141	65946 TPARTS		
					18300	59798 TLABOR		

TECH: 4977 ACTUAL HRS.: 6.10 SOLD HRS.: 6.10

SALE-LBR: 597.98 PTS: 659.46 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1257.44
COST-LBR: 183.00 PTS: 591.41 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 774.41

VERSION 1 (EMP# 263645,31AUG17 11:32): REPLACED STEERING COLUMN AND AIRBAG COIL. TEST DROVE ALL OKAY

****

#8511 CREATED 2017-08-30
09:42:13AM TAKEN BY AS HLEY
MANKOWSKI

TECH: 4977 ACTUAL HRS.: 6.10 SOLD HRS.: 6.1

SALE-LBR: 597.98 PTS: 659.46 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1257.44
COST-LBR: 183.00 PTS: 591.41 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 774.41

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ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		28390/28402	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			WAIT 30AUG17			CASH	29SEP17

R.O. OPENED	READY	OPTIONS:
09:46 30AUG17	10:03 29SEP17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	59798	18300		9/480	65946	59141	
9/263	125744	*******					

COST, SALE, & COMP TOTALS 77441 125744 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	597.98
PARTS AMOUNT	659.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	1257.44
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1257.44

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			19:00 05OCT17			CASH	09OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	10:18 09OCT17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE										
	CAUSE: .										
	CONCERN CODE:										
	2020140	REPLACE BOTH BACK APPLIQUES									
	261356	WGM		0.20	0.20	480	1961			19.61	19.61
	SCR	RENTAL DVC				0	8400			84.00	84.00
	1	84263145	APPLIQUE			3599	5039	0	64.78	50.39	50.39
						3599		5039	TPARTS		
						480		1961	TLABOR		
	PARTS: 50.39	LABOR: 19.61				OTHER: 84.00			TOTAL LINE A:		154.00
B	LOANER (TAHOE L300)										
	CAUSE: .										
	CONCERN CODE:										
	DRAC	RENTAL VEHICLE									
	261356	WGM		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	PERFORM FREE MULTI-POINT INSPECTION										
	CAUSE: PERFORMED MULTI POINT INSPECTION										
	INSP	PERFORM FREE MULTI-POINT INSPECTION									
	261356	CP		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00				OTHER: 0.00			TOTAL LINE C:		0.00
	#4510 CREATED 2017-09-22										
	10:53:00AM TAKEN BY SH AWNNA										
	BOYNE										

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	1961	480		9/51D	8400	0	
9/480	5039	3599		9/460	0	0	
9/263	15400	*******		9/225	0	*******	

COST, SALE, & COMP TOTALS 4079 15400 0

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ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

Loaner

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI,ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 05OCT17			CASH	

R.O. OPENED	READY	OPTIONS:
05OCT2017 09:53		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE |CC:
	TRIM		WGM TRIM	Part Defective- Falling off Vehicle 2020140 - Front side door Window Frame Applique ; 2
# B	DRAC		WGM	LOANER (DRIVER LICENSE) |CC:

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO.	OFF
	.2	OPER. NO. 2020140 Applique EMP. NO. 261356	OCT 6 17 9:11AM ON OCT 6 17 9:11AM

RECEIVED
P/N: Applique
QTY: 1 DATE: 10-6-17
BY: CM

# C	INSP	CP	PERFORM FREE MULTI-POINT INSPECTION

Take to Detail. Need Clean up.

# D		CPR	
	CPR	CP	

COMMENTS: #4510 CREATED 2017-09-22 10:53:00AM TAKEN BY SHAWNNA BOYNE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or d[redacted]re, theft, hail, wind, or any other c[redacted]

I hereby gr[redacted]ts, highways or public roadways t[redacted]thorize the retrieval of on-board de[redacted]t data with the vehicle manufactu[redacted]

Customer [redacted] 10/6/17
DealerCAR[redacted]

TECHNICIAN COPY

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI,ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 05OCT17			CASH	

R.O. OPENED	READY	OPTIONS:
05OCT2017 09:53		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
[redacted]	263645	28402	29SEP17			
			7441760	4977	WGM	STEERING COLUMN, REPLACE
			9999		ISP	scr one day 42
			INSP	4977	CP	MULTI POINT INSPECTION
#8511 CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI						
[redacted]	7001	21887	03FEB17			
			7441760	261356	WGM	STEERING COLUMN, REPLACE
			9999		WGM	ENTERPRISE RENTAL
			9102276	261356	WGM	recall 16007
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			INSP	261356	CP	MULTI POINT INSPECTION
			6421500	261356	WGM	Front Seat Lane Departure Warning Act
#7951 CREATED 2017-01-09 12:52:00PM TAKEN BY CA SHAWN PATTON						
[redacted]	512688	13256	05MAY16			
			7480168	4506	WGM	STEERING SHAFT UPPER BEARING INNER RAC
			INSP	4506	CQS	MULTI POINT INSPECTION
#7928 CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						
[redacted]	512688	8180	24NOV15			
			2020140	512683	WGM	REPLACE BOTH BACK APPLIQUES
			2020300	512683	WGM	REPLACE BOTH FRONT APPLIQUES
#9682 CREATED 2015-10-26 11:28:00AM TAKEN BY MO RGAN CRIBBS						
[redacted]	512688	7841	14OCT15			
			POO	512683	CP	PARTS ON ORDER

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC (03/15) WORKORDER TYPE 3 - JSW3C - "AS-IS" - GA - 3634554

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $_____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished pa that meet manufacturer approved source part requirements may be installed at our discr Additional information is available upon request. Upon request, replaced parts will be made a for inspection and/or returned to you unless subject to a manufacturer's or distributor's core charge, or otherwise specified.

TECHNICIAN COPY

BACK OF RO
PAGE B ANK

Connect

Ashley Mankowski

October 5, 2017

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

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

- Investigate Major Assembly History

Vehicle Information

VIN: 1GNSCCKC9FR[redacted] Model: CC15706-2015 TAHOE 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	[redacted]		Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program			INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: KR44D3H2 XM Status: Active

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer

✓	Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI
	Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI
✓	Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI
✓	Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI
✓	Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI

Service Contract

Policy Number: [redacted]

Owner: Extended Protection

Description: CHEVPP36/60P
Effective Date: 09/20/2017
Effective Odometer: 29390 MI
Daily Rental Limit: 40.00

Deductible Amount: 100.00
Expiration Date: 10/19/2020
Expiration Odometer: 89390 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/30/2017	[redacted]	REG----Regular Vehicle Transaction	Add Credit	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		REG----Regular Vehicle Transaction	Full Debit - Reversal	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		REG----Regular Vehicle Transaction		6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		REG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		REG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		REG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	28,390 MI
01/11/2017		REG----Regular Vehicle Transaction		6421500 - Front Seat Lane Departure Warning Actuator Replacement	21,881 MI
01/11/2017		REG----Regular Vehicle Transaction		2020320 - Rear Side Door Window Frame Front Applique Replacement	21,881 MI
01/11/2017		REG----Regular Vehicle Transaction		2020140 - Front Side Door Window Frame Rear Applique Replacement	21,881 MI
01/11/2017		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	21,881 MI
01/11/2017		REG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		REG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		REG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	21,881 MI
04/29/2016		REG----Regular Vehicle Transaction		7480168 - Steering Shaft Upper Bearing Race Seat and Spring Replacement	13,254 MI
10/30/2015		REG----Regular Vehicle Transaction		2020300 - Rear Side Door Window Frame Rear Applique Replacement	8,180 MI
10/30/2015		REG----Regular Vehicle		2020140 - Front Side Door Window Frame Rear Applique	8,180 MI

		Transaction	Replacement	
04/16/2015	[redacted]	ZPDI---Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015		ZPDI---Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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DAN VADEN CHEVROLET-CADILLAC OF SAVANNAH

FIND NEW ROADS

9393 Abercorn St
Savannah, GA 31406

[redacted]

2015 CHEVROLET TAHOE

[redacted]

VIN:...FR[redacted]

[redacted]

Date: October 5, 2017 9:49 AM

Service Advisor: **Ashley Mankowski**
Transportation: **Drop Off**
Tag#: [redacted]
Promised Date: **October 5, 2017**
Promised Time: **7:00 PM**

2015 CHEVROLET TAHOE
VIN: 1GNSCCKC9FR[redacted]
Mileage: 30,575

Customer Approved Services

Service	Cost
Drac	$0.00
Comments: LOANER	
Trim or Moulding Concern	$0.00
Comments: APPLIQUÉ ON PASSENGER FRONT DOOR IS LOOSE CHECK AND ADVISE	

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically signed:
10-05-2017 09:49:12 AM [redacted]

DEALER COPY

Page 1 of 1

DEALER COPY

Page 1 of 1

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Ed Voyles Chevrolet
Address: 9393 Abercorn St
City: Savannah | State: GA | Zip: 31406
Phone: 912-925-9393

CUSTOMER VEHICLE INFORMATION

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

RENTAL VEHICLE INFORMATION

			FUEL OUT	FUEL IN
Date and Time IN	/ /	A.M. P.M.		
Date and Time OUT	1/15/17	1 A.M. 11 P.M.		
Date and Time DUE IN	/ /	A.M. P.M.		
Vehicle VIN	[redacted]			
Vehicle Description	GMC Tahoe		F	F
Mileage IN			3/4	3/4
Mileage OUT	2203		1/2	1/2
Miles Driven			1/4	1/4
Miles Allowed			E	E
Chargeable Miles				

RO# | Unit# [redacted] | RA#

CUSTOMER INFORMATION

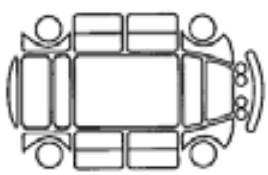
Custom[redacted]
Home Addr[redacted]
[redacted]
Additional Driver's Name
Driver's License No. | State | Expires
Additional Driver's Name | Birth Date
Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurer: Central | Agent
Policy No. [redacted] | Expiration Date: 11+ | Telephone: (912) 268-[redacted]

DAMAGE DESCRIPTION

Initials: X



Condition Out: 1/16/17
Scratches D/R Taillight
Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____¢	
DAYS: _____ @ $_____	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL _____ GAL. @ $_____	
VEHICLE LICENSE COST RECOVERY FEE	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL _____ GAL. @ $_____	
VEHICLE LICENSE COST RECOVERY FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	84 00

METHOD OF PAYMENT

$_____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED
☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$_____
CUSTOMER INITIALS
X_____

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 a[redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

Georgia Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "You" or "your" means the person identified as the Customer on the reverse side of this Agreement, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. **The Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar or another telematics system, and/or an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may including the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle.** The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair. "Authorized Driver" means: (a) the Customer and the Customer's spouse, (b) additional drivers listed by us in this Agreement, and (c) if the Customer is a business entity, Authorized Driver includes Customer employees who are permissible drivers on the business entity's auto insurance policy. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must be at least age 25 and possess a valid driver's license. "Loss of Use" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "Daily Vehicle Rate" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "Diminished Value" means the actual cash value of the Vehicle just prior to damage or loss less the value of the Vehicle after repair or replacement. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Cost Recovery Fee" means our good faith estimate of the daily cost of our actual total annual vehicle licensing, titling, registration, plating and inspection costs. "Rental Period" means the period between the time you take possession of the Vehicle and the Vehicle is either returned to us or recovered by us and checked in by us.

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

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

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

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

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

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

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

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

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

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

CUSTOMER #: [redacted]

[redacted]

WARRANTY

10-9

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

PAGE 1

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 05OCT17			CASH	06OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	13:33 06OCT17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE							
	CAUSE: .							
	CONCERN CODE:							
	2020140			REPLACE BOTH BACK APPLIQUES				
	261356	WGM		0.20			19.61	19.61
1	84263145			APPLIQUE		64.78	50.39	50.39
					3599	5039 TPARTS	Rental	84.00
					480	1961 TLABOR		154.00
	TECH: 261356 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20							
	SALE-LBR: 19.61 PTS: 50.39 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 70.00							
	COST-LBR: 4.80 PTS: 35.99 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 40.79							
	**********							
B	LOANER (TAHOE L300)							
	CAUSE: .							
	CONCERN CODE:							
	DRAC			RENTAL VEHICLE				
	261356	WGM		0.00			0.00	0.00
	CTV			CUSTOMER TRANSPORTATION VEHICLE			126.00	126.00
					0	0 TPARTS		
					0	0 TLABOR		
	TECH: 261356 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00							
	SALE-LBR: 0.00 PTS: 0.00 MSC: 126.00 LUB: 0.00 SUB: 0.00 TOTAL 126.00							
	COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00							
	**********							

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By sign
Dealersh
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DATE

[redacted]

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ved
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REPRESENTATIVE SIGNATURE

DealerCA

NTY COPY

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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 #: [redacted]

[redacted]

WARRANTY

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

[redacted]

PAGE 2

VICE ADVISOR: 263645 ASHLEY NICOLE MANK

VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER 15 CHEVROLET TAHOE 1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 05OCT17			CASH	06OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	13:33 06OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
#4510 CREATED 2017-09-22 10:53:00AM TAKEN BY SH AWNNA BOYNE							
TECH: 261356 ACTUAL HRS.: 0.20 SOLD HRS.: 0.2							
SALE-LBR: 19.61 PTS: 50.39 MSC: 126.00 LUB: 0.00 SUB: 0.00 TOTAL 196.00							
COST-LBR: 4.80 PTS: 35.99 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 40.79							

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	1961	480		9/480	5039	3599	
9/502	12600	0		9/263	19600	*******	

COST, SALE, & COMP TOTALS 4079 19600 0

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	19.61
PARTS AMOUNT	50.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	126.00
TOTAL CHARGES	196.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	196.00

DealerCAP 2014 CDS Global, LLC (03/14) SERVICE INVOICE TYPE 2 - 2012C - "AS-IS" - GA - 3030054

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

[redacted]

PAGE 1

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			19:00 05OCT17			CASH	06OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	13:33 06OCT17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE							
	CAUSE: .							
	2020140	REPLACE BOTH BACK APPLIQUES						
		261356	WGM					(N/C)
	1	84263145	APPLIQUE					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:				0.00
	**********							
B	LOANER (TAHOE L300)							
	CAUSE: .							
	DRAC	RENTAL VEHICLE						
		261356	WGM					(N/C)
	CTV	CUSTOMER TRANSPORTATION VEHICLE						(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:				0.00
	**********							
C	PERFORM FREE MULTI-POINT INSPECTION							
	CAUSE: PERFORMED MULTI POINT INSPECTION							
	INSP	PERFORM FREE MULTI-POINT INSPECTION						
		261356	CP				0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:				0.00
	**********							
	#4510 CREATED 2017-09-22 10:53:00AM TAKEN BY SH AWNNA BOYNE							

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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

DealerCAP 3014 CDK Global, LLC dd8144 SERVICE INVOICE TYPE 2 - 2020 - "AS-IS" - GA - 3090204

FILE COPY

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Dan Vaden Chevrolet
9393 Abercorn St
City: Savannah State: GA Zip: 31406
Phone: 912-925-9393

CUSTOMER VEHICLE INFORMATION

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

RENTAL VEHICLE INFORMATION

Date and Time IN / / A.M. P.M.
Date and Time OUT 10/5/17 9:38 AM
Date and Time DUE IN / / A.M. P.M.
Vehicle VIN HR[redacted]
Vehicle Description Gray Tahoe
Mileage IN
Mileage OUT 2803
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

RO# [redacted] Unit# [redacted] RA#

CUSTOMER INFORMATION

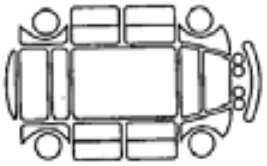
Customer [redacted]
Home Addr [redacted]
C [redacted]
D [redacted]
Hom [redacted]
Additional Driver's Name
Driver's License No. | State | Expires
Additional Driver's Name | Birth Date
Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurer Country | Agent
Po [redacted]

DAMAGE DESCRIPTION

Initials: X
Condition Out: Dirty Scratches D/R Taillight
Condition In:



RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: ____ @ ____¢	
DAYS: 2 @ $ 42.00	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL GAL. @ $	
VEHICLE LICENSE COST RECOVERY FEE	
TAXABLE SUB-TOTAL →	
TAX @ ____%	
NON-TAXABLE FUEL GAL. @ $	
VEHICLE LICENSE COST RECOVERY FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	84 00

METHOD OF PAYMENT

$ ____
☐ CHECK
____/____ EXPIRES
#
☐ CARD VERIFIED
☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$ ____
CUSTOMER INITIALS
X ____

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

[redacted] IT

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			19:00 05OCT17			CASH	09OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	10:18 09OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE						
	CAUSE: .						
	2020140 REPLACE BOTH BACK APPLIQUES						
	261356 WGM						(N/C)
	SCR RENTAL DVC						(N/C)
	1 84263145 APPLIQUE						(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
	**********						
B	LOANER (TAHOE L300)						
	CAUSE: .						
	DRAC RENTAL VEHICLE						
	261356 WGM						(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00
	**********						
C	PERFORM FREE MULTI-POINT INSPECTION						
	CAUSE: PERFORMED MULTI POINT INSPECTION						
	INSP PERFORM FREE MULTI-POINT INSPECTION						
	261356 CP					0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:						0.00
	**********						
	#4510 CREATED 2017-09-22						
	10:53:00AM TAKEN BY SH AWNNA						
	BOYNE						

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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

DealerCAP 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2SOC - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			19:00 05OCT17			CASH	09OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	10:18 09OCT17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE							
	CAUSE: .							
	2020140			REPLACE BOTH BACK APPLIQUES				
		261356		WGM				(N/C)
	SCR			RENTAL DVC				(N/C)
		1 84263145		APPLIQUE				(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE A:		0.00
	**********							
B	LOANER (TAHOE L300)							
	CAUSE: .							
	DRAC			RENTAL VEHICLE				
		261356		WGM				(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE B:		0.00
	**********							
C	PERFORM FREE MULTI-POINT INSPECTION							
	CAUSE: PERFORM FREE MULTI POINT INSPECTION							
	INSP			PERFORM FREE MULTI-POINT INSPECTION				
		261356		CP			0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE C:		0.00
	**********							
	#4510 CREATED 2017-09-22							
	10:53:00AM TAKEN BY SH AWNNA							
	BOYNE							

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			19:00 05OCT17			CASH	09OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	10:18 09OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE						
	CAUSE: .						
	CONCERN CODE:						
	2020140			REPLACE BOTH BACK APPLIQUES			
	261356	WGM		0.20		19.61	19.61
	SCR			RENTAL DVC		84.00	84.00
	1 84263145			APPLIQUE	64.78	50.39	50.39
				3599	5039 TPARTS		
				480	1961 TLABOR		
	TECH: 261356 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20						
	SALE-LBR: 19.61 PTS: 50.39 MSC: 84.00 LUB: 0.00 SUB: 0.00 TOTAL 154.00						
	COST-LBR: 4.80 PTS: 35.99 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 40.79						
	**********						
B	LOANER (TAHOE L300)						
	CAUSE: .						
	CONCERN CODE:						
	DRAC			RENTAL VEHICLE			
	261356	WGM		0.00		0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		
	TECH: 261356 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00						
	SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	**********						

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

[redacted]

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		30575/30578	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			19:00 05OCT17			CASH	09OCT17

R.O. OPENED	READY	OPTIONS:
09:53 05OCT17	10:18 09OCT17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
#4510 CREATED 2017-09-22 10:53:00AM TAKEN BY SH AWNNA BOYNE							

TECH: 261356 ACTUAL HRS.: 0.20 SOLD HRS.: 0.2

SALE-LBR:	19.61	PTS:	50.39	MSC:	84.00	LUB:	0.00	SUB:	0.00 TOTAL 154.00
COST-LBR:	4.80	PTS:	35.99	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 40.79

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	1961	480		9/51D	8400	0	
9/480	5039	3599		9/263	15400	*******	

COST, SALE, & COMP TOTALS 4079 15400 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	19.61
PARTS AMOUNT	50.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	84.00
TOTAL CHARGES	154.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	154.00

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/43224	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			21:00 24AUG18			CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
11:01 24AUG18	10:19 14SEP18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S: DVD SCREEN IS REAR SHOWS ON FRONT RADIO SCREEN BUT NOT ON DVD PLAYER SCREEN. CAN HEAR SOUND BUT NO PICTURE										
	CAUSE: FOUND INTERNAL SHORT TO DVD DISPLAY. RECOMMEND TO REPLACE										
	CONCERN CODE:										
	OCM OTHER DIAGNOSIS										
	284237	ISP		0.62	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00							
	43224 PARTS ORDERED 3423430 VIDEO DISPLAY THIRD ROW .3 AND .5 DIAG.										
B	C/S: RIGHT FRONT DOOR APPLIQUE POPPING UP AND FLAPPING IN THE WIND										
	CAUSE: FOUND RIGHT FRONT APPLIQUE NEEDS TO BE REPLACE										
	CONCERN CODE:										
	TRIM TRIM										
	284237	ISP		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00							
	43224 PARTS ON ORDER 2020140 .2										
C	C/S: RIGHT REAR REAR DOOR APPLIQUE IS POPPING UP AND FLAPPING IN THE WIND										
	CAUSE: FOUND RIGHT REAR REAR DOOR APPIQUE NEEDS TO BE REPLACED										
	CONCERN CODE:										
	TRIM TRIM										
	284237	ISP		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C: 0.00							
	43224 PARTS ORDER 2020300 REAR DOOR APPLIQUE										
D	MULTI POINT INSPECTION										
	INSP VEHICLE INSPECTION										
	284237	ISP		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D: 0.00							
E	NEXT TENTATIVE APPOINTMENT										
	TA TA										
	284237	ISP		0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E: 0.00							
F	CPR										
	CPR CPR										
	284237	ISP		0.00	0.00	0	0			0.00	0.00

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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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/43224	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			21:00 24AUG18			CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
11:01 24AUG18	10:19 14SEP18	

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

#8787 CREATED 2018-08-20
09:22:00AM TAKEN BY JE NNIFER
BEEVERS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-24-18	14:39	15:16	0.62	DW	284237	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/463	0	0		9/67D	0	*******	

COST, SALE, & COMP TOTALS 0 0 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			21:00 24AUG18			CASH	

R.O. OPENED	READY	OPTIONS:
24AUG2018 11:01		Waiter-

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	OCM		WGM	C/S: DVD SCREEN IS REAR SHOWS ON FRONT RADIO SCREEN BUT NOT ON DVD PLAYER SCREEN. CAN HEAR SOUND BUT NO PICTURE |CC:
# B	TRIM		WGM	C/S: RIGHT FRONT [redacted] FLAPPING IN THE WI[redacted] TRIM
# C	TRIM		WGM	C/S: RIGHT REAR REAR DOOR APPLIQUU00C9 IS POPPING UP AND FLAPPING IN THE WIND |CC: TRIM
# D				MULTI POINT INSPECTION

DF DR

SCANNED
DATE: 9/27/2018
SHERRY SHIMAN

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK GmbH, HAC

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 3

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			21:00 24AUG18			CASH	

R.O. OPENED	READY	OPTIONS:
24AUG2018 11:01		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
	INSP		CP	
#	E TA		CP	NEXT TENTATIVE APPOINTMENT
#	F		CPR	
	CPR		CP	
COMMENTS:	#8787			CREATED 2018-08-20 09:22:00AM TAKEN BY JENNIFER BEEVERS

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

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Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC #[redacted] WORKORDER TYPE 2 - 25W7C - "AS-IS" - GA - 20210504

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			21:00 24AUG18			CASH	

R.O. OPENED	READY	OPTIONS:
24AUG2018 11:01		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
[redacted]	263645	30578	09OCT17			
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			9997		WGM	RENTAL DVC
			DRAC	261356	WGM	RENTAL VEHICLE
			INSP	261356	CP	PERFORM FREE MULTI-POINT INSPECTION
CREATED 2017-09-22 10:53:00AM TAKEN BY SH AWNNA BOYNE						
	263645	28402	29SEP17			
			7441760	4977	WGM	STEERING COLUMN, REPLACE
			9999		ISP	scr one day 42
			INSP	4977	CP	MULTI POINT INSPECTION
CREATED 2017-08-30 09:42:13AM TAKEN BY AS HLEY MANKOWSKI						
	7001	21887	03FEB17			
			7441760	261356	WGM	STEERING COLUMN, REPLACE
			9999		WGM	ENTERPRISE RENTAL
			9102276	261356	WGM	recall 16007
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			INSP	261356	CP	MULTI POINT INSPECTION
			6421500	261356	WGM	Front Seat Lane Departure Warning Act
CREATED 2017-01-09 12:52:00PM TAKEN BY CA SHAWN PATTON						
	512688	13256	05MAY16			
			7480168	4506	WGM	STEERING SHAFT UPPER BEARING INNER RAC
			INSP	4506	CQS	MULTI POINT INSPECTION
CREATED 2016-04-25 10:35:00AM TAKEN BY SH AWNNA BOYNE						

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized changes.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC 102151 WORKORDER TYPE 2 - 25WOC - "AS-IS" - GA - 5694594

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $_____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information
- Investigate Major Assembly History

Vehicle Information

VIN: 1GNSCCKC9FR[redacted]
Model: CC15706-2015 TAHOE 2WD
Service Contract: Yes
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original	Description	Release Date	Status
Product Safety Recall	[redacted]		Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program			INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: N
XM Radio ID: KR44D3H2
OnStar Status: Active
XM Status: Active
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI

Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI
Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI
Special Coverage 17336	05/12/2015	14 MI	05/12/2020	60,014 MI
Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI
Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI

Service Contract

Policy Number: [redacted] Owner: Extended Protection

Description: CHEVPP36/60P
Effective Date: 09/20/2017
Effective Odometer: 29390 MI
Daily Rental Limit: 40.00

Deductible Amount: 100.00
Expiration Date: 10/19/2020
Expiration Odometer: 89390 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/05/2017	[redacted]	ZREG----Regular Vehicle Transaction		2020140 - Front Side Door Window Frame Rear Applique Replacement	30,575 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Add Credit	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction		6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	28,390 MI
01/11/2017		ZREG----Regular Vehicle Transaction		6421500 - Front Seat Lane Departure Warning Actuator Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		2020320 - Rear Side Door Window Frame Front Applique Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		2020140 - Front Side Door Window Frame Rear Applique Replacement	21,881 MI
01/11/2017		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	21,881 MI
04/29/2016		ZREG----Regular Vehicle Transaction		7480168 - Steering Shaft Upper Bearing Inner Race, Seal, and Spring Replacement	13,254 MI
10/30/2015		ZREG----Regular Vehicle Transaction		2020300 - Rear Side Door Window Frame Rear Applique Replacement	8,180 MI
10/30/2015					8,180 MI

		ZREG----Regular Vehicle Transaction	2020140 - Front Side Door Window Frame Rear Applique Replacement	
04/16/2015	[redacted]	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015		ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: PRE-INVOICED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted]
Vehicle: 1GNERHKW6JJ[redacted] 2018 TRAV

Click to View Cust Copy
Cell: [redacted]

Mileage: 12,553
Service advisor: 263645
Tag number: [redacted]

Payment type: CASH
Promised time: 09:00 PM
Promised date: 09/13/2018

Waiter: No
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES CREAKING IN STEERING WHEEL WHEN MAKING TIGHT, LOW-SPEED TURNS. KNOCKING SOUND COMING FROM OUTSIDE OF VEHICLE WHEN TURNING AT LOW-SPEED. BELIEVE IT COULD BEA SIGN OF DAMAGED RODS.

SUSP	WGM	STEERING DIAGNOSIS	0.00	0.00

Tech(s): 4977

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 12583 COULD NOT DUPLICATE CUSTOMER CONCERN. TEST DROVE VEHICLE AT SLOW SPEED WHILE TURNING. DUPLICATED IN REVERSE. FOUND NO NOISES. VISUALLY INSPECTED STEERING ARMS - NO DAMAGE OR ISSUES FOUND.

B 2 YR MAINTENANCE (2014-0000) SILVERADO & CRUZE DIESELUBE, OIL AND FILTER, TIRE ROTATION

0600723	WGM	2 YR MAINTENANCE (2014-0000) SILVERADO & CRUZE DIESELUBE, OIL AND FILTER, TIRE ROTATION	0.50	12.50

Tech(s): 4977

19330000	1 (S)FILTER		6.02
88865638	6 5W30 FS DEXOS (BULK)		25.98

Pts: 32.00 Lbr: 12.50 Other: 0.00 Total Line B: 44.50

Story: 12583 COMPLETED OIL CHANGE AND TIRE ROTATION. RE-LEARNED TIRES. ALL OK.

C MULTI POINT INSPECTION

INSP	CP	VEHICLE INPSECITON	0.00	0.00

Tech(s): 4977

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

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR[redacted] 2015 SU OTHER

Mileage: 8,180
Service advisor: 512688
Tag number: [redacted]

Payment type: CASH
Promised time: 04:30 PM
Promised date: 10/30/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A C/S: TRIM PANELS COMING LOOSE FROM WINDOWS

2020140	WGM	REPLACE BOTH BACK APPLIQUES	1.20	114.77
Tech(s): 512683				
23324486		1 APPLIQUE		47.99
23324487		1 APPLIQUE		47.99

Pts: 95.98 Lbr: 114.77 Other: 0.00 Total Line A: 210.75
Story: 8180 REPLACED BOTH FRONT APPLIQUES

~~~~~~

B REAR APPLIQUES COMING OFF

2020300	WGM	REPLACE BOTH FRONT APPLIQUES	0.80	76.51
Tech(s): 512683				
23324485		1 APPLIQUE		53.34
23324484		1 APPLIQUE		53.34

Pts: 106.68 Lbr: 76.51 Other: 0.00 Total Line B: 183.19
Story: 8180 REPLACED BOTH FRONT APPLIQUES.

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
~~~~~~

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: [redacted] Main: [redacted]
Vehicle: 1GNSCCKC9FR [redacted] 2015 SU OTHER

Click to View Cust Copy
Cell: [redacted]

Mileage: 21,881
Service advisor: 7001
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 01/11/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A C/S: CUSTOMER STATES STEERING COLUMN IS MAKING A POPPING SOUND TURNING THE STEERING WHEEL ANY WAY.

7441760	WGM	STEERING COLUMN, REPLACE	5.70	558.77

Tech(s): 261356

26090892	1	(S)PLATE	16.23
23494789	1	SUPERSEDED: 09/2015	515.58
26001827	1	(S)BEARING KIT	48.99
26055299	1	(S)SPRING	4.19
15231641	1	(S)SEAT	11.37
SUBL	WGM	ENTERPRISE RENTAL	200.00

Pts: 596.36 Lbr: 558.77 Other: 200.00 Total Line A: 1,355.13

Story: 21881 STEERING SHAFT UPPER BEARING FOUND STEERING WHEEL LOCK PLATE BENT AND ALSO RUBBING AGAINST LOCK CYLINDER HOUSING. ALSO FOUND UPPER BEARING STARTING TO COME APART. BEARING NOT CORRECTLY SEATING INSIDE COLUMN, STEERING COLUMN ASSEMBLY REPLACEMENT COMPLETED.

~~~~~~

B C/S: #16007-02: SAFETY RECALL - FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY - (OCT 3, 2016)

9102276	WGM	recall 16007	0.30	29.41

Tech(s): 261356

Pts: 0.00 Lbr: 29.41 Other: 0.00 Total Line B: 29.41

Story: 21881 REPROGRAM SDM PER RECALL COMPLETED.

~~~~~~

C C/S: WINDOW APPLIQU.S ARE COMING APART AGAIN ON BOTH BACK DOORS. PLEASE CHECK ALL OF THEM

2020140	WGM	REPLACE BOTH BACK APPLIQUES	1.40	137.24

Tech(s): 261356

84021603	1	APPLIQUE	50.39
84021606	1	APPLIQUE	48.43
84021605	1	APPLIQUE	47.24

Pts: 146.06 Lbr: 137.24 Other: 0.00 Total Line C: 283.30

Story: 21881 REPLACED BOTH APPLIQUES.

~~~~~~

D MULTI POINT INSPECTION

INSP	CP	MULTI POINT INSPECTION	0.00	0.00

Tech(s): 261356

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

~~~~~~

G** Service Drive assist Message on Dash

6421500	WGM	Front Seat Lane Departure Warning	1.70	166.65
~~~~~~

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR[redacted] 2015 SU OTHER

Mileage: 21,881
Service advisor: 7001
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 01/11/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

Actuator Replacement

Tech(s): 261356
84017512 1 ACTUATOR 46.31
Pts: 46.31 Lbr: 166.65 Other: 0.00 Total Line G: 212.96
Story: 21881 SCAN AND FOUND CODE B172E - HEPTIC MOVEMENT MOTOR DRIVER SEAT SHORT TO GROUND. FOUND LEFT REAR HEPTIC MOTOR HARNESS DAMAGED. GROUNDING ON SEAT FRAME. REPLACED MOTOR.

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR[redacted] 2015 [redacted] OTHER

Mileage: 30,575 Payment type: CASH Waiter: No
Service advisor: 263645 Promised time: 07:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 10/05/2017 Customer Comments: No

~~~~~~

A C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE

2020140	WGM	REPLACE BOTH BACK APPLIQUES	0.20	19.61

Tech(s): 261356

SCR	RENTAL DVC		84.00
84263145	1 APPLIQUE		50.39

Pts: 50.39 Lbr: 19.61 Other: 84.00 Total Line A: 154.00

~~~~~~

B LOANER (TAHOE L300)

DRAC	WGM	RENTAL VEHICLE	0.00	0.00

Tech(s): 261356

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

~~~~~~

C PERFORM FREE MULTI-POINT INSPECTION

INSP	CP	PERFORM FREE MULTI-POINT INSPECTION	0.00	0.00

Tech(s): 261356

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

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GNSCCKC9FR [redacted] 2015 SU OTHER

Mileage: 30,575
Service advisor: 263645
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 10/05/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A C/S: PASSENGER FRONT APPLIQUE IS LOOSE AND LOOKS LIKE IT IS GOING TO COME OFF WHILE DRIVING CHECK AND ADVISE

2020140	WGM	REPLACE BOTH BACK APPLIQUES	0.20	19.61
Tech(s): 261356				
SCR	RENTAL DVC			84.00
84263145		1 APPLIQUE		50.39

Pts: 50.39 Lbr: 19.61 Other: 84.00 Total Line A: 154.00

~~~~~~

B LOANER (TAHOE L300)

DRAC	WGM	RENTAL VEHICLE	0.00	0.00
Tech(s): 261356				

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

~~~~~~

C PERFORM FREE MULTI-POINT INSPECTION

INSP	CP	PERFORM FREE MULTI-POINT INSPECTION	0.00	0.00
Tech(s): 261356				

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

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/43224	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			21:00 24AUG18			CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
11:01 24AUG18	10:19 14SEP18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S: DVD SCREEN IS REAR SHOWS ON FRONT RADIO SCREEN BUT NOT ON DVD PLAYER SCREEN. CAN HEAR SOUND BUT NO PICTURE						
	CAUSE: FOUND INTERNAL SHORT TO DVD DISPLAY. RECOMMEND TO REPLACE						
	OCM	OTHER DIAGNOSIS					
	284237	ISP					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:			0.00
	43224 PARTS ORDERED 3423430 VIDEO DISPLAY THIRD ROW .3 AND .5 DIAG.						
	**********						
B	C/S: RIGHT FRONT DOOR APPLIQUE POPPING UP AND FLAPPING IN THE WIND						
	CAUSE: FOUND RIGHT FRONT APPLIQUE NEEDS TO BE REPLACE						
	TRIM	TRIM					
	284237	ISP					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:			0.00
	43224 PARTS ON ORDER 2020140 .2						
	**********						
C	C/S: RIGHT REAR REAR DOOR APPLIQUE IS POPPING UP AND FLAPPING IN THE WIND						
	CAUSE: FOUND RIGHT REAR REAR DOOR APPIQUE NEEDS TO BE REPLACED						
	TRIM	TRIM					
	284237	ISP					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:			0.00
	43224 PARTS ORDER 2020300 REAR DOOR APPLIQUE						
	**********						
D	MULTI POINT INSPECTION						
	INSP	VEHICLE INSPECTION					
	284237	ISP					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:			0.00
	**********						
E	NEXT TENTATIVE APPOINTMENT						
	TA	TA					
	284237	ISP					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E:			0.00
	**********						
F	CPR						

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2SOC - "AS-IS" - GA - 9998094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		43224/43224	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			21:00 24AUG18			CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
11:01 24AUG18	10:19 14SEP18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	CPR	CPR					
	284237		ISP				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

#8787 CREATED 2018-08-20
09:22:00AM TAKEN BY JE NNIFER
BEEVERS

WARRANTY DISCLAIMER ALL PARTS AND ACCESSOR ES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSH P AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANT ES, EXPRESS AND MPL ED, INCLUD NG ANY MPL ED WARRANT ES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY N CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIG NAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF T ME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INC DENTAL DAMAGES.

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*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

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R.O. OPENED	READY	OPTIONS:
11:01 24AUG18	10:19 14SEP18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S: DVD SCREEN IS REAR SHOWS ON FRONT RADIO SCREEN BUT NOT ON DVD PLAYER SCREEN. CAN HEAR SOUND BUT NO PICTURE			
CAUSE: FOUND INTERNAL SHORT TO DVD DISPLAY. RECOMMEND TO REPLACE			
OCM OTHER DIAGNOSIS			
284237 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
43224 PARTS ORDERED 3423430 VIDEO DISPLAY THIRD ROW .3 AND .5 DIAG.			
**********			
B C/S: RIGHT FRONT DOOR APPLIQUE POPPING UP AND FLAPPING IN THE WIND			
CAUSE: FOUND RIGHT FRONT APPLIQUE NEEDS TO BE REPLACE			
TRIM TRIM			
284237 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
43224 PARTS ON ORDER 2020140 .2			
**********			
C C/S: RIGHT REAR REAR DOOR APPLIQUE IS POPPING UP AND FLAPPING IN THE WIND			
CAUSE: FOUND RIGHT REAR REAR DOOR APPIQUE NEEDS TO BE REPLACED			
TRIM TRIM			
284237 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
43224 PARTS ORDER 2020300 REAR DOOR APPLIQUE			
**********			
D MULTI POINT INSPECTION			
INSP VEHICLE INSPECTION			
284237 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E NEXT TENTATIVE APPOINTMENT			
TA TA			
284237 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
**********			
F CPR			

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SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

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	CPR	CPR					
	284237		ISP				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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#8787 CREATED 2018-08-20
09:22:00AM TAKEN BY JE NNIFER
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LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

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[redacted]

INTERNAL

PAGE 1

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9393 Abercorn Street
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CONCERN CODE:			
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284237 ISP 0.00	0.00	0.00	
**********			
E NEXT TENTATIVE APPOINTMENT			
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**********			
F CPR			
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284237 ISP 0.00	0.00	0.00	

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SALES TAX	
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[redacted]

[redacted]

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#8787 CREATED 2018-08-20 09:22:00AM TAKEN BY JE NNIFER BEEVERS							
COST, SALE, & COMP TOTALS				0		0	0

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INTERNAL COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

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R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A Moved to: 245543C Line: D											
9999 Moved to: 245543C Line: D											
	99ISPLT			0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B Moved to: 245543C Line: A											
9999 Moved to: 245543C Line: A											
	99ISPLT			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 Moved to: 245543C Line: B											
9999 Moved to: 245543C Line: B											
	99ISPLT			0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D Moved to: 245543C Line: C											
9999 Moved to: 245543C Line: C											
	99ISPLT			0.00	0.00	0	0			0.00	0.00
9999 Moved to: 245543C Line: C											
	99ISPLT			0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST											
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST											
CONCERN CODE:											
9103855 RECALL 18289											
	512683	WGM		0.16	0.30	900	3014			30.14	30.14
						0		0	TPARTS		
						900		3014	TLABOR		
PARTS: 0.00 LABOR: 30.14 OTHER: 0.00 TOTAL LINE E: 30.14											
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.											
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#[redacted] ***											
B Moved to: 245543C Line: A											
C Moved to: 245543C Line: B											
D Moved to: 245543C Line: C											
A Moved to: 245543C Line: D											

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TOTAL CHARGES	
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SALES TAX	
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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

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11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CREATED 2018-09-21 01:47:00PM											
TAKEN BY ASHLEY M ANKOWSKI											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	11:16	11:26	0.16	W	512683	E	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	0	0	FR[redacted]	9/463	0	0	FR[redacted]
9/460	0	0		9/463			WASH
9/462	3014	900		9/67D	0	*******	
9/263	3014	*******					

COST, SALE, & COMP TOTALS 900 3014 0

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ACCOUNTING COPY

Auth# [redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

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9393 Abercorn Street
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(912) 925-9393

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11:35 08OCT18	10:48 12OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RENTAL			
CAUSE: .			
INSP PERFORM FREE MULTI-POINT INSPECTION			
99 WGM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.			
TRIM TRIM			
512683 ISP			(N/C)
1 84263145 APPLIQUE			(N/C)
1 84263149 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.			
**********			
C C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.			
CAUSE: .			
3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT			
512683 CREW		161.00	161.00
1 84539506 F-DISPLAY	483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE C:			540.18
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.			
**********			
D MULTI POINT INSPECTION			
INSP VEHICLE INSPECTION			
512683 CP		0.00	0.00
WASH COMPLIMENTARY WASH AND VACUUM			
353520 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealer[redacted]oice and that you received [redacted]ested by you. The vehicle is beir[redacted] Amount Due.

DATE [redacted] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAP 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - GA - 2638204

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

			VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DI			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST							
9103855 RECALL 18289							
	512683	WGM					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:							0.00
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.							
**********							
INTERNAL PAY $2.65 COMPLIANCE FEE PLUS SHOP SUPPLY CHARGES FOR REPAIR O							(N/C)
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	379.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAP 2014 CDK Global, LLC (05114) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - GA - 9030204

FILE COPY

1 of 1 100% Find | Next

AER Technologies, Inc.
650 Columbia Street
Brea, CA 92821

Telephone: 800-321-6970
Fax: 714-871-3513
Website: http://www.aertech.com
Email: customerservice@aertech.com

Ship To:
[redacted]

Bill To:
Dan Vaden Chevrolet
P. O. Box 14217
Savannah, GA 31416

Sales Invoice

Sales Order #: [redacted]
Date: 10/8/2018
Payment Terms: Net 30 days
Payment Method: CRCard
Ordered By: brandon oliver
Account Number: [redacted]
Shipping Method: FedEx Priority Overnight w/ Rtn Label
Invoice Number: [redacted]

RO #:
PO #: [redacted]
Contract #
Customer Name TOWNS
VIN: 1GNSCCKC9FR[redacted]
Order Type: Reman Exchange
Vehicle Warranty: Non-Warranty
Previous Order #:

Part Number Shipped	Description	Quantity	Amount
84539506	DISPLAY ASM VIDEO SHALE Serial #: [redacted] MFG: Panasonic || DISPLAY ASM-VIDEO SHALE	1	$303.34

Remit By: 11/7/2018

Sales Tax: 0.00

Total: $303.34

FedEx Priority Overnight w/ Rtn Label
[redacted]

Sales Order [redacted]

[redacted]

Return Policy: Some products are not authorized for remanufacturing and are ineligible for a full credit once a sealed bag is opened. AER Technologies, Inc. will issue a credit/refund for non-warranty unopened items returned in new and unused condition within thirty (30) days of the invoice date; returns after (30) days of the invoice date will qualify for a credit on account to be used on a future purchase. Regardless of the date of return, special order items, and those returned in an open bag, are subject to a 15% restocking fee.

Warranty Policy: AER Technologies, Inc. warrants all products remanufactured by AER for a period of twelve (12) months from the date of purchase. This warranty does not cover abuse, fluid intrusion, improper installation, technician programming errors, or other causes beyond the scope of material defects and/or workmanship. All warranties expressed or implied are limited to the repair and/or replacement of the product only. In no event shall AER be liable for removal, re-installation, diagnostic time, rental car, and/or labor incurred by its customer. All new OEM products purchased from AER carry the manufacturer's stated warranty policy.

[redacted]

CUSTOMER, #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

VADEN
CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RENTAL			
CAUSE: .			
INSP PERFORM FREE MULTI-POINT INSPECTION			
99 WGM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.			
TRIM TRIM			
512683 ISP			(N/C)
1 84263145 APPLIQUE			(N/C)
1 84263149 APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.			
**********			
C C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.			
CAUSE: .			
3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT			
512683 CREW		161.00	161.00
1 84539506 F-DISPLAY	483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE C:			540.18
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.			
**********			
D MULTI POINT INSPECTION			
INSP VEHICLE INSPECTION			
512683 CP		0.00	0.00
WASH COMPLIMENTARY WASH AND VACUUM			
353520 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			

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ALL PARTS 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	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP 2014 CDK Global, LLC (05/14) SERVICE INVOICE TYPE 2 - 25U/C - "AS-IS" - GA - 3638094

CUSTOMER COPY

CUSTOMER, #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

VADEN
CHEVROLET
Well Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST							
9103855 RECALL 18289							
	512683	WGM					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:							0.00
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.							
**********							
INTERNAL PAY $2.65 COMPLIANCE FEE PLUS SHOP SUPPLY CHARGES FOR REPAIR O							(N/C)
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	379.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAP 2014 CDK Global, LLC 02/01/0 SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - GA - 9658094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	12OCT18

R.O OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A RENTAL											
CAUSE: .											
	INSP	PERFORM FREE MULTI-POINT INSPECTION									
		99	WGM	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 A: 0.00											
B C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.											
	TRIM	TRIM									
		512683	ISP	0.02	0.80	2400	9200			92.00	92.00
	1	84263145	APPLIQUE			4041	7274	0	72.74	72.74	72.74
	1	84263149	APPLIQUE			4050	7290	0	72.90	72.90	72.90
PARTS: 145.64 LABOR: 92.00 OTHER: 0.00 TOTAL LINE B: 237.64											
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.											
C C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.											
CAUSE: .											
	3423430	VIDEO AUXILIARY DISPLAY REPLACEMENT									
		512683	CREW	1.40	1.40	4200	16100			161.00	161.00
	1	84539506	F-DISPLAY			30334	37918	0	483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE C: 540.18											
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.											
D MULTI POINT INSPECTION											
	INSP	VEHICLE INSPECTION									
		512683	CP	0.00	0.00	0	0			0.00	0.00
	WASH	COMPLIMENTARY WASH AND VACUUM									
		353520	ISP	0.00	0.50	900	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST											
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST											
CONCERN CODE:											

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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	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP 2014 CDK Global, LLC

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	[redacted]	RECALL 18289									
	512683	WGM	0.16	0.30	900	3014				30.14	30.14
					0	0	TPARTS				
					900	3014	TLABOR				
PARTS:	0.00	LABOR:	30.14	OTHER:	0.00	TOTAL LINE E:					30.14
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.											
INTERNAL PAY $2.65 COMPLIANCE FEE					0	1610					16.10
CREATED 2018-09-21 01:47:00PM											
TAKEN BY ASHLEY M ANKOWSKI											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	09:51	11:15	1.40	W	512683	C	
	11:15	11:16	0.02	W	512683	B	
	11:16	11:26	0.16	W	512683	E	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	0	0	FR639806	9/463	9200	2400	FR639806
9/481	14564	8091		9/460	16100	4200	
9/467	37918	30334		9/463	0	900	WASH
9/462	3014	900		9/61P	1610	0	
9/324	2654	0		9/263	3014	*******	
9/67D	25374	*******		9/225	56672	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	46825	82406	0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	379.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAP 2014 CDK Global, LLC 020140 SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 2638094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER
REPRINT
PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	

R.O. OPENED	READY	OPTIONS:
08OCT2018 11:35		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	DRAC		CP	RENTAL
# B				C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.
	TRIM		CP	TRIM
				ISP. .8
				SCANNED DATE: 10/25/2018 SHERRY SHIMAN
# C				C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.
	ELEC		CP	ELECTRICAL
				3423430 WORM .3
				$100 .8 > 1.4. .6
				RECEIVED P/N: Screen QTY: 1 DATE: 10/9 BY: [redacted]
# D				MULTI POINT INSPECTION
	INSP		CP	

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roads for the purpose of testing and inspecting the vehicle. I authorize the retrieval of information by the vehicle's electronic systems as well as sharing that data with the vehicle manufacturer.

Customer Signature [redacted] Date 10.10.18

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PARTS: ALL 18289 EPS LOSS OF STERRING ASSIST

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER
REPRINT
PAGE 3

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI, ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	

R.O. OPENED	READY	OPTIONS:
08OCT2018 11:35		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
				CC:
	RECALL		WGM	FACTORY RECALL

COMMENTS: CREATED 2018-09-21 01:47:00PM TAKEN BY ASHLEY MANKOWSKI

9103055 Code 31750 F0063

.3

L

467.72

Fax # 877-264-9705.

[redacted] GM

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I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP 2014 CDK Global, LLC (03115) WORKORDER TYPE 2 - 25in2C - "AS-IS" - Ga - 9654654

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 MANKOWSKI,ASHLEY N

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	

R.O. OPENED	READY	OPTIONS:
08OCT2018 11:35		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
[redacted]	263645	43224	14SEP18			
			OCM	284237	ISP	OTHER DIAGNOSIS
			TRIM	284237	ISP	TRIM
			TRIM	284237	ISP	TRIM
			INSP	284237	ISP	VEHICLE INSPECTION
			TA	284237	ISP	TA
[redacted]			CPR	284237	ISP	CPR
[redacted]	CREATED 2018-08-20		09:22:00AM TAKEN BY JE			NNIFER BEEVERS
	263645	30578	09OCT17			
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			9997		WGM	RENTAL DVC
			DRAC	261356	WGM	RENTAL VEHICLE
			INSP	261356	CP	PERFORM FREE MULTI-POINT INSPECTION
[redacted]	CREATED 2017-09-22		10:53:00AM TAKEN BY SH			AWNNA BOYNE
	263645	28402	29SEP17			
			7441760	4977	WGM	STEERING COLUMN, REPLACE
			9999		ISP	scr one day 42
			INSP	4977	CP	MULTI POINT INSPECTION
[redacted]	REATED 2017-08-30		09:42:13AM TAKEN BY AS			HLEY MANKOWSKI
	7001	21887	03FEB17			
			7441760	261356	WGM	STEERING COLUMN, REPLACE
			9999		WGM	ENTERPRISE RENTAL
			9102276	261356	WGM	recall 16007
			2020140	261356	WGM	REPLACE BOTH BACK APPLIQUES
			INSP	261356	CP	MULTI POINT INSPECTION
			OCM	[illegible]		Departure Warning Act
			OCM	[illegible]		STEERING SHAFT UPPER BEARING INNER RAC
			[illegible]	[illegible]		CA SHAWN PATTON

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Customer X _____ Date _____

DealerCAR 2014 CDK Global, LLC 03/19 WORKORDER TYPE 2 - 25W2C - "AS-IS" - GA - 3694594

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST.

STORAGE CHARGES: I understand that a storage charge equal to $35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 days from the date of notification that repairs have been completed, or from the date of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE $ _____

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

SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

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TECHNICIAN COPY

GlobalConnect

erika hale

October 8, 2018

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Summary**

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information
- → Investigate Major Assembly History

Vehicle Information

VIN: 1GNSCCKC9FR[redacted] Model: [redacted]2015 TAHOE 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	[redacted]		EPS Loss of Steering Assist	09/07/2018	Open
Product Safety Recall			Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program			INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y

XM Equipped: Y

XM Radio ID: KR44D3H2

OnStar Vehicle Diagnostics: N

OnStar Status: Active

XM Status: Active

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start	Effective	End	End
[redacted]					

	Date	Odometer	Date	Odometer
Bumper to Bumper Limited Warranty	05/12/2015	14 MI	05/12/2018	36,014 MI
Corrosion Limited Warranty	05/12/2015	14 MI	05/12/2021	100,014 MI
Chevrolet 2 Year Scheduled Maintenance	05/12/2015	14 MI	05/12/2017	24,014 MI
Special Coverage 17336	05/12/2015	14 MI	05/12/2020	60,014 MI
Emission Select Component Ltd Wty	05/12/2015	14 MI	05/12/2023	80,014 MI
Powertrain Limited Warranty	05/12/2015	14 MI	05/12/2020	100,014 MI

Service Contract

Policy Number: [redacted]

Owner: Extended Protection

Description: CHEVPP36/60P
Effective Date: 09/20/2017
Effective Odometer: 29390 MI
Daily Rental Limit: 40.00

Deductible Amount: 100.00
Expiration Date: 10/19/2020
Expiration Odometer: 89390 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/05/2017	[redacted]	ZREG----Regular Vehicle Transaction		2020140 - Front Side Door Window Frame Rear Applique Replacement	30,575 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Add Credit	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction		6450010 - Steering Wheel Airbag Coil Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	28,390 MI
08/30/2017		ZREG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	28,390 MI
01/11/2017		ZREG----Regular Vehicle Transaction		6421500 - Front Seat Lane Departure Warning Actuator Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		2020320 - Rear Side Door Window Frame Front Applique Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		2020140 - Front Side Door Window Frame Rear Applique Replacement	21,881 MI
01/11/2017		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction	Add Credit	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	7441760 - Steering Column Replacement	21,881 MI
01/11/2017		ZREG----Regular Vehicle Transaction		7441760 - Steering Column Replacement	21,881 MI
04/29/2016		ZREG----Regular Vehicle Transaction		7480168 - Steering Shaft Upper Bearing Inner Race, Seat, and Spring Replacement	13,254 MI
10/30/2015		ZREG----Regular Vehicle		2020300 - Rear Side Door Window Frame Rear Applique Replacement	8,180 MI

[redacted]

10/30/2015	[redacted] Transaction ZREG---- egular Vehicle Transaction	2020140 - Front Side Door Window Frame Rear Applique Replacement	8,180 MI
04/16/2015	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
03/25/2015	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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[redacted]

Tcions

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name DVC

Address 9393 Abrica n

City Brunswick | State GA | Zip 31524

Phone 912-925-9393

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN	/ /	A.M.	P.M.
Date and Time OUT	/ /	A.M.	P.M.
Date and Time DUE IN	/ /	A.M.	P.M.

		FUEL OUT	FUEL IN
Vehicle VIN	JF [redacted]		
Vehicle Description	Malibu		
Mileage IN		F	F
Mileage OUT		3/4	3/4
Miles Driven		1/2	1/2
Miles Allowed		1/4	1/4
Chargeable Miles		E	E

RO# [redacted] Unit# [redacted] RA#

CUSTOMER INFORMATION

Customer [redacted]

Home Addre [redacted]

City [redacted]

Driver's Lic [redacted]

[redacted]

Birth Date

Driver's License No. | State | Expires

Additional Driver's Name | Birth Date

Driver's License No. | State | Expires

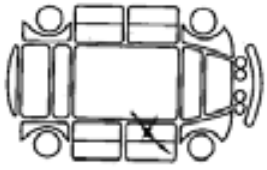
CUSTOMER INSURANCE INFORMATION

Insurer PAT DTO Mutual Insurance | Age [redacted]

[redacted]

DAMAGE DESCRIPTION

Initials



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: ____ @ ____¢	
DAYS: 3 @ $ 42.00	
TOTAL TIME AND MILEAGE CHARGES →	
____ GAL. @ $ ____ TAXABLE FUEL	
VEHICLE LICENSE COST RECOVERY FEE	
TAXABLE SUB-TOTAL →	
TAX @ ____ %	
____ GAL. @ $ ____ NON-TAXABLE FUEL	
VEHICLE LICENSE COST RECOVERY FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	126 00

METHOD OF PAYMENT

$ ____

☐ CHECK

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

____/____ EXPIRES

____

☐ CARD VERIFIED

REFUNDED

$ ____

CUSTOMER INITIALS

X ____

NO SMOKING

NO Fees

$200 FEE

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

ALL CHARGES SUBJECT TO FINAL AUDIT

Georgia Rental Agreement Terms and Conditions ("Terms and Conditions")

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

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

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

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

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

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

7. **Charges. You permit us to reserve OR set aside against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve or set aside upon the completion of your rental, and your payment card issuer's rules will apply to your credit line or your account being credited for the excess and may not be immediately released by your card issuer.** You will pay us all Charges, including: (a) $50 or the maximum amount permitted by law, whichever is greater, if you pay us with a check returned unpaid for any reason; (b) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (c) all costs, including pre- and post-judgment attorney fees, we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (d) a 2% per month late fee on all charges due us that are not paid when due; (e) a reasonable fee not to exceed $150 to clean the Vehicle if it is returned substantially less clean than when rented, (f) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (g) a mileage charge based on our experience if the odometer is tampered with; and, (h) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle during this rental.

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

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

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

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

[redacted]

[redacted]

TOUH

[redacted]

J2534 Pass Thru: Final Instructions

Action Complete

Power Steering Control Module - Programming (K43)
2018-10-09 11:19:47 -04:00

Warranty Claim Code: 31750
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

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

Mandatory Controller Specific Instructions (to be respected):
M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN1GNSCCKC9FR[redacted]

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

J2534 Pass Thru: Final Instructions

Action Complete

Power Steering Control Module - Setup (K43)
2018-10-09 11:20:35 -04:00

Warranty Claim Code: FD063
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

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

Mandatory Controller Specific Instructions (to be respected):

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN:3GNSCGKC9F[redacted]

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

Faxed 10-12-18

CUSTOMER #: [redacted]

[redacted]

[redacted]

10-13

WARRANTY

DUPLICATE 1
PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RENTAL			
CAUSE: .			
INSP PERFORM FREE MULTI-POINT INSPECTION			
99 WGM 0.00		0.00	0.00
0 0 TPARTS			
0 0 TLABOR			
TECH: 99 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
**********			
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
CONCERN CODE:			
9103855 RECALL 18289			
512683 WGM 0.30		30.14	30.14
0 0 TPARTS			
900 3014 TLABOR			
TECH: 512683 ACTUAL HRS.: 0.16 SOLD HRS.: 0.30			
SALE-LBR: 30.14 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			30.14
COST-LBR: 9.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			9.00
VERSION 1 (EMP# 512683,09OCT18 11:26): 45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.			
**********			
CREATED 2018-09-21 01:47:00PM			
TAKEN BY ASHLEY M ANKOWSKI			
TECH: 99 ACTUAL HRS.: 0.00 SOLD HRS.: 0			
TECH: 512683 ACTUAL HRS.: 0.16 SOLD HRS.: 0.30			

DD

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC 02/14 SERVICE INVOICE TYPE 2 - 25120 - "AS-IS" - GA - 1038204

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	HOURS						LIST	NET	TOTAL
SALE-LBR:				30.14	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	30.14
COST-LBR:				9.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	9.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	09:51	11:15	1.40	W	512683	C	
	11:15	11:16	0.02	W	512683	B	
	11:16	11:26	0.16	W	512683	E	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	0	0	FR[redacted]	9/462	3014	900	
9/263	3014	*******					

COST, SALE, & COMP TOTALS 900 3014 0

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	30.14
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	30.14
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.14

DealerCAP 2014 CDK Global, LLC (65/16) SERVICE INVOICE TYPE 2 - 2932C - "AS-IS" - GA - 5639004

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INTERNAL

DUPLICATE 1
PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DD			18:00 08OCT18			CASH	12OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:48 12OCT18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.							
	TRIM	TRIM						
		512683	ISP	0.80			92.00	92.00
	1	84263145	APPLIQUE			72.74	72.74	72.74
	1	84263149	APPLIQUE			72.90	72.90	72.90
PARTS: 145.64 LABOR: 92.00 OTHER: 0.00 TOTAL LINE B: 237.64								
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.								
	**********							
D	MULTI POINT INSPECTION							
	WASH	COMPLIMENTARY WASH AND VACUUM						
		353520	ISP	0.50			0.00	0.00
	**********							
INTERNAL PAY $2.65 COMPLIANCE FEE PLUS SHOP SUPPLY CHARGES FOR REPAIR								16.10
CREATED 2018-09-21 01:47:00PM								
TAKEN BY ASHLEY M ANKOWSKI								

COST, SALE, & COMP TOTALS 11391 23764 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor, not to exceed $25.00 and no less than $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	92.00
PARTS AMOUNT	145.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	16.10
TOTAL CHARGES	253.74
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	253.74

DealerCAR 2014 CDK Global, LLC (05114) SERVICE INVOICE TYPE 2 - 25120 - "AS-IS" - GA - 3638094

INTERNAL COPY

RENTAL AGREEMENT

bd 10-26 Cash Add

DEALER INFORMATION

DVC

Address 9393 Abercorn

City Savannah | State GA | Zip 31406

Phone 912-925-9393

RO# [redacted] Unit# [redacted] RA#

Custom[redacted]

Home Address [redacted]

City [redacted]

Driver's [redacted]

[redacted]

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

[redacted] Birth Date

Driver's License No. | State | Expires

Additional Driver's Name | Birth Date

Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurance GA Dixie Mobile Insurance Agent Marlon

[redacted] Expiration Date Telephone 12/2019 925 [illegible]

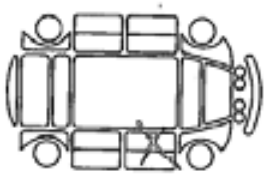
RENTAL VEHICLE INFORMATION

Date and Time IN	/ /	A.M.	P.M.
Date and Time OUT	10/26/16	11:30 A.M.	P.M.
Date and Time DUE IN	/ /	A.M.	P.M.

		FUEL OUT	FUEL IN
Vehicle VIN	JF[redacted]		
Vehicle Description	Malibu		
Mileage IN		F	F
Mileage OUT	39	3/4	3/4
Miles Driven		1/2	1/2
Miles Allowed			1/4
Chargeable Miles		E	E

DAMAGE DESCRIPTION

Initials Lemo



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____¢	
DAYS: _____ @ $_____	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL _____ GAL. @ $_____	
VEHICLE LICENSE COST RECOVERY FEE	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL _____ GAL. @ $_____	
VEHICLE LICENSE COST RECOVERY FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

NO FUEL

SCANNED
DATE: 10/30/2018
SHERRY SHUMAN

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms & Conditions; acknowledge that you had an opportunity to read this Agreement before signing; authorize us to process a separate cr[redacted]olla[redacted]atio[redacted]bin[redacted]e Te[redacted]

[redacted]

METHOD OF PAYMENT

$_____

☐ CHECK

____/____ EXPIRES

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

#_____

☐ CARD VERIFIED

REFUNDED

$_____

CUSTOMER INITIALS

X_____

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Moved to: 245543C Line: D			
9999 Moved to: 245543C Line: D			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B Moved to: 245543C Line: A			
9999 Moved to: 245543C Line: A			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C Moved to: 245543C Line: B			
9999 Moved to: 245543C Line: B			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D Moved to: 245543C Line: C			
9999 Moved to: 245543C Line: C			
99ISPLT			(N/C)
9999 Moved to: 245543C Line: C			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
9103855 RECALL 18289			
512683 WGM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.			
**********			
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#[redacted] ***			
B Moved to: 245543C Line: A			
C Moved to: 245543C Line: B			
D Moved to: 245543C Line: C			
A Moved to: 245543C Line: D			

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Moved to: 245543C Line: D			
9999 Moved to: 245543C Line: D			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B Moved to: 245543C Line: A			
9999 Moved to: 245543C Line: A			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C Moved to: 245543C Line: B			
9999 Moved to: 245543C Line: B			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D Moved to: 245543C Line: C			
9999 Moved to: 245543C Line: C			
99ISPLT			(N/C)
9999 Moved to: 245543C Line: C			
99ISPLT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST			
9103855 RECALL 18289			
512683 WGM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.			
**********			
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#[redacted] ***			
B Moved to: 245543C Line: A			
C Moved to: 245543C Line: B			
D Moved to: 245543C Line: C			
A Moved to: 245543C Line: D			

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

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11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Moved to: 245543C Line: D						
	9999 Moved to: 245543C Line: D						
			99ISPLT	0.00		0.00	0.00
	**********						
B	Moved to: 245543C Line: A						
	9999 Moved to: 245543C Line: A						
			99ISPLT	0.00		0.00	0.00
	**********						
C	Moved to: 245543C Line: B						
	9999 Moved to: 245543C Line: B						
			99ISPLT	0.00		0.00	0.00
	**********						
D	Moved to: 245543C Line: C						
	9999 Moved to: 245543C Line: C						
			99ISPLT	0.00		0.00	0.00
	9999 Moved to: 245543C Line: C						
			99ISPLT	0.00		0.00	0.00
	**********						
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#[redacted]***							
B	Moved to: 245543C Line: A						
C	Moved to: 245543C Line: B						
D	Moved to: 245543C Line: C						
A	Moved to: 245543C Line: D						
	CREATED 2018-09-21 01:47:00PM						
	TAKEN BY ASHLEY M ANKOWSKI						
	COST, SALE, & COMP TOTALS			0		0	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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E** C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST							
CAUSE: C/S PERFORM RECALL 18289 EPS LOSS OF STERRING ASSIST							
CONCERN CODE:							
	9103855 RECALL 18289						
	512683	WGM		0.30		30.14	30.14
					0	0 TPARTS	
					900	3014 TLABOR	

TECH: 512683 ACTUAL HRS.: 0.16 SOLD HRS.: 0.30

SALE-LBR:	30.14	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 30.14
COST-LBR:	9.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 9.00

VERSION 1 (EMP# 512683,09OCT18 11:26): 45027 REPROGRAM PSCM AND LEARN TORQUE SENSOR.

****

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# [redacted] ***

B Moved to: 245543C Line: A
C Moved to: 245543C Line: B
D Moved to: 245543C Line: C
A Moved to: 245543C Line: D
CREATED 2018-09-21 01:47:00PM
TAKEN BY ASHLEY M ANKOWSKI

TECH: 512683 ACTUAL HRS.: 0.16 SOLD HRS.: 0.3

SALE-LBR:	30.14	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 30.14
COST-LBR:	9.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 9.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	11:16	11:26	0.16	W	512683	E	

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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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			CASH	13OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	10:12 13OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	3014	900		9/263	3014	*******	

COST, SALE, & COMP TOTALS 900 3014 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	30.14
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	30.14
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.14

DealerCAP 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			VM	16OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.											
CONCERN CODE:											
	TRIM	TRIM									
		512683	ISP	0.02	0.80	2400	0			0.00	0.00
1	84263145	APPLIQUE				4041	4041	0	72.74	40.41	40.41
1	84263149	APPLIQUE				4050	4050	0	72.90	40.50	40.50
PARTS: 80.91 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 80.91											
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.											
B C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.											
CAUSE: .											
CONCERN CODE:											
	3423430	VIDEO AUXILIARY DISPLAY REPLACEMENT									
		512683	CREW	1.40	1.40	4200	16100			161.00	161.00
1	84539506	F-DISPLAY				30334	37918	0	483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE B: 540.18											
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.											
C MULTI POINT INSPECTION											
CONCERN CODE:											
	INSP	VEHICLE INSPECTION									
		512683	CP	0.00	0.00	0	0			0.00	0.00
	WASH	COMPLIMENTARY WASH AND VACUUM									
		353520	ISP	0.00	0.50	900	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D RENTAL											
CAUSE: .											
CONCERN CODE:											
	INSP	PERFORM FREE MULTI-POINT INSPECTION									
		99	WGM	0.00	0.00	0	0			0.00	0.00
							0		0 TPARTS		
							0		0 TLABOR		

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			VM	16OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00				

CREATED 2018-09-21 01:47:00PM
TAKEN BY ASHLEY M ANKOWSKI

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	09:51	11:15	1.40	W	512683	B	
	11:15	11:16	0.02	W	512683	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/463	0	2400	FR[redacted]	9/481	8091	8091	
9/460	16100	4200		9/467	37918	30334	
9/463	0	900	WASH	9/462	0	0	FR[redacted]
9/324	2654	0		9/67D	8091	*******	
9/263	0	*******		9/225	56672	*******	

COST, SALE, & COMP TOTALS 45925 62109 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	379.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9998094

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			VM	16OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.						
	TRIM	TRIM					
		512683	ISP				(N/C)
	1	84263145	APPLIQUE				(N/C)
	1	84263149	APPLIQUE				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.							
**********							
B	C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.						
CAUSE: .							
	3423430	VIDEO AUXILIARY DISPLAY REPLACEMENT					
		512683	CREW			161.00	161.00
	1	84539506	F-DISPLAY		483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE B: 540.18							
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.							
**********							
C	MULTI POINT INSPECTION						
	INSP	VEHICLE INSPECTION					
		512683	CP			0.00	0.00
	WASH	COMPLIMENTARY WASH AND VACUUM					
		353520	ISP				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							
**********							
D	RENTAL						
CAUSE: .							
	INSP	PERFORM FREE MULTI-POINT INSPECTION					
		99	WGM				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00							
**********							

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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	

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2SDC - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

VADEN CHEVROLET
We'll Go The Extra Mile For You!
9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			VM	16OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	379.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

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11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.						
	TRIM	TRIM					
		512683	ISP				(N/C)
	1	84263145	APPLIQUE				(N/C)
	1	84263149	APPLIQUE				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.							
**********							
B	C/S DVD PLAYER NOT RESPONDING. NO SCREEN. PLEASE CHECK AND ADVISE.						
CAUSE: .							
	3423430	VIDEO AUXILIARY DISPLAY REPLACEMENT					
		512683	CREW			161.00	161.00
	1	84539506	F-DISPLAY		483.12	379.18	379.18
PARTS: 379.18 LABOR: 161.00 OTHER: 0.00 TOTAL LINE B: 540.18							
45027 THE ROOF DVD PLAYER LIGHTS UP BUT DOES NOT RESPOND TO THE DVD INSERTED IN THE DISC PLAYER. TEST CIRCUITS TO THE DVD SCREEN AND ALL OK. INTERNAL FAULT IN THE DVD SCREEN. REPLACE SCREEN AND RETEST WITH A DVD AND ALL IS OK.							
**********							
C	MULTI POINT INSPECTION						
	INSP	VEHICLE INSPECTION					
		512683	CP			0.00	0.00
	WASH	COMPLIMENTARY WASH AND VACUUM					
		353520	ISP				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							
**********							
D	RENTAL						
CAUSE: .							
	INSP	PERFORM FREE MULTI-POINT INSPECTION					
		99	WGM				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00							
**********							

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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #[redacted]

[redacted]

INVOICE

PAGE 2

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CREATED 2018-09-21 01:47:00PM							
TAKEN BY ASHLEY M ANKOWSKI							

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TOTAL CHARGES	540.18
LESS INSURANCE	0.00
SALES TAX	26.54
PLEASE PAY THIS AMOUNT	566.72

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INTERNAL

PAGE 1

DAN VADEN CHEVROLET
9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14OCT15 IS 14OCT15 DL			18:00 08OCT18			VM	16OCT18

R.O. OPENED	READY	OPTIONS:
11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S PASSENGER DOOR SIDE TRIM IS FALLING OFF. PLEASE CHECK AND ADVISE.						
	CONCERN CODE:						
	TRIM TRIM						
	512683	ISP	0.80			0.00	0.00
	1 84263145	APPLIQUE			72.74	40.41	40.41
	1 84263149	APPLIQUE			72.90	40.50	40.50
	PARTS: 80.91	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A:		80.91
	45027 THE RIGHT FRONT DOOR APPLIQUE AND THE RIGHT REAR DOOR, REAR APPLIQUE IS COMING APART. REPLACE BOTH APPLIQUES.						
	**********						
C	MULTI POINT INSPECTION						
	CONCERN CODE:						
	WASH COMPLIMENTARY WASH AND VACUUM						
	353520	ISP	0.50			0.00	0.00
	**********						
	CREATED 2018-09-21 01:47:00PM						
	TAKEN BY ASHLEY M ANKOWSKI						

COST, SALE, & COMP TOTALS 11391 8091 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	80.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	80.91
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	80.91

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2S2C - "AS-IS" - GA - 9698094

INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

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9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

SERVICE ADVISOR: 263645 ASHLEY NICOLE MANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	15	CHEVROLET TAHOE	1GNSCCKC9FR[redacted]		45027/45029	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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11:35 08OCT18	11:11 16OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	RENTAL						
CAUSE: .							
CONCERN CODE:							
	INSP	PERFORM FREE MULTI-POINT INSPECTION					
		99	WGM	0.00		0.00	0.00
					0	0 TPARTS	
					0	0 TLABOR	

TECH: 99 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

****

CREATED 2018-09-21 01:47:00PM
TAKEN BY ASHLEY M ANKOWSKI

TECH: 99 ACTUAL HRS.: 0.00 SOLD HRS.: 0

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-18	09:51	11:15	1.40	W	512683	B	
	11:15	11:16	0.02	W	512683	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
9/462	0	0	FR639806	9/263	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of he total cost of labor, not to exceed $25.00 and no less han $3.00 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS 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

DealerCAR 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2502C - "AS-IS" - GA - 9698094

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 12/05/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GNSKJKC1GR[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 09/09/2019
Job Card Date: 12/05/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,065
Current Mileage: 39,631
Miles out of Warranty: 3,566

Repair

Total Repair Cost At Warranty Rates: $354.06
Repair Group Brake
Job Card / Repair Order : teir2

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: $194.73 - $265.54
Cust/Dlr Participation Amount: $88.51 - $159.33
Agreed upon Cu tomer/Dealer Participation Amount $204 06

You have adju ted the mandatory minimum, plea e document your logic on the 'Hard Copy' and attach this sheet and the supporting IVH document.

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

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

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 3
** PRE-INVOICE **

JIM ELLIS CHEVROLET ATLANTA
5900 Peachtree Industrial Blvd. · Atlanta, GA 30341
Main: (770) 457-8211 · Direct: (770) 936-5523
www.jimellis.com

SERVICE ADVISOR: 7512 SUEANN TURANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	15	CHEVROLET SUBURBAN 1	1GNSCJKC1FR[redacted]		41934/41934	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17AUG15 IS 30DEC15 DL	25JUN15		19:00 30NOV18			CASH	14DEC18

R.O. OPENED	READY	OPTIONS:
10:44 30NOV18	13:43 14DEC18	SOLD-STK:[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-30-18	15:37	16:02	0.41	W	503151	A	
12-13-18	13:33	16:13	2.67	W	503151	A	
	16:13	16:37	0.40	W	503151	D	
	16:41	16:41	0.00	W	503151	B	
	16:41	16:42	0.02	W	503151	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
C/C4403	36914	7440		C/C4703	61890	31899	
C/C4405	1	0		C/C1332	70239	000	
C/C1332	98804	*******		C/C6403	1	*******	
C/C1188	70239	*******					

COST, SALE, & COMP TOTALS 39339 169044 0

Please read carefully the statement below, and sign. 72 hours after completion of work on the vehicle, I will incur a storage fee of $10.00 a day. I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

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

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

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.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	702.39
TOTAL CHARGES	702.39
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	702.39

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 3 - 9/20 - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

JIM Ellis Expect the best Est. 1971

CHEVROLET ATLANTA
5900 Peachtree Industrial Blvd. · Atlanta, GA 30341
Main: (770) 457-8211 · Direct: (770) 936-5523
www.jimellis.com

SERVICE ADVISOR: 7512 SUEANN TURANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	15	CHEVROLET SUBURBAN 1	1GNSCJKC1FE[redacted]		41934/41934	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17AUG15 IS 30DEC15 DL	25JUN15		19:00 30NOV18			CASH	14DEC18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
10:44 30NOV18	13:43 14DEC18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE BRAKE WHEN TO THE FLOOR , WOULDN'T STOP ...HAD VEHICLE TOWED IN

CAUSE: E

2480118 Replace vacuum pump, vacuum pump to booster hose, vacuum b

503151 W (N/C)

1 12669488 (S)PUMP (N/C)

1 20925765 (S)CYLINDER (N/C)

2 19353126 FLUID (N/C)

1 23135228 (S)PIPE (N/C)

1 23135220 (S)BOOSTER (N/C)

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

41934 BRAKE PEDAL HARD.
REPLACE VACUUM PUMP, VACUUM PUMP TO BOOSTER HOSES, VACUUM BRAKE BOOSTER AND MASTER CYLINDER PER PIT5361D
2480118-2.8-503151

****

B Multi Point Inspection

MPI Multi Point Inspection

503151 ISP (N/C)

MISC MISC OPERATION

503151 ISP (N/C)

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

41934 COMPLETED.

****

C COMPLIMENTARY BATTERY SERVICE

CBS COMPLIMENTARY BATTERY SERVICE

503151 ISP (N/C)

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

41934 COMPLETED.

****

D RECALL 18289

CAUSE: E

9103855 Power Steering Control Module

Please read carefully the statement below, and sign. 72 hours after completion of work on the vehicle, I will incur a storage fee of $10.00 a day. I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

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

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

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.

X

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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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

JIM Ellis Expect the best EST. 1971
CHEVROLET ATLANTA
5900 Peachtree Industrial Blvd. · Atlanta, GA 30341
Main: (770) 457-8211 · Direct: (770) 936-5523
www.jimellis.com

SERVICE ADVISOR: 7512 SUEANN TURANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	15	CHEVROLET SUBURBAN 1	1GNSCJKC1FR[redacted]		41934/41934	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17AUG15 IS 30DEC15 DD	25JUN15		19:00 30NOV18			CASH	14DEC18

R.O. OPENED	READY	OPTIONS:
10:44 30NOV18	13:43 14DEC18	SOLD-STK:[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	Reprogramming with SPS						
	503151		W				(N/C)

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

41934 RECALL.
POWER STEERING CONTROL MODULE REPROGRAMMING WITH SPS.
9103855-0.3 503151
CLAIM CODE 3115165254-FD15165382

****

MISC CUSTOMER DEDUCT $702.39

	CDED		702.39	702.39

EST: 2.96 30NOV18 10:44 SA: 7512

COMPANY NAME	FIDELITY
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	6
EFFECTIVE DATE	30 DEC 2015
DEDUCTIBLE	100.00
MILEAGE LIMIT	
BEGIN MILES	2800
END MILES	100000
COMPONENTS	

Effective April 1, 2018 General Motors 24 Month/Unlimited Mile Limited Warranty Coverage Period on select OE and AC Delco Replacement Parts including labor as long as the part was installed by a General Motors Dealership.

Please read carefully the statement below, and sign. 72 hours after completion of work on the vehicle, I will incur a storage fee of $10.00 a day. I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

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

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

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.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	702.39
TOTAL CHARGES	702.39
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	702.39

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CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3

General Motors - Policy Evaluation Tool

Date: 12/07/2018

Customer Information

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

Dealer Information

BAC: 112[redacted]
Name: Brandon Colon
Dealer: Jim Ellis Chevrolet

Vehicle/Coverage Information

VIN: 1GNSCJKC1FR[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/19/2018
Job Card Date: 11/30/2018
Days out of Warranty: 103

Mileage

Component's Warranty End Mileage (Miles): 38,005
Current Mileage: 41,934
Miles out of Warranty: 3,929

Repair

Total Repair Cost At Warranty Rates: $936.52
Job Card / Repair Order [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)
Additional Comments: Refer to known issue on bulletin PIT5361D Failure to brake system. Safety concern.

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

GM Participation Amount: $234.13 - $421.43
Cust / Dlr Participation Amount: $515.09 - $702.39
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

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

Chase Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DL			18:00 05DEC18		0.00	FLS	07DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	17:06 07DEC18	SOLD-STK: [redacted] DLR:06124 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A customer states brake pedal intermintly hard to press does not stop.											
	G5 BRAKES										
		32	CTF	2.10	2.20	5720	27627			276.27	276.27
	1 12669488		(S)PUMP			13417	24395	0	243.95	243.95	243.95
	1 12658178		(S)BELT KIT			3785	7571	0	75.71	75.71	75.71
	1 12658179		(S)BELT			3793	6654	0	66.54	66.54	66.54
VERSION 1 (EMP# 32,05DEC18 11:43): road test vehicle confirm concer brake pedal hard checked brakes front pads 5mm and pads cracked rear pads 7mm checked brake master cylinder not leaking and brake booster not leaking checked vacuum hose not contaminated checke for vacuum found insufficient vacuum pressure found faulty vacuum pump replaced vacuum pump and replaced ac and vacuum pump belts road test ok											
B	GG02T - PERFORM TRUCK MAINTENANCE PACKAGE- UP TO 6.0-8.0 QUARTS DEXOS "SYNTHETIC" OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION. (SOME MODELS HIGHER OR LOWER)										
	GG02TC		MAINTENANCE PACKAGE COMPLETED * DEXOS OIL								
	PART # 19352900										
		32	CTC	0.60	0.70	1820	3421			34.21	34.21
	HAZ		HAZARDOUS WASTE REMOVAL			0	160			1.60	1.60
	1 19330000		(S)FILTER			430	690	0	8.60	6.90	6.90
LUBE 8.0 QTS OIL											
			CLS			2984	3384			33.84	33.84
VERSION 1 (EMP# 32,05DEC18 11:40): performed maintenance packaged											
C**	RENTAL										
	CTP		COURTESY TRANSPORTATION PROGRAM								
		999	CTC	0.00	0.00	0	0			0.00	0.00
SUBL ERAC D863459											
	PO#386783										
			CTC			7600	8000			80.00	80.00

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ACCOUNTING

PAGE 2

Chase
Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DL			18:00 05DEC18		0.00	FLS	07DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	17:06 07DEC18	SOLD-STK: [redacted] DLR:06124 ENG:5.3_Liter_SIDI

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

ALLY WARRANTY CLAIM #[redacted]
CUSTOMER PAYS $200 DED +
SERVICE TOTAL OF $270.21

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	31048	7540		46800	39310	21425	
6104	160	0		49100	3384	2984	
46600	8000	7600	386783	32403	3843	0	
6504	1000	*******		22000	84745	*******	21747

COST, SALE, & COMP TOTALS 39549 81902 0

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	310.48
PARTS AMOUNT	393.10
GAS, OIL, LUBE	33.84
SUBLET AMOUNT	80.00
MISC. CHARGES	1.60
TOTAL CHARGES	819.02
LESS INSURANCE	10.00
SALES TAX	38.43
PLEASE PAY THIS AMOUNT	847.45

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

Adjusted Repair Order

[redacted]

ACCOUNTING

PAGE 2

Chase
Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6530 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8G[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DD			18:00 05DEC18		0.00	FLS	07DEC18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:06124
07:10 05DEC18	17:06 07DEC18	ENG:5.3_Liter_SIDI

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

ALLY WARRANTY CLAIM #[redacted]
CUSTOMER PAYS $200 DED +
SERVICE TOTAL OF $270.21

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

57.20

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	31048	7540		46800	39310	21425	
6104	160	0		49100	3384	2984	
46600	8000	7600	386783	32403	3843	0	
6504	1000	*******		22000	84745	*******	21747

F | B

32 2.2 | 2.9

COST, SALE, & COMP TOTALS 39549 81902 0

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	310.48
PARTS AMOUNT	393.10
GAS, OIL, LUBE	33.84
SUBLET AMOUNT	80.00
MISC. CHARGES	1.60
TOTAL CHARGES	819.02
LESS INSURANCE	10.00
SALES TAX	38.43
PLEASE PAY THIS AMOUNT	847.45

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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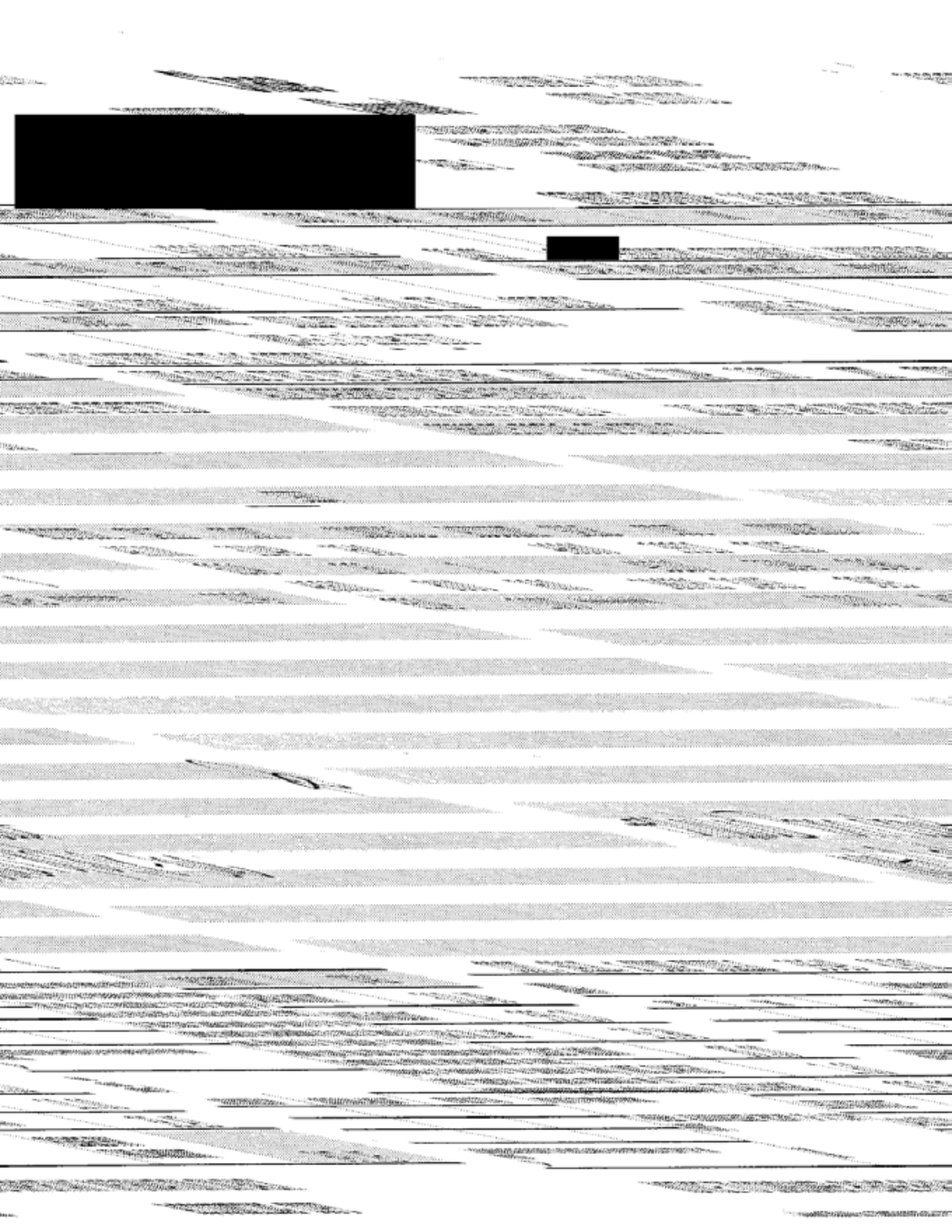
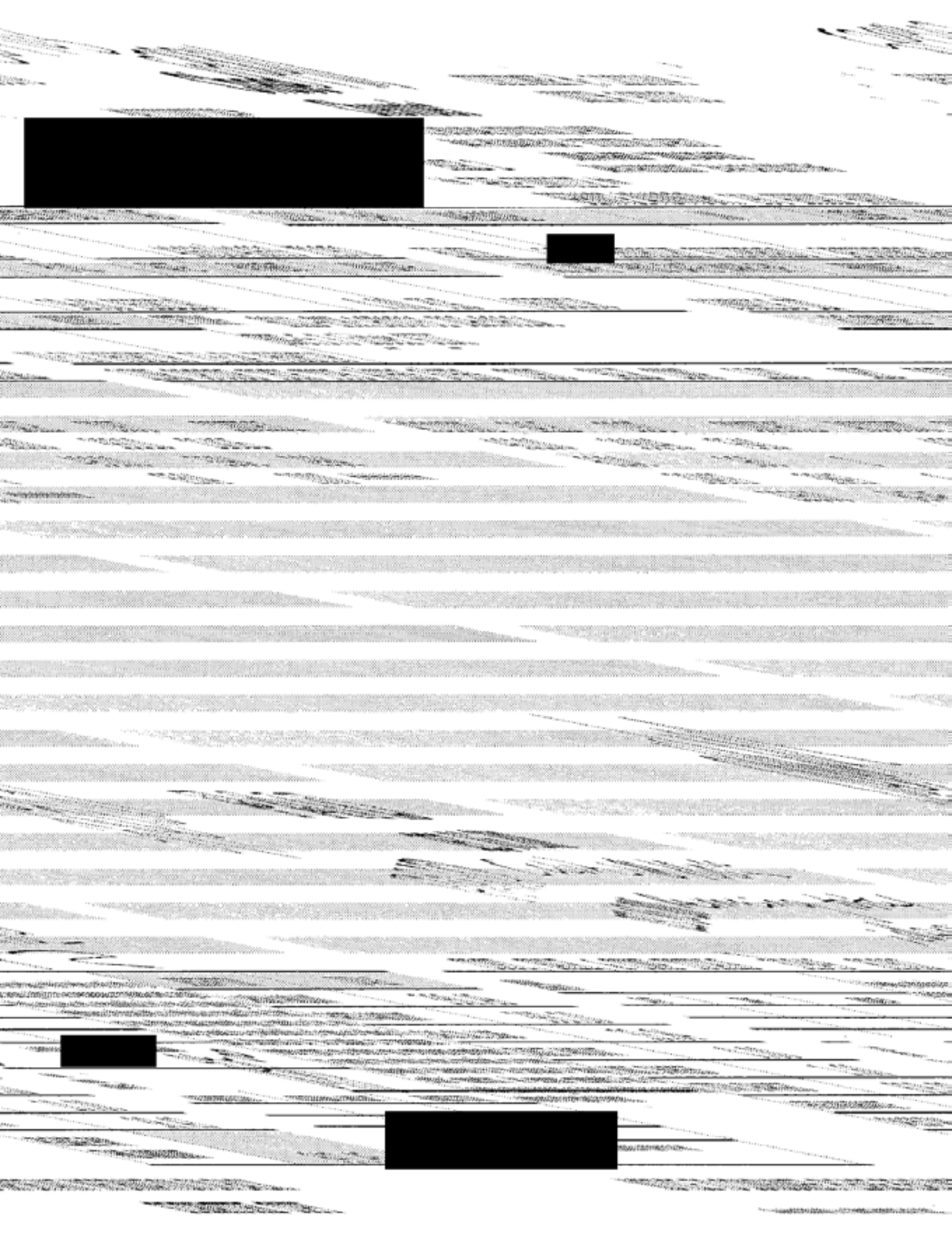
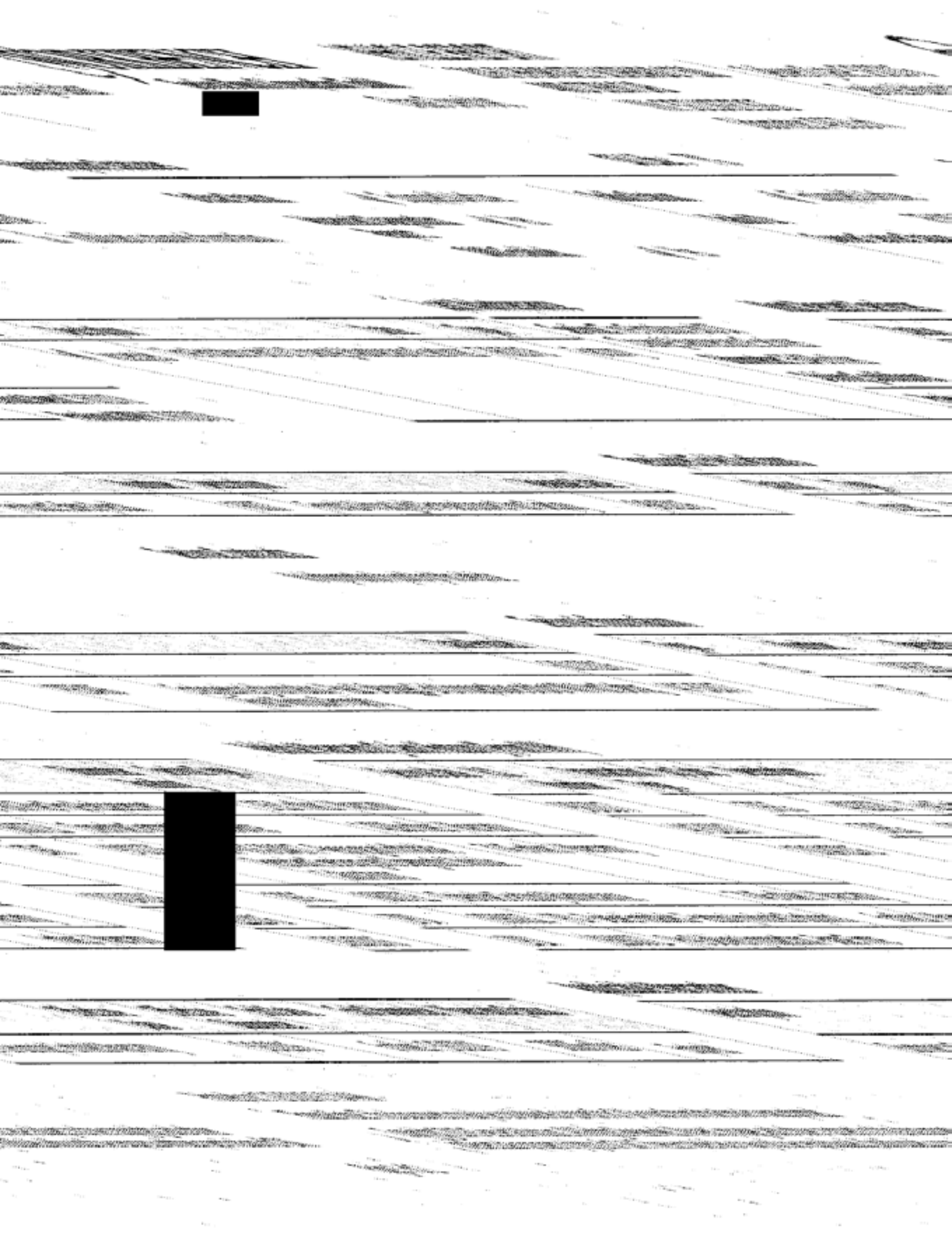
ACCOUNTING COPY







ally

Claim Summary

Claim Status:
AUTHORIZED

Claim #:
[redacted]

Contract Owner(s):
[redacted]

Odometer:
42,632 MI

RO Date:
12/05/2018

RO #:
[redacted]

Contract:
APP Major Guard New

Mechanical

Expires:
05/03/2022 or 72,006 MI

Vehicle:
2016 Chevrolet Silverado1500

VIN:
3GCUKSEC8GG[redacted]

Deductible:
$200.00

RO Line #	Component	Line Total	Claim Status	Details
	BRAKES - HYDRAULIC SYSTEM VACUUM BOOSTER - BRAKE BOOSTER	$679.23	AUTHORIZED	
C	RENTAL - RENTAL - Rental - 2 Days	$80.00	AUTHORIZED	

Subtotal:	$759.23
Deductible:	-$200.00
Authorized Total:	**$559.23**

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GM Warranty Job Aid

To Search, input a VIN and press Enter Key.

VIN: 3GCUKSEC8GG[redacted] Note: All VIN are 17 characters in length

VEHICLE: Chevrolet 2016 Silverado - 4WD

Search

Part Number: 12669488 Labor Code: Search

03.280 GASKET-PIN-PUMP-RELAY-RETAINER, Engine Vacuum Pump

Lookup: F/H

Part Number	Description	Usage	Year	Quantity
12659655	PUMP,VAC(ACDelco #12659544)	CK1 5.3-C(L83),6.2 (L86)	2015-2018	01

SECTION: Engine/Propulsion - Engine Controls and Fuel - 5.3L (L83 L8B) or 6.2L (L86)
LABOR CODE: 4023850 Vacuum Pump Assembly Replacement
Coverage Code: Emission E

Base	**LABOR TIME:**	1.2
Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis	**ADD TIME:**	0.0-0.3
Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis	**ADD TIME:**	0.0-1.0

NOTES

RECEIPT [redacted]

RECEIVED FROM [redacted]

ADDRESS RO [redacted] $ 170.81

FOR [redacted]

ACCOUNT

AMT. OF ACCOUNT | CAS

AMT. PAID | CHE

BALANCE DUE | MON ORDER

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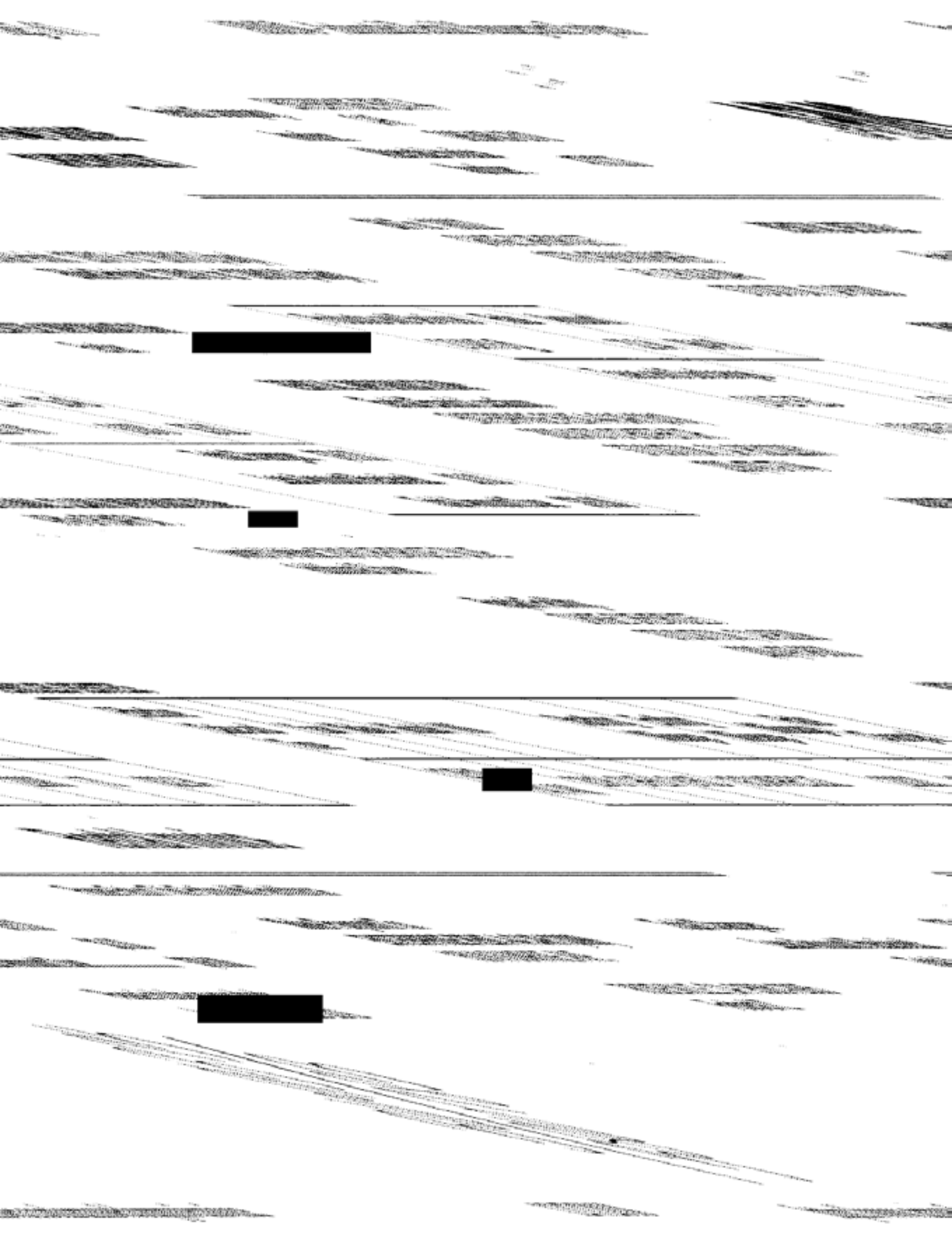


CHASE CHEVROLET Since 1944
"Our people make the difference"

P.O. BOX 8349
6441 HOLMAN ROAD
STOCKTON, CA 95208
(209) 475-6600
(800) 242-4273

457595

AMOUNT	PAID BY	COMMENT
2,969.87	EFT	SC-MISCTODEALER

ALLY
FOR ACCOUNTING PURPOSES ONLY
PO BOX 619037
ROSEVILLE CA 95678

26200

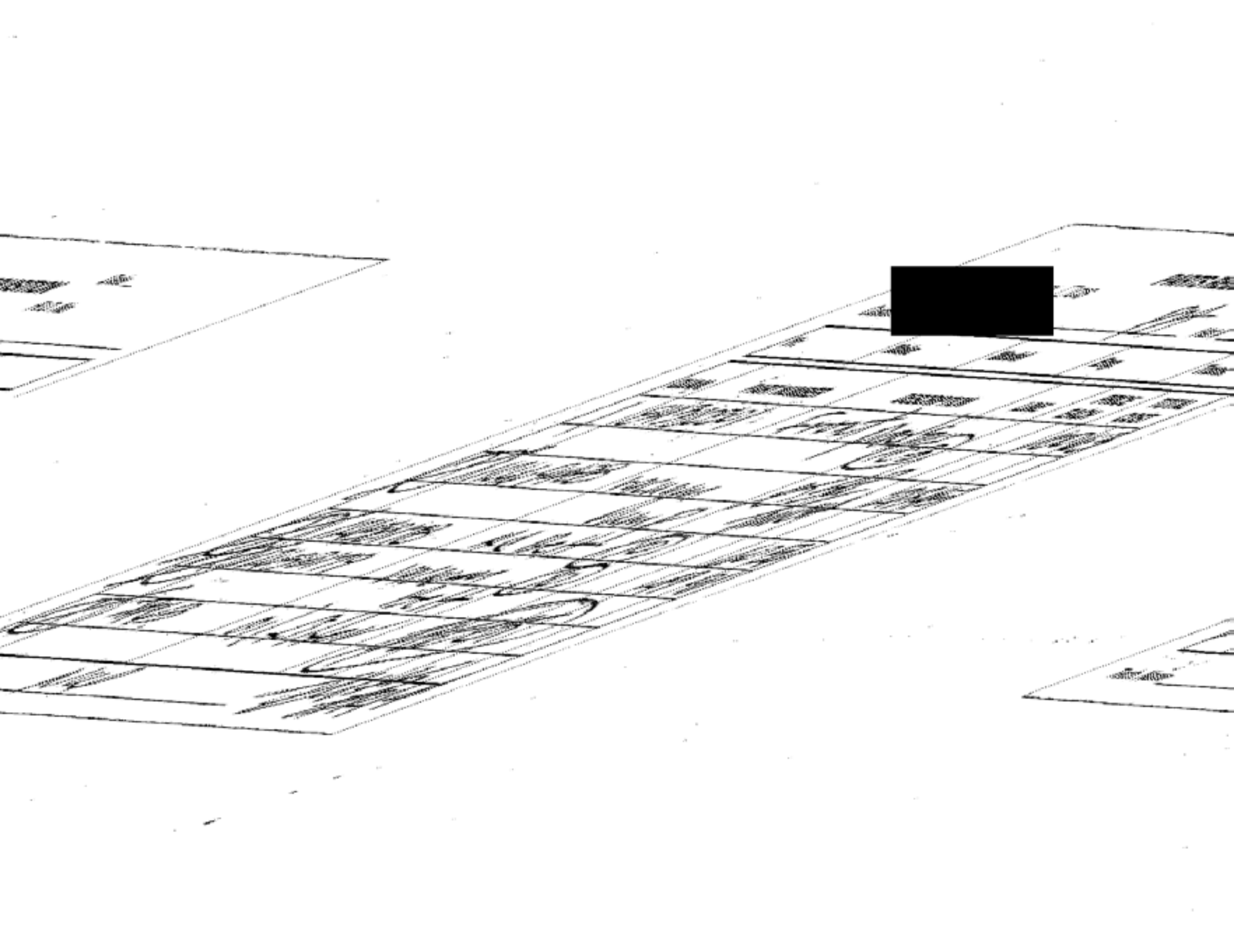
TOTAL RECEIVED: $2,969.87
DATE-TIME: 13DEC2018 08:19
CASHIER: FELICIA
LOCATION:
CASH DRAWER:

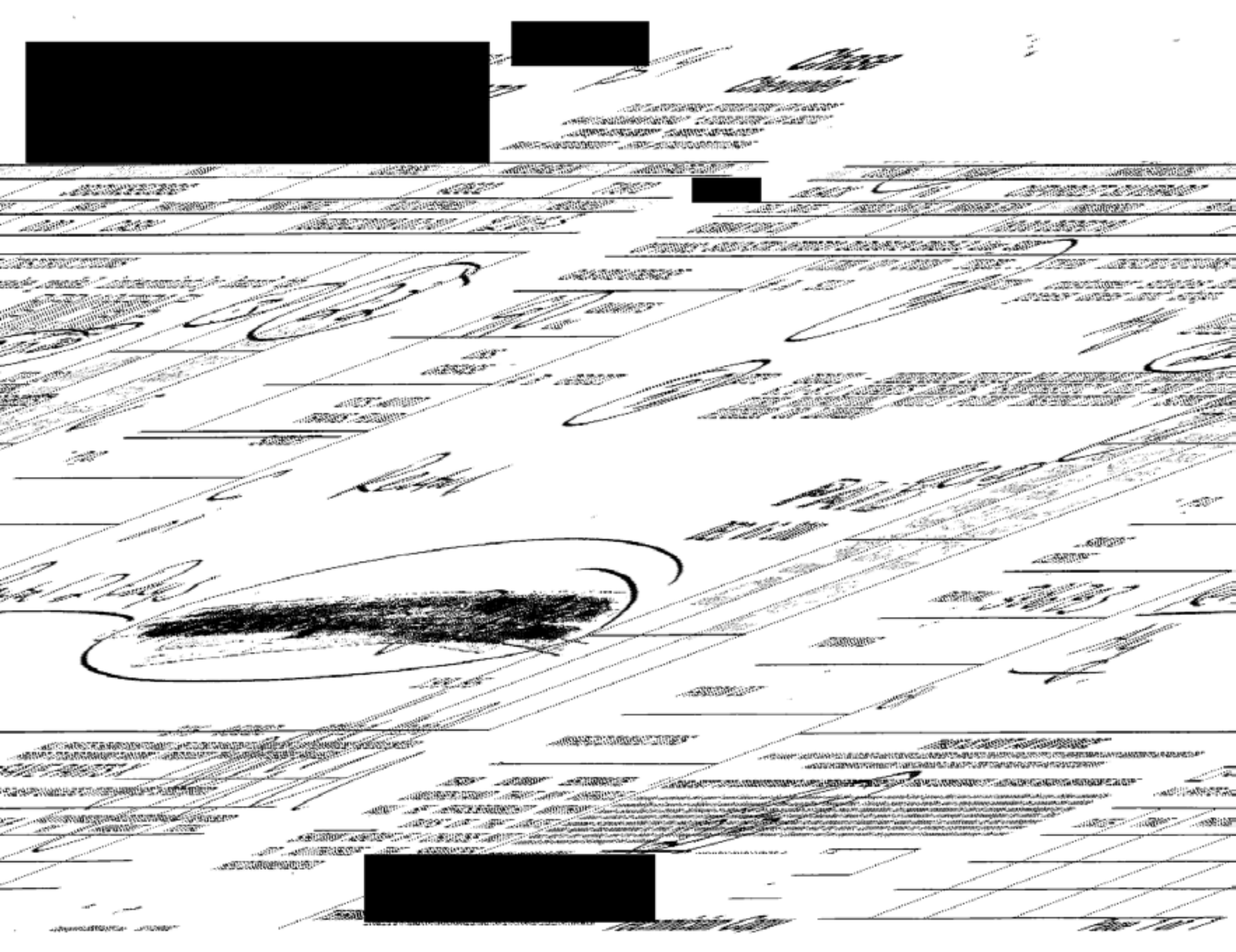
ACCOUNTING DISTRIBUTION

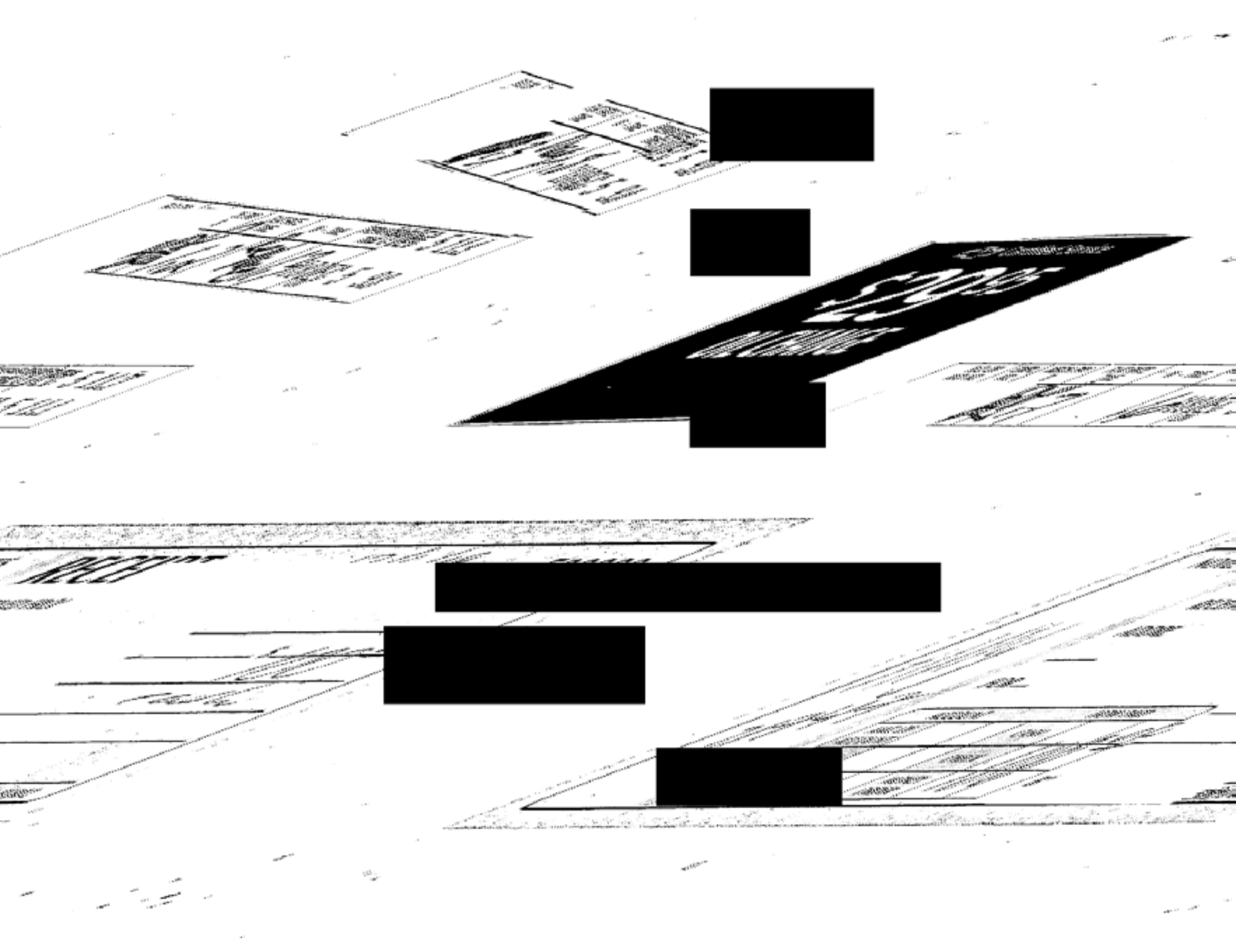
CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	[redacted]	2,969.87	457595	[redacted]
		1		-497.24	21747	
		1		-1,222.49	21747	
		1		4.43	SHRTPY	
		1		-1,140.55	21747	
		1		-.02	OVPAY	
		1		-114.00	21747	

CASH RECEIPT

FILE COPY







CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 290 BRYAN BAKER

Chase Chevrolet
P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DL			18:00 05DEC18		0.00	FLS	05DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	13:24 05DEC18	SOLD-STK: [redacted] DLR:06124 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A customer states brake pedal intermintly hard to press does not stop.											
	G5 BRAKES										
		32	CTF	2.10	2.20	5720	27627			276.27	276.27
	1 12669488 (S)PUMP					13417	24395	0	243.95	243.95	243.95
	1 12658178 (S)BELT KIT					3785	7571	0	75.71	75.71	75.71
	1 12658179 (S)BELT					3793	6654	0	66.54	66.54	66.54
VERSION 1 (EMP# 32,05DEC18 11:43): road test vehicle confirm concer brake pedal hard checked brakes front pads 5mm and pads cracked rear pads 7mm checked brake master cylinder not leaking and brake booster not leaking checked vacuum hose not contaminated checke for vacuum found insufficient vacuum pressure found faulty vacuum pump replaced vacuum pump and replaced ac and vacuum pump belts road test ok											
B	GG02T - PERFORM TRUCK MAINTENANCE PACKAGE- UP TO 6.0-8.0 QUARTS DEXOS "SYNTHETIC" OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION. (SOME MODELS HIGHER OR LOWER)										
	GG02TC MAINTENANCE PACKAGE COMPLETED * DEXOS OIL										
	PART # 19352900										
		32	CTC	0.60	0.70	1820	3421			34.21	34.21
	HAZ HAZARDOUS WASTE REMOVAL					0	160			1.60	1.60
	1 19330000 (S)FILTER					430	690	0	8.60	6.90	6.90
LUBE 8.0 QTS OIL											
			CLS			2984	3384			33.84	33.84
VERSION 1 (EMP# 32,05DEC18 11:40): performed maintenance packaged											
C**	RENTAL										
	CTP COURTESY TRANSPORTATION PROGRAM										
		999	CTC	0.00	0.00	0	8000			80.00	80.00

ALLY WARRANTY CLAIM #[redacted]
CUSTOMER PAYS $200 DED +
SERVICE TOTAL OF $270.21

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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SIGNATURE COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2
** PRE-INVOICE **

Chase Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DD			18:00 05DEC18		0.00	FLS	05DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	13:24 05DEC18	SOLD-STK: [redacted] DLR:06124 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	39048	7540		46800	39310	21425	
6104	160	0		49100	3384	2984	
32403	3843	0		6504	1000	*******	
22500	84745	*******					

COST, SALE, & COMP TOTALS 31949 81902 0

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	390.48
PARTS AMOUNT	393.10
GAS, OIL, LUBE	33.84
SUBLET AMOUNT	0.00
MISC. CHARGES	1.60
TOTAL CHARGES	819.02
LESS INSURANCE	10.00
SALES TAX	38.43
PLEASE PAY THIS AMOUNT	847.45

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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SIGNATURE COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE

PAGE 1

CHASE CHEVROLET

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DL			18:00 05DEC18		0.00	FLS	07DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	17:06 07DEC18	SOLD-STK: [redacted] DLR:06124 ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A customer states brake pedal intermintly hard to press does not stop.			
G5 BRAKES			
32 CTF		276.27	276.27
1 12669488 (S)PUMP	243.95	243.95	243.95
1 12658178 (S)BELT KIT	75.71	75.71	75.71
1 12658179 (S)BELT	66.54	66.54	66.54
road test vehicle confirm concer brake pedal hard checked brakes front pads 5mm and pads cracked rear pads 7mm checked brake master cylinder not leaking and brake booster not leaking checked vacuum hose not contaminated checke for vacuum found insufficient vacuum pressure found faulty vacuum pump replaced vacuum pump and replaced ac and vacuum pump belts road test ok			
**********			
B GG02T - PERFORM TRUCK MAINTENANCE PACKAGE- UP TO 6.0-8.0 QUARTS DEXOS "SYNTHETIC" OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION. (SOME MODELS HIGHER OR LOWER)			
GG02TC MAINTENANCE PACKAGE COMPLETED * DEXOS OIL			
PART # 19352900			
32 CTC		34.21	34.21
HAZ HAZARDOUS WASTE REMOVAL		1.60	1.60
1 19330000 (S)FILTER	8.60	6.90	6.90
LUBE 8.0 QTS OIL			
CLS		33.84	33.84
performed maintenance packaged			
**********			
C** RENTAL			
CTP COURTESY TRANSPORTATION PROGRAM			
999 CTC		0.00	0.00
**********			
SUBL ERAC D863459			
PO#386783			
CTC		80.00	80.00

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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X

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

INVOICE [redacted]

PAGE 2

CHASE CHEVROLET

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

SERVICE ADVISOR: 290 BRYAN BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632/42633	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAY16 DL			18:00 05DEC18		0.00	FLS	07DEC18

R.O. OPENED	BOOKED	OPTIONS:
07:10 05DEC18	17:06 07DEC18	SOLD-STK [redacted] DLR:06124 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
EST: 199.95				05DEC18	07:10	SA: 290			
EST: 274.95				05DEC18	07:10	SA: 290			
EST: 354.95				05DEC18	09:18	SA: 290			

ALLY WARRANTY CLAIM # [redacted]
CUSTOMER PAYS $200 DED +
SERVICE TOTAL OF $270.21

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

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

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

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.

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	310.48
PARTS AMOUNT	393.10
GAS, OIL, LUBE	33.84
SUBLET AMOUNT	80.00
MISC. CHARGES	1.60
TOTAL CHARGES	819.02
LESS INSURANCE	10.00
SALES TAX	38.43
PLEASE PAY THIS AMOUNT	847.45

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CUSTOMER COPY

[redacted]

O #: [redacted]

ag #: [redacted]

visor: ***290 BAKER,BRYAN***

CHASE CHEVROLET

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632	T1972

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	BOOKED
03MAY16 D			18:00 05DEC18		0.00	CASH		05DEC2018 07:10	

OPTIONS: SOLD-STK [redacted] DLR:06124 ENG:5.3_Liter_SIDI

Service Department Hours

Monday to Friday 7:00 AM - 6:00 PM

Saturday 7:30 AM - 4:30 PM

Closed Sunday

Thank You For Your business!

WE SELL TIRES

GOODYEAR · BFGoodrich · MICHELIN A better way forward · Continental TIRE · BRIDGESTONE · Firestone · UNIROYAL

ANY VEHICLE LEFT UNCLAIMED AFTER 15 DAYS OF COMPLETION IS SUBJECT TO A $3.00 PER DAY STORAGE CHARGE.

BAR # ARD005007 EPA # CAD 000117545

Copyright 2000 ADP, Inc. ELF XSW3C

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S12		CTF	customer states brake pedal intermintly hard to press does not stop.
# B	GG02T		CTF	GG02T - PERFORM TRUCK MAINTENANCE PACKAGE- UP TO 6.0-8.0 QUARTS DEXOS "SYNTHETIC" OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION. (SOME MODELS HIGHER OR LOWER)

199.95

275 05DEC 07:10 290

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.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the propery remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE $ 199.95 **WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF** $

AUTHORIZED BY: **X** _____

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

Customer Copy

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

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

[redacted]

RO #: [redacted]

Tag #: [redacted]

C0304

Service Advisor: ***290 BAKER,BRYAN***

Chase
Chevrolet
P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # ARD005007 EPA # CAD 000117545

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	16	CHEVROLET SILVERADO	3GCUKSEC8GG[redacted]		42632	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	BOOKED
03MAY16 D			18:00 05DEC18		0.00	CASH		05DEC2018 07:10	

OPTIONS: SOLD-STK [redacted] DLR:06124 ENG:5.3_Liter_SIDI

GAS/OIL/GREASE

QUARTS OIL

LBS. GREASE

QTS. AUTO TRANS. FLUID

SUBLET

P.O.

P.O.

SMOG CERTIF.

RENTAL

TOWING

FREON OZ

WIRE/CONNECTORS

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS	DIAGNOSIS	REPAIR	TOTAL HOURS
# A	S12		CTF	customer states brake pedal intermintly hard to press does not stop.			
# B	GG02T		CTF	GG02T - PERFORM TRUCK MAINTENANCE PACKAGE- UP TO 6.0-8.0 QUARTS DEXOS "SYNTHETIC" OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION. (SOME MODELS HIGHER OR LOWER)			
				199.95			
				275 05DEC 07:10 290			

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.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the propery remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE $ 199.95 **WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF** $

AUTHORIZED BY: **X** _____

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

Technician Copy

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

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

TEAR DOWN 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.

Copyright 2000 ADP, Inc. ELF XSW3C

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
T ousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silvers arcadillac com
www silverstarbuickgmc.com
www.silverstarchevrolet.com

* PRE INVOICE **

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NO CRANK NO START VEHICLE WILL NOT JUMP TOW IN										
	EL206 Cover, Fuse Block - Replace (Labor Only)										
		950311	C	0.04	1.00	2 00	16 00			168.00	168.00
	1	84095546 (S)BLOCK				4718	9516	0	95.16	95.16	95.16
	VERSION 1 (EMP# 950311,04DEC18 09:34): 80125 1.00 CHECKED										
	ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED										
	CIRCUITS AND COMPONENTS, ALL OK										
B	18289 EPS LOSS OF STEERING ASSIST										
	CAUSE: NA										
	CONCERN CODE:										
	9103855 SERVICE UPDATE 18289										
		950311	W	0.20	0.30	840	3959			39.59	39.59
	FC: .. PART#: COUNT:						0		0 TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						840		3959 TLABOR			
	VERSION 1 (EMP# 950311,04DEC18 09:35): 80125 RECALL 9103 55 0.30										
	PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS. .(3114766904)..										
C	** OIL CHANGE										
	MA11 Oil, Filter and Lube										
		950341	CLOF	0.00	0.40	1020	235			23.58	23.58
	1	1269 385 (S)FILTER				430	989	0	9.89	9.89	9.89
	8	19259487 SUPERSEDED:									
	10/2018					2 16	4944	0	6.18	6.18	49.44
5995	$59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL										
		LABOR	CM			0	763			7.63	-7.63
		PARTS	CM			0	1533			15.33	15.33
	VERSION 1 (EMP# 950341,10DEC18 17:42): 80129 0.40										
D	** CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP										
	CAUSE: NA										
	CONCERN CODE:										
	4023850 VACUUM PUMP ASSEMBLY REPLACEMENT										
		950341	W	0.02	2.40	6120	31668			316.68	316.68

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGN TURE

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

BAR# AB1917 EPA# A 8 7215

I C L S V V W - I A

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

** PRE-INVOICE **

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R.O OPENED	READY	OPTIONS:
07:24 04DEC18	12:17 12DEC18	SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	12669488		(S)PUMP			12197	17076	0	243.95	170.76	170.76
						12197		17076	TPARTS		
						6120		31668	TLABOR		
MISC GOODWILL ASSISTANCE WITH DEDUCTIBLE											
			CDED			000	12200			122.00	122.00
VERSION 1 (EMP# 950341,10DEC18 17:43): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump											
VERSION 2 (EMP# 950216,12DEC18 12:13): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump. CASE OPEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE											
E** PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32											
	MPI		PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32								
						950341	C	0.00	0.00	0.00	0.00
F** DOOR APPLIQUE CAME LO SE											
	15A		REPLACED								
						950311	ILOT	0.00	0.50	16.25	16.25
1	84263145		APPLIQUE			4041	4445	0	62.83	44.45	44.45
VERSION 1 (EMP# 950311,11DEC18 07:56): 851 5 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE											
VERSION 2 (EMP# 950216,12DEC18 12:14): 851 5 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE											
G** MISC											
	15A		BODY, AC OR ELE TRICAL REPAIRS								
						950341	ISP	0.00	1.10	0.00	0.00
1	22984994		(S)KEY			2995	7500	0	75.00	75.00	75.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-04-18	09:32	09:34	0.04	W	950311	A	
	09:34	09:46	0.20	W	950311	B	
12-10-18	17:42	17:42	0.00	W	950341	C	
	17:42	17:43	0.02	W	950341	D	

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB1917 EPA# A 8 7215

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

[redacted]

** PRE INVOICE **

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
12-11-18	07:56	07:56		0.00		W	950311		F		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460	18395	3820		467	8972	5148	
462	35627	6960		491	4944	2816	
480	17076	12197		263	12200	000	
463	1625	4205		481	11945	7036	
324	1009	0		225	45520	*******	
263	52703	*******		13L	6070	*******	
67D	7500	*******					

COST, SALE, & COMP TOTALS 42182 110784 0

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	122.00
TOTAL CHARGES	468.07
LESS INSURANCE	22.96
SALES TAX	10.09
PLEASE PAY THIS AMOUNT	455.20

BAR# AB1917 EPA# A 8 7215

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 A l Mal D ve
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889 2126
www.silverstarcadillac com
www.silverstarbuickgmc com
www. i ve sta chev el.c m

SERVICE A V SOR: 950216 FRAWLEY, JARROD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	80125/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DD			17:00 04DEC18			CASH	

R.O. OPENED	READY	
04DEC2018 07:24		OPT O S: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		0.00		C	NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN
	EST: TOTAL 168. 0				
# B		0.00		W	18289 EPS LOSS OF STEERING ASSIST |CC:

O R C RGES ARE NOT B SED O CT T ME BUT ARE EST B IS ED BY NDUSTRY F T R TE A OWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED T ME.

P RTS REMOVED WI BE DISC RDED T T ME OF WRITE UP U LESS NSTRUCTED OT ERWISE ☐ SAVE

Receipt o vehicle described hereon to repa or al erat on is he eby acknow edged by dealer Said customer is hereby noti ied that the said property is not insured or protected to the amount o the actual cash value thereo , or otherwise by the dealer against loss occasioned by theft. ire, or vandalism while the property remains with the dealer.

I hereby authorize the repair work hereina ter set orth to be done along with the necessary material and agree that you are not responsible or loss or damage to vehicle or articles le t in vehicle in case o ire, the t, or any other cause beyond your control or or any delays caused by unavailability o 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 or the purpose o testing and/or inspection.

Sub ect to terms and cond t ons on re e se s de. P ease ead before s gn ng
Customer ac now edges a co he eof nc l d ng a co of
the Song-Be er War ant Act.

SIGNED AND RECEIPTED X

C py h 201 CDK G al C DRIORD R T P 3 8 3C AG G

PRELIMINARY ES MA E $ 168.00

AUTHORIZED BY X

	DATE	T E	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

T E S GNATURE

TECHNICIAN COPY II

BAR# AB191759 EPA# CAD98572159

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET

3601 A l Mal D ve
Thousand Oaks, CA 91362
PH (805) 26 -3200 (818) 889-2126
www.si ve sta cadi lac.c m
www. i ve tarbuickgmc.com
www. i ve sta chev et.c m

SERVICE A V SOR: 950216 JARROD FRAWLEY

			VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6 2_Liter_SFI TRN:AUTO
07:24 4DEC18	12:17 12DEC18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN			
EL206 Cover, Fuse Block - Replace (Labor Only)			
950311 C		168.00	168.00
1 84095546 (S)BLOCK	95.16	95.16	95.16
PARTS: 95.16 LABOR: 168.00 OTHER: 0.00 TOTAL LINE A:			263.16
80125 CHECKED ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED CIRCUITS AND COMPONENTS, ALL OK			
**********			
B 18289 EPS LOSS OF STEERING ASSIST			
CAUSE: NA			
9103855 SERVICE UPDATE 18289			
950311 W			(N/C)
FC: .. PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
80125 9103855 PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS ..(3114766904)..			
**********			
C** OIL CHANGE			
MA11 Oil, Filter and Lube			
950341 CLOF		23.58	23.58
1 12690385 (S)FILTER	9.89	9.89	9.89
8 19259487 SUPERSEDED: 10/2018	6.18	6.18	49.44
5995 $59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL			
CM		-22.96	-22.96
PARTS: 59.33 LABOR: 23.58 OTHER: -22.96 TOTAL LINE C:			59.95
80129			
**********			
D** CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP			
CAUSE: NA			
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT			

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERV CES L STED ABOVE.

X

CUSTOMER SIGN TURE

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

BAR# AB191759 EPA# CAD98572159

CUSTOMER COPY 2

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks CA 91362
PH (805) 267 3200 (818) 889-2126
www silverstarcadillac com
www. i ve tarbuickgmc.com
www.s lver a c ev el.c m

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R.O OPENED	READY	OPT ONS: SOLD STK: [redacted] ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	950341		W				(N/C)
1	12669488		(S)	PUMP			(N/C)
MISC GOODWILL ASSISTANCE WITH DEDUCTIBLE							
	CDED					122.00	122.00
PARTS: 0.00 LABOR: 0.00 OTHER: 122.00 TOTAL LINE D:							122.00
80129 diagno e, replace pump. CASE PEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE							
**********							
E** PERFORM MULTI POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32							
MPI	PERFORM MULTI POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32						
	950341		C			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:							0.00
**********							
F** DOOR APPLIQUE CAME LOOSE							
15A	REPLACED						
	950311		ILOT				(N/C)
1	84263145			APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:							0.00
85185 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE							
**********							
G** MISC							
15A	BODY, AC OR ELECTRICAL REPAIRS						
	950341		ISP				(N/C)
1	22984994		(S)	KEY			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:							0.00
**********							

EST: 168.00 04DEC18 07:24 SA: 950216

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIP ION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, O L LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	122.00
TOTAL CHARGES	468.07
LESS NSURANCE	22.96
SALES TAX	10.09
P EASE PAY THIS AMOUNT	455.20

BAR# AB191759 EPA# CAD98572159

CUSTOMER COPY 2

CUSTOMER #: [redacted]

[redacted]

INTERNAL

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www s lve ta adillac co
www s lverstarbuickgmc com
www s lverstarchevrolet com

[redacted]

LAKE SHERWOOD, CA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R O OPE E	READ	P IONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN AUTO

LINE OPC DE TECH TYPE H URS	LIST	NET	TOTAL
F** DOOR APPLIQUE CAME LO SE			
15A REPLACED			
950311 ILOT 0.50		16.25	16.25
1 84263145 APPLIQUE	62.83	44.45	44.45
85185 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE			
**********			
G** MISC			
15A BODY, AC OR ELECTRICAL REPAIRS			
950341 ISP 1.10		0.00	0.00
1 22984994 (S)KEY	75.00	75.00	75.00
**********			

EST: 168.00 04DEC18 07:24 SA: 950216

COST, SALE, & COMP TOTALS 11241 13570 0

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERV CES L STED ABOVE.

X

CUSTOMER SIGN TURE

DESCRIP ION	TOTALS
LABOR AMOUNT	16.25
PARTS AMOUNT	119.45
GAS, OIL BE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	135.70
ESS NSURANCE	0 00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	135.70

BAR# AB1917 EPA# A 8 7215

I C L S V V W - IA

INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

[redacted]

LAKE SHERWOOD, CA [redacted]

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READ	OPTIONS:
07:24 04DEC18	12:17 12DEC18	SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN AUTO

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	18289 EPS LOSS OF STEERING ASSIST							
CAUSE: NA								
C	NCERN CODE:							
	9103 55 SERVICE UPDATE 18289							
	950311		W	0.30			39.59	39.59
	FC: .. PART#:		COUNT:		0	0 TPARTS		
	CLAIM TYPE:							
	AUTH CODE:							
					840	3959 TLABOR		
VERSION 1 (EMP# 950311,04DEC18 09:35): 80125 RECALL 9103 55 0.30								
PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS...(3114766904)..								
	**********							
D**	CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP							
CAUSE: NA								
C	NCERN CODE:							
	4023 50 VACUUM PUMP ASSEMBLY REPLACEMENT							
	950341		W	2.40			316.68	316.68
	1 12669488	(S)	PUMP			243.95	170.76	170.76
					12197	17076 TPARTS		
					6120	31668 TLABOR		
VERSION 1 (EMP# 950341,10DEC18 17:43): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump								
VERSION 2 (EMP# 950216,12DEC18 12:13): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump. CASE OPEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE								
	**********							

EST: 168.00 04DEC18 07:24 SA: 950216

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-04-18	09:32	09:34	0.04	W	950311	A	
	09:34	09:46	0.20	W	950311	B	

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB1917 EPA# A 8 7215

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

[redacted]

LAKE SHERWOOD, CA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS:	SOLD-STK: [redacted]	ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN AUTO		

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
12-10-18	17:42	17:42	0.00	W	950341	C			
	17:42	17:43	0.02	W	950341	D			
12-11-18	07:56	07:56	0.00	W	950311	F			

COST, SALE, & COMP TOTALS 19157 52703 0

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

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I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	356.27
PARTS AMOUNT	170.76
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	527.03
ESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	527.03

BAR# AB1917 EPA# A 8 7215

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

SILVER STAR CADILLAC
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3601 Auto Mall Drive
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www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			VISA	12DEC18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN											
CONCERN CODE:											
EL206 Cover, Fuse Block - Replace (Labor Only)											
	950311		C	0.04	1.00	2800	16800			168.00	[redacted]
1	84095546 (S)BLOCK					4718	9516	0	95.16	95.16	95.16
VERSION 1 (EMP# 950311,04DEC18 09:34): 80125 1.00 CHECKED											
ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED											
CIRCUITS AND COMPONENTS, ALL OK											
B** OIL CHANGE											
CONCERN CODE:											
MA11 Oil, Filter and Lube											
	950341	CLOF		0.00	0.40	1020	2358			23.58	23.58
1	12690385 (S)FILTER					430	989	0	9.89	9.89	9.89
8	19259487 SUPERSEDED:										
	10/2018					2816	4944	0	6.18	6.18	49.44
5995 $59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL											
	LABOR		CM			0	-763			-7.63	-7.63
	PARTS		CM			0	-1533			-15.33	-15.33
VERSION 1 (EMP# 950341,10DEC18 17:42): 80129 0.40											
C** PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32											
CONCERN CODE:											
MPI PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32											
	950341		C	0.00	0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-04-18	09:32	09:34	0.04	W	950311	A	
12-10-18	17:42	17:42	0.00	W	950341	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460	18395	3820		467	8972	5148	
491	4944	2816		324	1009	0	

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X

CUSTOMER SIGNATURE

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

BAR# AB191759 EPA# CAD98572159

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

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www.silverstarchevrolet.com

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			VISA	12DEC18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
225	33320	*******									

COST, SALE, & COMP TOTALS 11784 32311 0

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X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	346.07
LESS INSURANCE	22.96
SALES TAX	10.09
PLEASE PAY THIS AMOUNT	333.20

BAR# AB191759 EPA# CAD98572159

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CUSTOMER #: [redacted]

[redacted]

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INVOICE

PAGE 1

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SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			VISA	12DEC18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN	[redacted]		
EL206 Cover, Fuse Block - Replace (Labor Only)			
950311 C		168.00	168.00
1 84095546 (S)BLOCK	95.16	95.16	95.16
PARTS: 95.16 LABOR: 168.00 OTHER: 0.00 TOTAL LINE A:			263.16
80125 CHECKED ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED CIRCUITS AND COMPONENTS, ALL OK			
**********			
B** OIL CHANGE			
MA11 Oil, Filter and Lube			
950341 CLOF		23.58	23.58
1 12690385 (S)FILTER	9.89	9.89	9.89
8 19259487 SUPERSEDED: 10/2018	6.18	6.18	49.44
5995 $59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL			
CM		-22.96	-22.96
PARTS: 59.33 LABOR: 23.58 OTHER: -22.96 TOTAL LINE B:			59.95
80129			
**********			
C** PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32			
MPI PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32			
950341 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

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X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	346.07
LESS INSURANCE	22.96
SALES TAX	10.09
PLEASE PAY THIS AMOUNT	333.20

BAR# AB191759 EPA# CAD98572159

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3-27-2019

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CUSTOMER #: [redacted]

[redacted]

[redacted]

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www silverstarbuickgmc.com
www.silverstarchevrolet.com

** PRE INVOICE **

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	NO CRANK NO START VEHICLE WILL NOT JUMP TOW IN										
	EL206 Cover, Fuse Block - Replace (Labor Only)										
	950311		C	0.04	1.00	2 00	16 00			168.00	168.00
	1 84095546 (S)BLOCK					4718	9516	0	95.16	95.16	95.16
	VERSION 1 (EMP# 950311,04DEC18 09:34): 80125 1.00 CHECKED										
	ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED										
	CIRCUITS AND COMPONENTS, ALL OK										
B	18289 EPS LOSS OF STEERING ASSIST										
	CAUSE: NA										
	CONCERN CODE:										
	9103855 SERVICE UPDATE 18289										
	950311		W	0.20	0.30	840	3959			39.59	39.59
	FC: .. PART#: COUNT:						0		0 TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
							840		3959 TLABOR		
	VERSION 1 (EMP# 950311,04DEC18 09:35): 80125 RECALL 9103 55 0.30										
	PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS. .(3114766904)..										
C	** OIL CHANGE										
	MA11 Oil, Filter and Lube										
	950341	CLOF		0.00	0.40	1020	235			23.58	23.58
	1 1269 385 (S)FILTER					430	989	0	9.89	9.89	9.89
	8 19259487 SUPERSEDED:										
	10/2018					2 16	4944	0	6.18	6.18	49.44
	5995 $59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL										
	LABOR	CM				0	763			7.63	-7.63
	PARTS	CM				0	1533			15.33	15.33
	VERSION 1 (EMP# 950341,10DEC18 17:42): 80129 0.40										
D	** CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP										
	CAUSE: NA										
	CONCERN CODE:										
	4023850 VACUUM PUMP ASSEMBLY REPLACEMENT										
	950341		W	0.02	2.40	6120	31668			316.68	316.68

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

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X

CUSTOMER SIGN TURE

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

BAR# AB1917 EPA# A 8 7215

I C L S V V W - I A

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

SILVER STAR CADILLAC
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** PRE-INVOICE **

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R.O OPENED	READY	OPTIONS:
07:24 04DEC18	12:17 12DEC18	SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	12669488	(S)	PUMP			12197	17076	0	243.95	170.76	170.76
						12197		17076	TPARTS		
						6120		31668	TLABOR		
MISC GOODWILL ASSISTANCE WITH DEDUCTIBLE											
	CDED					000	12200			122.00	122.00
VERSION 1 (EMP# 950341,10DEC18 17:43): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump											
VERSION 2 (EMP# 950216,12DEC18 12:13): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump. CASE OPEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE											
E** PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32											
MPI	PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32										
	950341		C	0.00	0.00	0	0			0.00	0.00
F** DOOR APPLIQUE CAME LO SE											
15A	REPLACED										
	950311	ILOT		0.00	0.50	1400	1625			16.25	16.25
1	84263145		APPLIQUE			4041	4445	0	62.83	44.45	44.45
VERSION 1 (EMP# 950311,11DEC18 07:56): 851 5 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE											
VERSION 2 (EMP# 950216,12DEC18 12:14): 851 5 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE											
G** MISC											
15A	BODY, AC OR ELE TRICAL REPAIRS										
	950341	ISP		0.00	1.10	2805	0			0.00	0.00
1	22984994	(S)	KEY			2995	7500	0	75.00	75.00	75.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-04-18	09:32	09:34	0.04	W	950311	A	
	09:34	09:46	0.20	W	950311	B	
12-10-18	17:42	17:42	0.00	W	950341	C	
	17:42	17:43	0.02	W	950341	D	

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X

CUSTOMER SIGNATURE

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

BAR# AB1917 EPA# A 8 7215

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

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www.silverstarbuickgmc.com
www.silverstarchevrolet.com

** PRE INVOICE **

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
12-11-18	07:56	07:56		0.00		W	950311		F		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460	18395	3820		467	8972	5148	
462	35627	6960		491	4944	2816	
480	17076	12197		263	12200	000	
463	1625	4205		481	11945	7036	
324	1009	0		225	45520	*******	
263	52703	*******		13L	6070	*******	
67D	7500	*******					

COST, SALE, & COMP TOTALS 42182 110784 0

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I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	122.00
TOTAL CHARGES	468.07
LESS INSURANCE	22.96
SALES TAX	10.09
PLEASE PAY THIS AMOUNT	455.20

BAR# AB1917 EPA# A 8 7215

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

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SERVICE A V SOR: 950216 FRAWLEY, JARROD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	80125/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DD			17:00 04DEC18			CASH	

R.O. OPENED	READY	
04DEC2018 07:24		OPT O S: SOLD-STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		0.00		C	NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN
	EST: TOTAL 168. 0				
# B		0.00		W	18289 EPS LOSS OF STEERING ASSIST |CC:

O R C RGES ARE NOT B SED O CT T ME BUT ARE EST B IS ED BY NDUSTRY F T R TE A OWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED T ME.

P RTS REMOVED WI BE DISC RDED T T ME OF WRITE UP U LESS NSTRUCTED OT ERWISE ☐ SAVE

Receipt o vehicle described hereon to repa or al erat on is he eby acknow edged by dealer Said customer is hereby noti ied that the said property is not insured or protected to the amount o the actual cash value thereo , or otherwise by the dealer against loss occasioned by theft. ire, or vandalism while the property remains with the dealer.

I hereby authorize the repair work hereina ter set orth to be done along with the necessary material and agree that you are not responsible or loss or damage to vehicle or articles le t in vehicle in case o ire, the t, or any other cause beyond your control or or any delays caused by unavailability o 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 or the purpose o testing and/or inspection.

Sub ect to terms and cond t ons on re e se s de. P ease ead before s gn ng
Customer ac now edges a co he eof nc l d ng a co of
the Song-Be er War ant Act.

SIGNED AND RECEIPTED X

C py h 201 CDK G al C DRIORD R T P 3 8 3C AG G

PRELIMINARY ES MA E $ 168.00

AUTHORIZED BY X

	DATE	T E	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

T E S GNATURE

TECHNICIAN COPY II

BAR# AB191759 EPA# CAD98572159

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 A l Mal D ve
Thousand Oaks, CA 91362
PH (805) 26 -3200 (818) 889-2126
www.si ve sta cadi lac.c m
www. i ve tarbuickgmc.com
www. i ve sta chev et.c m

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:6 2_Liter_SFI TRN:AUTO
07:24 4DEC18	12:17 12DEC18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A NO CRANK NO START - VEHICLE WILL NOT JUMP - TOW IN			
EL206 Cover, Fuse Block - Replace (Labor Only)			
950311 C		168.00	168.00
1 84095546 (S)BLOCK	95.16	95.16	95.16
PARTS: 95.16 LABOR: 168.00 OTHER: 0.00 TOTAL LINE A:			263.16
80125 CHECKED ELECTRICAL SYSTEMM AND BATTERY, REPLACED BATTERY FUSE BLOCK, CHECKED CIRCUITS AND COMPONENTS, ALL OK			
**********			
B 18289 EPS LOSS OF STEERING ASSIST			
CAUSE: NA			
9103855 SERVICE UPDATE 18289			
950311 W			(N/C)
FC: .. PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
80125 9103855 PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS ..(3114766904)..			
**********			
C** OIL CHANGE			
MA11 Oil, Filter and Lube			
950341 CLOF		23.58	23.58
1 12690385 (S)FILTER	9.89	9.89	9.89
8 19259487 SUPERSEDED: 10/2018	6.18	6.18	49.44
5995 $59.95 GM TRUCK 8qt. OIL CHANGE SPECIAL			
CM		-22.96	-22.96
PARTS: 59.33 LABOR: 23.58 OTHER: -22.96 TOTAL LINE C:			59.95
80129			
**********			
D** CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP			
CAUSE: NA			
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT			

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERV CES L STED ABOVE.

X

CUSTOMER SIGN TURE

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

BAR# AB191759 EPA# CAD98572159

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks CA 91362
PH (805) 267 3200 (818) 889-2126
www silverstarcadillac com
www. i ve tarbuickgmc.com
www.s lver a c ev el.c m

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RA E	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R.O OPENED	READY	OPT ONS: SOLD STK: [redacted] ENG:6.2_Liter_SFI TRN:AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	950341		W				(N/C)
1	12669488		(S)	PUMP			(N/C)
MISC GOODWILL ASSISTANCE WITH DEDUCTIBLE							
	CDED					122.00	122.00
PARTS: 0.00 LABOR: 0.00 OTHER: 122.00 TOTAL LINE D:							122.00
80129 diagno e, replace pump. CASE PEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE							
**********							
E** PERFORM MULTI POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32							
MPI	PERFORM MULTI POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32						
	950341		C			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:							0.00
**********							
F** DOOR APPLIQUE CAME LOOSE							
15A	REPLACED						
	950311		ILOT				(N/C)
1	84263145			APPLIQUE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:							0.00
85185 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE							
**********							
G** MISC							
15A	BODY, AC OR ELECTRICAL REPAIRS						
	950341		ISP				(N/C)
1	22984994		(S)	KEY			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:							0.00
**********							

EST: 168.00 04DEC18 07:24 SA: 950216

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIP ION	TOTALS
LABOR AMOUNT	191.58
PARTS AMOUNT	154.49
GAS, O L LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	122.00
TOTAL CHARGES	468.07
LESS NSURANCE	22.96
SALES TAX	10.09
P EASE PAY THIS AMOUNT	455.20

BAR# AB191759 EPA# CAD98572159

CUSTOMER COPY 2

CUSTOMER #: [redacted]

[redacted]

INTERNAL

PAGE 1

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET

3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www s lve ta adillac co
www s lverstarbuickgmc com
www s lverstarchevrolet.com

SERVICE A V SOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

R O OPE E	READ	P IONS: SOLD-STK: [redacted] ENG:6.2_Liter_SFI
07:24 04DEC18	12:17 12DEC18	TRN AUTO

LINE OPC DE TECH TYPE H URS	LIST	NET	TOTAL
F** DOOR APPLIQUE CAME LO SE			
15A REPLACED			
950311 ILOT 0.50		16.25	16.25
1 84263145 APPLIQUE	62.83	44.45	44.45
85185 0.50 REPLACED RIGHT FRONT DOOR APPLIQUE. LOST WHILE IN SERVICE			
**********			
G** MISC			
15A BODY, AC OR ELECTRICAL REPAIRS			
950341 ISP 1.10		0.00	0.00
1 22984994 (S)KEY	75.00	75.00	75.00
**********			

EST: 168.00 04DEC18 07:24 SA: 950216

COST, SALE, & COMP TOTALS 11241 13570 0

ACKNOWLEDGE NOT CE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

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X

CUSTOMER SIGN TURE

DESCRIP ION	TOTALS
LABOR AMOUNT	16.25
PARTS AMOUNT	119.45
GAS, OIL BE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	135.70
ESS NSURANCE	0 00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	135.70

BAR# AB1917 EPA# A 8 7215

I C L S V V W - IA

INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET
3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]		85185/85185	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READ	OPTIONS: SOLD-STK:[redacted] ENG:6.2_Liter_SFI TRN AUTO
07:24 04DEC18	12:17 12DEC18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	18289 EPS LOSS OF STEERING ASSIST							
	CAUSE: NA							
C	NCERN CODE:							
	9103 55 SERVICE UPDATE 18289							
	950311	W	0.30				39.59	39.59
	FC: .. PART#:		COUNT:		0	0 TPARTS		
	CLAIM TYPE:							
	AUTH CODE:							
					840	3959 TLABOR		
	VERSION 1 (EMP# 950311,04DEC18 09:35): 80125 RECALL 9103 55 0.30							
	PERFORMED RECALL AS PER MANUFACTURER INSTRUCTIONS...(3114766904)..							
	**********							
D**	CUSTOMER STATES THAT THE BRAKE PEDAL RESISTS PRESSURE WHEN BACKING UP							
	CAUSE: NA							
C	NCERN CODE:							
	4023 50 VACUUM PUMP ASSEMBLY REPLACEMENT							
	950341	W	2.40				316.68	316.68
	1 12669488 (S)		PUMP			243.95	170.76	170.76
					12197	17076 TPARTS		
					6120	31668 TLABOR		
	VERSION 1 (EMP# 950341,10DEC18 17:43): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump							
	VERSION 2 (EMP# 950216,12DEC18 12:13): 80129 hard brake pedal on apply, vacuumpump has low output 3.50 diagnose, replace pump. CASE OPEN WITH CADILLAC, GOODWILL WARRANTY ASSISTANCE REQUESTED WITH DEDUCTIBLE							
	**********							

EST: 168.00 04DEC18 07:24 SA: 950216

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-04-18	09:32	09:34	0.04	W	950311	A	
	09:34	09:46	0.20	W	950311	B	

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I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB1917 EPA# A 8 7215

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

SILVER STAR CADILLAC
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www.silverstarchevrolet.com

SERVICE ADVISOR: 950216 JARROD FRAWLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS3GKJ0FR[redacted]	[redacted]	85185/85185	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC17 DL			17:00 12DEC18			CASH	12DEC18

RO OPENED	READY	OPTIONS:	SOLD-STK:	ENG:
07:24 04DEC18	12:17 12DEC18	TRN AUTO	[redacted]	6.2_Liter_SFI

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
12-10-18		17:42	17:42	0.00	W	950341	C			
		17:42	17:43	0.02	W	950341	D			
12-11-18		07:56	07:56	0.00	W	950311	F			

COST, SALE, & COMP TOTALS 19157 52703 0

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

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I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	356.27
PARTS AMOUNT	170.76
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	527.03
ESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	527.03

BAR# AB1917 EPA# A 8 7215

WARRANTY COPY

PE18-012

GM

3-27-2019

Q3

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE

Dealer Number _____ Contract Number [redacted] R.O.S. Number _____ Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	SILVER STAR MOTOR CAR COMPANY 3601 AUTO MALL DRIVE THOUSAND OAKS, CA 91362

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2015	CADILLAC ESCALADE ESV	64087	1GYS3GKJ0FR[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $11000.00 is
0.00 %	$ 0.00 (e)	$35637.60 (e)	$35637.60 (e)	$ 46637.60 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
1	35637.60	Monthly beginning 01/01/2018
N/A	N/A	N/A
One final payment		N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

[redacted]

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

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 42000.00 (A)
     - 1. Cash Price Vehicle $ 42000.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device(s)
     - 1. (paid to) N/A $ N/A (D1)
     - 2. (paid to) N/A $ N/A (D2)
     - 3. (paid to) N/A $ N/A (D3)
   - E. (Optional) Surface Protection Product(s)
     - 1. (paid to) N/A $ N/A (E1)
     - 2. (paid to) N/A $ N/A (E2)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

[redacted]

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be required unless you sign below and agree to pay the charge shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Debt Cancellation Agreement

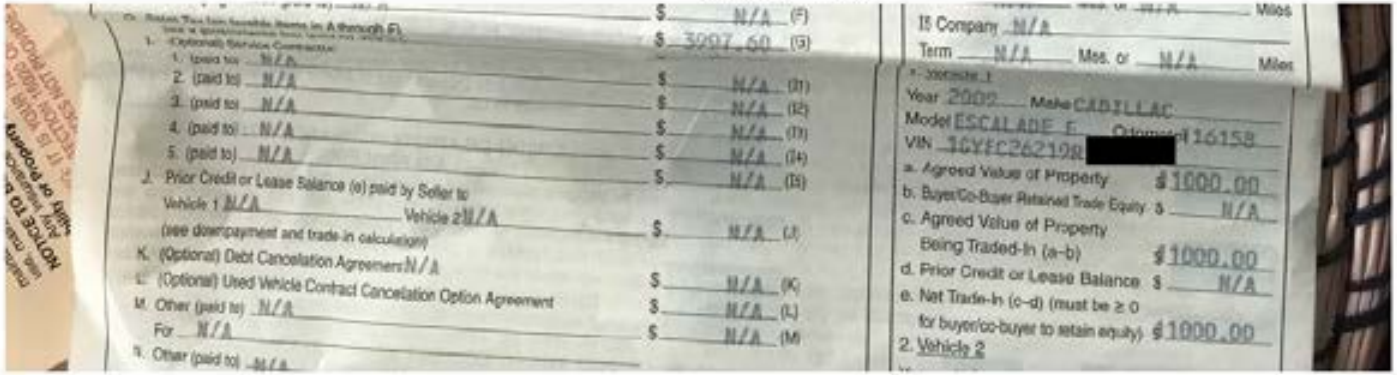
I want to buy a debt cancellation agreement.

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S). You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

I1 Company N/A
Term N/A Mos. or N/A Miles
I2 Company N/A
Term N/A Mos. or N/A Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A

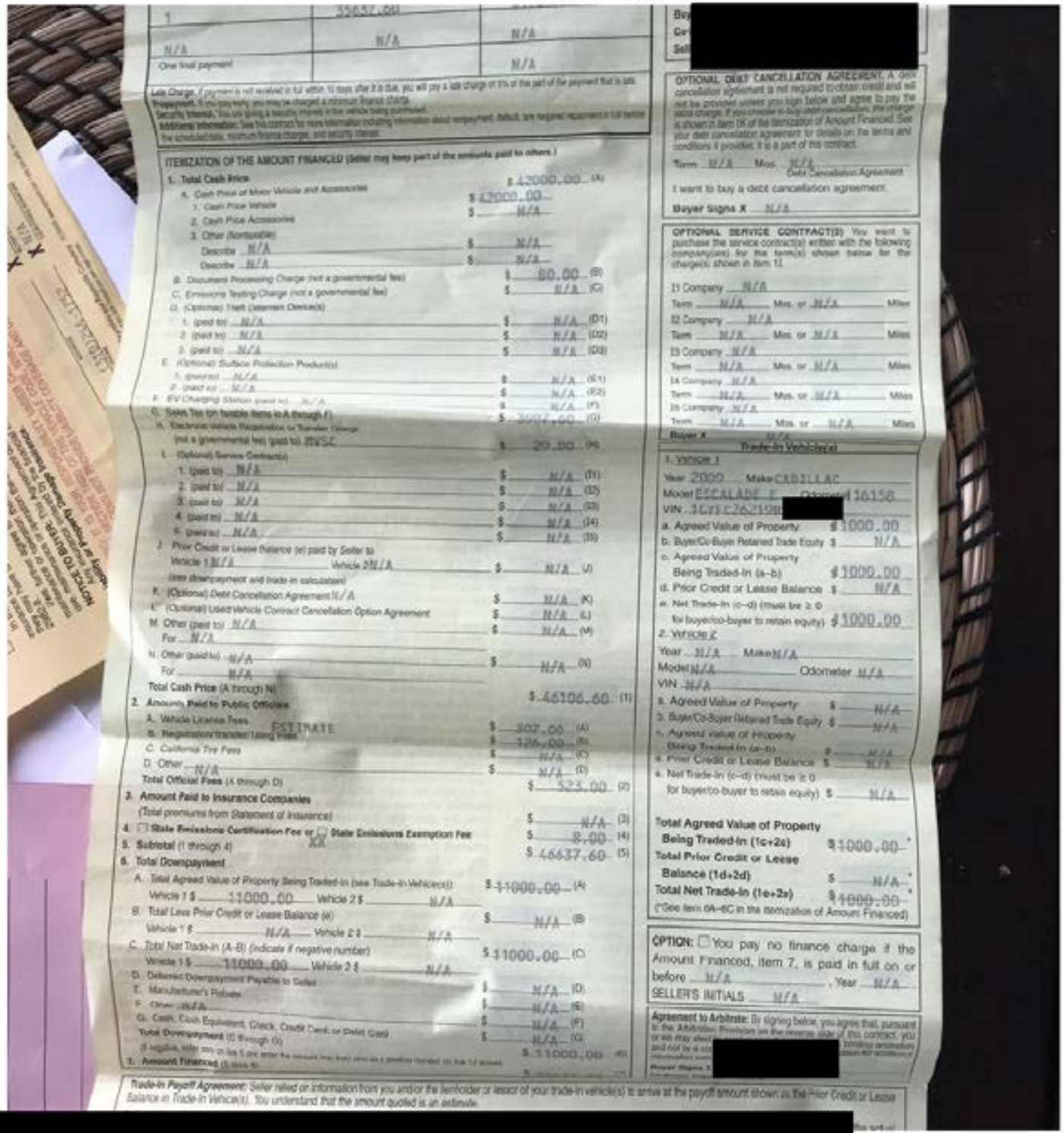
[redacted]



$ N/A (F)
$ 3997.60 (G)
1. (paid to) N/A
2. (paid to) N/A $ N/A (H)
3. (paid to) N/A $ N/A (I)
4. (paid to) N/A $ N/A (J)
5. (paid to) N/A $ N/A (K)
J. Prior Credit or Lease Balance (e) paid by Seller to
Vehicle 1 N/A Vehicle 2 N/A $ N/A (J)
(see downpayment and trade-in calculation)
K. (Optional) Debt Cancelation Agreement N/A $ N/A (K)
L. (Optional) Used Vehicle Contract Cancelation Option Agreement $ N/A (L)
M. Other (paid to) N/A $ N/A (M)
For N/A
N. Other (paid to) N/A

Miles
Company N/A
Term N/A Mos. or N/A Miles
Year 2002 Make CADILLAC
Model ESCALADE E Odometer 116158
VIN 1GYEC62108 [redacted]
a. Agreed Value of Property $1000.00
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $1000.00
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $1000.00
2. Vehicle 2

[redacted]



1	35657.60	
N/A	N/A	N/A
One final payment		N/A

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

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

1. Total Cash Price	$ 42000.00	(A)
A. Cash Price of Motor Vehicle and Accessories	$ 42000.00	
1. Cash Price Vehicle	$ N/A	
2. Cash Price Accessories		
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)	$ 80.00	(B)
C. Emissions Testing Charge (not a governmental fee)	$ N/A	(C)
D. (Optional) Theft Deterrent Device(s)		
1. (paid to) N/A	$ N/A	(D1)
2. (paid to) N/A	$ N/A	(D2)
3. (paid to) N/A	$ N/A	(D3)
E. (Optional) Surface Protection Product(s)		
1. (paid to) N/A	$ N/A	(E1)
2. (paid to) N/A	$ N/A	(E2)
F. EV Charging Station (paid to) N/A	$ N/A	(F)
G. Sales Tax (on taxable items in A through F)	$ 3027.60	(G)
H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) DMV	$ 20.00	(H)
I. (Optional) Service Contract(s)		
1. (paid to) N/A	$ N/A	(I1)
2. (paid to) N/A	$ N/A	(I2)
3. (paid to) N/A	$ N/A	(I3)
4. (paid to) N/A	$ N/A	(I4)
5. (paid to) N/A	$ N/A	(I5)
J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A (see downpayment and trade-in calculation)	$ N/A	(J)
K. (Optional) Debt Cancellation Agreement N/A	$ N/A	(K)
L. (Optional) Used Vehicle Contract Cancellation Option Agreement	$ N/A	(L)
M. Other (paid to) N/A For N/A	$ N/A	(M)
N. Other (paid to) N/A For N/A	$ N/A	(N)
Total Cash Price (A through N)	$ 46106.60	(1)
2. Amounts Paid to Public Officials		
A. Vehicle License Fees ESTIMATE	$ 307.00	(A)
B. Registration/Transfer/Titling Fees	$ 136.00	(B)
C. California Tire Fees	$ N/A	(C)
D. Other N/A	$ N/A	(D)
Total Official Fees (A through D)	$ 523.00	(2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance)	$ N/A	(3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee XX	$ 8.00	(4)
5. Subtotal (1 through 4)	$ 46637.60	(5)
6. Total Downpayment		
A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) Vehicle 1 $ 11000.00 Vehicle 2 $ N/A	$ 11000.00	(A)
B. Total Less Prior Credit or Lease Balance (e) Vehicle 1 $ N/A Vehicle 2 $ N/A	$ N/A	(B)
C. Total Net Trade-In (A-B) (indicate if negative number) Vehicle 1 $ 11000.00 Vehicle 2 $ N/A	$ 11000.00	(C)
D. Deferred Downpayment Payable to Seller	$ N/A	(D)
E. Manufacturer's Rebate	$ N/A	(E)
F. Other N/A	$ N/A	(F)
G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card	$ N/A	(G)
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount here; this is a positive number on line 1.2 above)	$ 11000.00	(6)
7. Amount Financed (5 minus 6)		

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

[redacted]

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A

Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S). You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

I1 Company N/A
Term N/A Mos. or N/A Miles
I2 Company N/A
Term N/A Mos. or N/A Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term N/A Mos. or N/A Miles
I5 Company N/A
Term N/A Mos. or N/A Miles

Buyer X N/A

Trade-In Vehicle(s)

1. Vehicle 1
Year 2000 Make CADILLAC
Model ESCALADE E Odometer 16158
VIN 1GYEC62J9[redacted]
a. Agreed Value of Property $ 1000.00
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ 1000.00
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ 1000.00

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

Total Agreed Value of Property Being Traded-In (1c+2c) $ 1000.00*
Total Prior Credit or Lease Balance (1d+2d) $ N/A*
Total Net Trade-In (1e+2e) $ 1000.00*
(*See items 6A–6C in the itemization of Amount Financed)

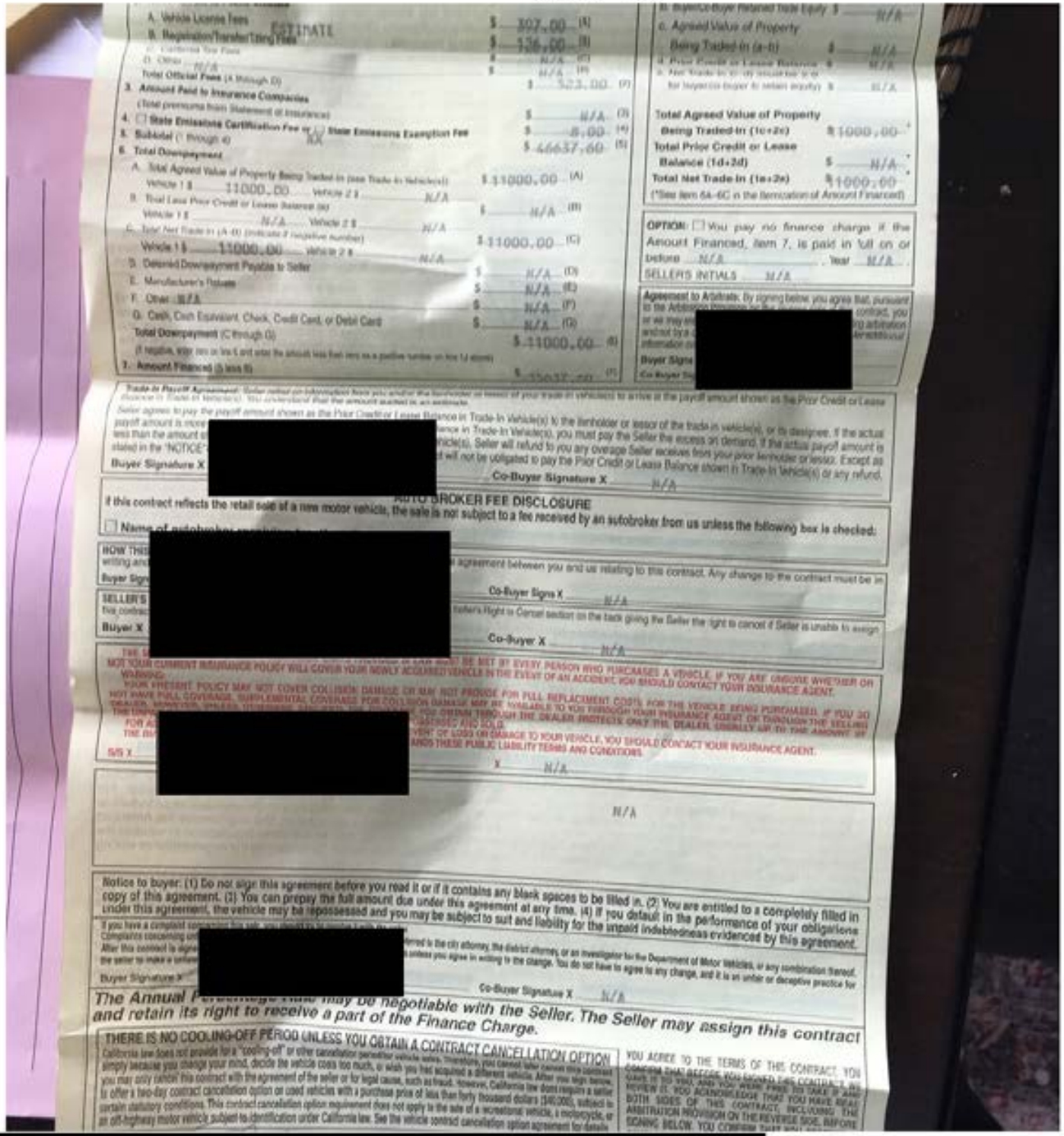
OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A
SELLER'S INITIALS N/A

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

[redacted]

[redacted]
Buyer Signatu
Co-Buyer Signature X N/A
EE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
Name of autobroker receiving fee, if applicable: N/A
[redacted]
Co-Buyer Signa X N/A
Co-Buyer X N/A

[redacted]



A. Vehicle License Fees ESTIMATE $ 307.00 (A)
B. Registration/Transfer/Titling Fees $ 136.00 (B)
C. California Tire Fees $ N/A (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ 523.00 (F)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance) $ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ 8.00 (4)
5. Subtotal (1 through 4) $ 46637.60 (5)
6. Total Downpayment
A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) $ 11000.00 (A)
Vehicle 1 $ 11000.00 Vehicle 2 $ N/A
B. Total Lease Prior Credit or Lease Balance (-) $ N/A (B)
Vehicle 1 $ N/A Vehicle 2 $ N/A
C. Total Net Trade-In (A-B) (indicate if negative number) $ 11000.00 (C)
Vehicle 1 $ 11000.00 Vehicle 2 $ N/A
D. Deferred Downpayment Payable to Seller $ N/A (D)
E. Manufacturer's Rebate $ N/A (E)
F. Other N/A $ N/A (F)
G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ N/A (G)
Total Downpayment (C through G) $ 11000.00 (6)
(If negative, enter zero or less 0, and enter the amount less than zero as a positive number on line 12 above)
7. Amount Financed (5 less 6) $ 35637.60 (7)

b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a-b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In or (if only amount is to be for buyer/co-buyer to retain equity) $ N/A
Total Agreed Value of Property Being Traded-In (1c+2c) $ 11000.00 *
Total Prior Credit or Lease Balance (1d+2d) $ N/A *
Total Net Trade-In (1e+2e) $ 11000.00
(*See item 6A-6C in the itemization of Amount Financed)

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

Agreement to Arbitrate. By signing below, you agree that, pursuant to the Arbitration provision on the reverse side of this contract, you or we may elect to resolve any dispute by binding arbitration and not by a court action. You understand the arbitration provision and agree to its terms. You receive a copy of this contract including the arbitration provision on the reverse side.
Buyer Signature X [redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount stated is an estimate.
Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" [redacted] it will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.
Buyer Signature X [redacted] Co-Buyer Signature X N/A

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ Name of autobroker [redacted]

NOW THIS [redacted] agreement between you and us relating to this contract. Any change to the contract must be in writing and
Buyer Signature X [redacted] Co-Buyer Signs X N/A

SELLER'S [redacted] Buyer's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign
This contract [redacted]
Buyer X [redacted] Co-Buyer X N/A

[redacted] NOT BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE AGREED IN WRITING, YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT BY THE UNPAID [redacted] PURCHASES AND SOLD.
FOR AC[redacted] EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BU[redacted] AND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted] X N/A

N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.
If you have a complaint concerning this sale, you may write to the Department of Motor Vehicles, P.O. Box 932342, Sacramento, CA 94232-3420. Complaints concerning unfair or deceptive practices may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, you may not change or add terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a [redacted]
Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT [redacted]

[redacted]

COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.
Buyer Signatu
Co-Buyer Signature X N/A Date N/A
Other Owner Signature X N/A Address
GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default upon the Buyer.
Guarantor X N/A Date N/A
Address N/A
Seller Signs SILVER STAR MOTOR CAR COMPANY Date 12/31/18 X
FORM NO. 553-CA-ARS
COPY

PE18-012

GM

3-27-2019

Q3

October 23, 2019

[redacted]

RE: Service Request: [redacted]
Vehicle Identification Number: 1GYS3GKJ0FR[redacted]
CA Customer Engagement Center Advisor: Thomas

Dear [redacted]

We have been notified that you have contacted the Cadillac Customer Assistance Center about your concern with your 2015 Cadillac Escalade. We have attempted to call you to discuss your concern, and apologize we have been unable to contact you using the telephone number listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, please call me at your earliest convenience at 866-790-5600 extension, Monday through Friday between 8:00 a.m. and 6:00 p.m. (PDT) and Saturday, from 8:00 a.m. to 5:00 p.m. (PDT) so I may be able to assist you further.

You are a valued customer at Cadillac, and we have a genuine appreciation for your business.

Sincerely,

Cadillac
Customer Engagement Center

PE18-012

GM

3-27-2019

Q3

[redacted]

2015 ESCALADE ESV 2WD
GBA BLACK RAVEN /V8G
H2X JET BLACK
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GY S3GK J0 FR[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********1648******12*36234S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
6C15906 ESCALADE ESV 2WD	74695.00	69839.83
L86 ENGINE, 6.2L V8	N/C	N/C
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C
YF5 50-STATE EMISSIONS	N/C	N/C

RETAIL - STOCK
INVOICE 06/17/14
SHIPPED 06/17/14
EXP I/T 07/04/14
INT COM 07/07/14
PRC EFF 06/17/14
KEYS V1606 V1606
WFP-S QTR OPT-1
BANK: ALLY - 021
CHG-TO 36-234

SHIP WT: 5582
HP: 52.8
GVWR: 7300
GAWR.FT: 3500
GAWR.RR: 4300
EMPLOY: 68191.24
SUPPLR: 70984.83
MRM: 75690.00
NTR: 1/2
EMPINC: 4441.88
SUPINC: 1648.28

TOTAL MODEL & OPTIONS	74695.00	69839.83	ACT 237	68593.98
DESTINATION CHARGE	995.00	995.00	H/B 261	2240.85
DEALER IMR CONTRIBUTION		373.48	ADV 261	373.48
LMA GROUP CONTRIBUTION		1120.43	EXP 65A	1120.43
TOTAL	75690.00	72328.74	PAY 310	72328.74

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 68967.46

****

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.

REMIT TO ALLY NO. 021

FINDLAY CADILLAC

VIN 1GYS3GKJ0FR[redacted]
$ 72328.74 INV [redacted]
DUE 07/07/14 DEALER 36-234

PE18-012

GM

3-27-2019

Q3

info [Automated], 05 Dec. 2018, 6:30pm

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

info [Automated], 05 Dec. 2018, 6:30pm

You are now chatting with GMC.

GMC, 05 Dec. 2018, 6:30pm

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

[redacted] 05 Dec. 2018, 6:31pm

not at this time

GMC, 05 Dec. 2018, 6:31pm

[Rich Content]

GMC, 05 Dec. 2018, 6:31pm

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

[redacted], 05 Dec. 2018, 6:31pm

id like to know how i file a complaint

GMC, 05 Dec. 2018, 6:31pm

Please select one of the options above.

[redacted] 05 Dec. 2018, 6:31pm

Vehicle Recall

GMC, 05 Dec. 2018, 6:31pm

Just a moment...

info [Automated], 05 Dec. 2018, 6:31pm

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

GMC [Private], 05 Dec. 2018, 6:31pm

US_CS_Recall

info [Automated], 05 Dec. 2018, 6:33pm

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

info [Automated], 05 Dec. 2018, 6:35pm

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

info [Automated], 05 Dec. 2018, 6:37pm

You are now chatting with Nisa.

Nisa, 05 Dec. 2018, 6:37pm

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

[redacted], 05 Dec. 2018, 6:38pm

yes maam id like to know how to file a complaint about my vehicle

Nisa, 05 Dec. 2018, 6:39pm

Hello, [redacted] I understand that you want to file a complaint with your vehicle.

[redacted] 05 Dec. 2018, 6:39pm

yes

Nisa, 05 Dec. 2018, 6:39pm

You have reached the right department.

Nisa, 05 Dec. 2018, 6:39pm

Can you tell me more about your concern?

[redacted], 05 Dec. 2018, 6:40pm

i was almost involved in an accident twice yesterday and took my car in to be looked at and found out the vacuum pump has gone out on my car

[redacted] 05 Dec. 2018, 6:40pm

i see there is an investigation ongoing right now about this

Nisa, 05 Dec. 2018, 6:41pm

It sounds like you are having a difficult time with your vehicle. I understand that this is a safety concern. Let's see what we can do to sort this out.

Nisa, 05 Dec. 2018, 6:41pm

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

[redacted], 05 Dec. 2018, 6:41pm

i dont have my vehichle right now, its in the shop

Nisa, 05 Dec. 2018, 6:42pm

Let's see if we would be able to pull up your VIN using your contact information.

Nisa, 05 Dec. 2018, 6:42pm

May I have your home address, phone number and e-mail address, please?

[redacted], 05 Dec. 2018, 6:43pm

can you not pull it up under my or my husbands name

Nisa, 05 Dec. 2018, 6:44pm

We would need the phone number, e-mail address and home address to pull up the information.

[redacted] 05 Dec. 2018, 6:45pm

i never game my email address when i bought the car so you probably dont have that information on file anyway

[redacted] 05 Dec. 2018, 6:46pm

i dont feel comfortable giving that information out on this chat.

Nisa, 05 Dec. 2018, 6:46pm

All right. VIN can also be found on the insurance card, vehicle registration, and on previous safety recall letter.

Nisa, 05 Dec. 2018, 6:47pm

Where is the vehicle currently?

[redacted], 05 Dec. 2018, 6:47pm

just one second let me see if i have my insurance card handy

Nisa, 05 Dec. 2018, 6:47pm

Sure. Thank you.

[redacted] 05 Dec. 2018, 6:48pm

[redacted]

Nisa, 05 Dec. 2018, 6:49pm

May I have the last 8 characters of your VIN, please?

[redacted] 05 Dec. 2018, 6:49pm

FR[redacted]

Nisa, 05 Dec. 2018, 6:50pm

Thank you. How many miles do you have on your vehicle?

[redacted] 05 Dec. 2018, 6:50pm

i have no idea it is not with me right now

Nisa, 05 Dec. 2018, 6:51pm

Is it currently at your GMC dealership?

[redacted], 05 Dec. 2018, 6:52pm

no

[redacted], 05 Dec. 2018, 6:52pm

i couldnt make it that far with it

Nisa, 05 Dec. 2018, 6:52pm

I understand. Can you give me an approximate mileage of the vehicle?

[redacted], 05 Dec. 2018, 6:53pm

somewhere between 65000-70000 is the best guess

[redacted], 05 Dec. 2018, 6:53pm

i havent had the vehicle very long

Nisa, 05 Dec. 2018, 6:53pm

Thank you.

Nisa, 05 Dec. 2018, 6:55pm

You mentioned earlier that the vacuum pump of the vehicle has gone out, right? What were you experiencing in the vehicle prior to you taking it in to an independent shop?

[redacted] 05 Dec. 2018, 6:56pm

having to push the brake pedal really hard and it not stopping

Nisa, 05 Dec. 2018, 6:58pm

I am sorry to hear that. I see here that there's recall [redacted] associated with your VIN which is for the EPS Loss of Steering Assist .

[redacted] 05 Dec. 2018, 6:59pm

ok

Nisa, 05 Dec. 2018, 6:59pm

Your vehicle 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.

Nisa, 05 Dec. 2018, 6:59pm

To correct this condition, dealers will perform a reflash of the EPS module software.

Nisa, 05 Dec. 2018, 7:00pm

This recall is not related to the current concern that we have.

Nisa, 05 Dec. 2018, 7:00pm

As for the current vehicle concern that you have, we feel it is best to refer you to one of our GM dealerships so that they can check and repair your vehicle. GM dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages 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], 05 Dec. 2018, 7:01pm

so is this at your expense and not mine

Nisa, 05 Dec. 2018, 7:02pm

Your Bumper to Bumper Warranty has expired on 02/20/2017. The diagnosis and repairs will be an out of pocket expense.

Nisa, 05 Dec. 2018, 7:03pm

Although we are unable to provide cost assistance, we have a designated Customer Experience Manager (CEM) at every local GMC dealership that may be able to review your case and provide valuable recommendations for your concerns.

[redacted] 05 Dec. 2018, 7:03pm

ok id like to file a complaint and id like to know where to do it

Nisa, 05 Dec. 2018, 7:03pm

Do you have a preferred dealer in mind?

Nisa, 05 Dec. 2018, 7:03pm

You have reach the right department.

[redacted] 05 Dec. 2018, 7:04pm

because i am very well aware of the investigation going on right now about the same exact situation i have going on

Nisa, 05 Dec. 2018, 7:05pm

Where did you see the information if you don't mind me asking?

[redacted] 05 Dec. 2018, 7:05pm

was told by a dealership and then i researched it online

Nisa, 05 Dec. 2018, 7:07pm

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

[redacted], 05 Dec. 2018, 7:09pm

you are ridiculous. i just said i heard it from a dealership and AFTER that i researched it online. it was on the freakin news station website too. there are so many complaints about it. yall just dont want to be responsible for what has been a very serious situation

Nisa, 05 Dec. 2018, 7:10pm

Our responsibility as the manufacturer is to ensure we are able to fix our vehicles correctly for our customers when they encounter issues with their vehicle. It doesn't always mean that we will cover the repairs. However, we put in extensive warranties on our vehicles to protect our customers from potential defects from the factory. Once these warranties expire, and the vehicle puts in more wear due to regular use, the responsibility of the repair costs shifts to the customer. This is why we are no longer able to cover repairs.

[redacted] 05 Dec. 2018, 7:11pm

whatever you just dont want to take responsibility for putting faulty parts into these vehicles

Nisa, 05 Dec. 2018, 7:12pm

Working with the dealership is the best option as they would need to have the issue diagnosed before a repair can be made.

Nisa, 05 Dec. 2018, 7:12pm

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

Nisa, 05 Dec. 2018, 7:13pm

We would also urge you to visit your local dealer to address the recall.