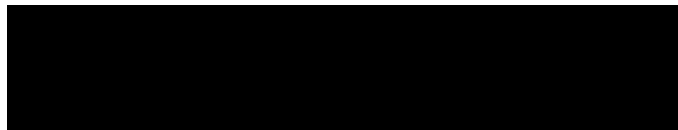


PE18-012

GM

3-27-2019

Q3





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HARBOR
AUTOMOTIVE
CHEVROLET • HYUNDAI

P.O. Box 7217
3770 Cherry Ave
Long Beach, CA 90807
(562) 426-3341
Harbor-hyundai.com
Harborchevrolet.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
12/04/18	
R/O Close Date	Status
12/07/18	Reprint
Mileage In	Mileage Out
35911	35916
Service Advisor / Tag #	
GENARO PEREZ /	
Vehicle Identification Number	
1GN5CBKXGR	
Delivery Date	Invoice Date
3/31/16	
Color	License Number
BLACK	

Year	Make	Model	Color	License Number
2016	CHEVROLET TRU	TAHOE	BLACK	
G0026				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - MR 14TUM: TELL US MORE CUSTOMER STATES BRAKES LOCKED	
#2 - MR 09BC: BRAKES CHK & ADV CUSTOMER STATES THE BRAKES LOCKED UP AND WAS NOT ABLE TO STOP. SHE STATES THE PEDAL GOT HARD BUT SHE WAS STOPPING. SHE NEARLY GOT INTO AN ACCIDENT Caused by ROAD TESTED AND NOTED AN INCREASE IN BRAKE PEDAL EFFORT AND LACK OF BRAKE ASSIST. PERFORMED BRAKE SYSTEM VACUUM SOURCE TEST AND MEASURED -11 IN/HG INTERMITTENT DROP IN VACUUM FROM VACUUM PUMP ASSEMBLY. REMOVED BRAKE BOOSTER HOSE AND INSPECTED , VERIFIED NO OIL FOUND IN HOSE KIT. NECESSARY TO REPLACE VACUUM PUMP FOR LACK OF VACUUM. MUST PRODUCE 27 IN/HG. Tech: RIGOBERTO GONZALEZ(15) Installed 12669488 :SL-N-PUMP (03280-CT) REPLACED VACUUM PUMP WITH NEW PART. ROAD TESTED AND VERIFIED REPAIRS. OK AT THIS TIME.	Warranty Warranty Qty: 1
#3 - MR 14MPI: 27 POINT INSPECTION Caused by 27 POINT INSPECTION Tech: RIGOBERTO GONZALEZ(15) 27 POINT INSPECTION	Warranty

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS
AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON
STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR
TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO
ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING
OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO
THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH
SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS
OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY
EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO
SECURE THE AMOUNT OF REPAIRS THERE TO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR
DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED
48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not
insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss
occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states that no articles of
personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

DISCLAIMER OF WARRANTIES.

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	R/O Number
12/04/18	
R/O Close Date	Status
12/07/18	Reprint
Mileage In	Mileage Out
35911	35916
Service Advisor / Tag #	
GENARO PEREZ /	
Vehicle Identification Number	
1GN5CBK5XGR	
Delivery Date	In-Service Date
3/31/16	
Color	License Number
BLACK	

Work Phone

G0026

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - MR 13CTZZTIRE: TIRE PRESSURE CHECK INSPECT TIRE PRESSURES LEFT FRONT...RIGHT FRONT... LEFT REAR...RIGHT REAR Caused by 35 35 35 35 1.LF 2.RF 3.LR 4.RR Tech: RIGOBERTO GONZALEZ(15) PERFORMED TIRE PRESSURE INSPECTION AND ADJUSTED AS NEEDED	Warranty
#5 - MR 65CVZZL900: GM LOANER VEHICLE GM LOANER VEHICLE PROVIDED CUSTOMER WITH A GM LOANER VEHICLE	Warranty
#6 * MR 02DEX: DEXOS OIL CHANGE ADDED OPERATION Caused by OIL LIFE AT 0%. Tech: RIGOBERTO GONZALEZ(15) Installed 19330000 :SL-N-FILTER (01836-BOPCKT) 1@5.00 Installed 19352900 :N-OIL (08800-BOPCKT) 8@3.99 Hazardous Materials Charge PERFORMED OIL AND FILTER CHANGE USING 0W,20 DEXOS ENGINE OIL. TOPPED OFF FLUID LEVELS AND RESET TIRE PRESSURES TO 35 PSI.	11.89 5.00 31.92 2.68
Please Note: XTIME WEB APPT CREATED 2018-12-04 06:21:45AM TAKEN BY CUSTOMER STATES I SPOKE TO SOMEONE LASTNIGHT	

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANIC'S REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states that no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

DISCLAIMER OF WARRANTIES.

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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Monday - Friday
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BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	12/04/18	R/O Close Date	12/07/18	Status	Reprint
Mileage In	35911	Mileage Out	35916	Service Advisor / Tag #	GENARO PEREZ/
Vehicle Identification Number	1GN5CBK5XG6	Delivery Date	3/31/16	In-Service Date	
Color	BLACK	License Number			

Year	Make	Model	Body	Work Phone	Home Phone
2016	CHEVROLET TRU	TAHOE			
G0026					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
IN REGARDS TO ME AVOIDING A CAR ACCIDENT AFTER MY BRAKES LOCKED..I ALSO MENTIONED I NEEDED A LOANER AS WELL..	

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH SO CHARGED AN EXPRESS MECHANICS REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OR LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES. I HEREBY ACKNOWLEDGE ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BEYOND DEALER'S CONTROL.

TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof or otherwise by the undersigned dealer against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states that no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

DISCLAIMER OF WARRANTIES.

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

LABOR	11.89
PARTS	36.92
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	2.68
SALES TAX OR TAX I.D.	3.51
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	55.00
Cash	55.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

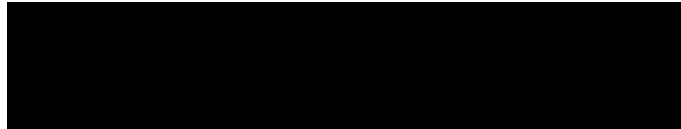
X

PE18-012

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3-27-2019

Q3



**Case Number:** [REDACTED]**Originator Name:** Teara Evans 866-790-5600X5923327 teara.evans@gm.com**Created Date:** 12/13/2018**Vehicle Info*****VIN:** 1GN5CBKCXGR [REDACTED]**Year:** 2016**Vehicle Comments & TAC Explanation:****MSRP:** 55895.0**Make:** Chevrolet***TAC #:** n/a**Model:** Tahoe***Date Reviewed with Customer:** 12/12/2018**Original Purchase Date:** 03/31/2016***Repurchase Mileage:** 35938***Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person*** Names(s) on Title:** [REDACTED]*** Primary Owner:** [REDACTED]*** Address** [REDACTED]**Phone:** [REDACTED]*** E-mail:** [REDACTED]*** Title State:** [REDACTED]*** State** [REDACTED]*** Home Phone:** [REDACTED]*** Fax Phone:** [REDACTED]*** ZIP Code:** [REDACTED]*** Cell Phone:** [REDACTED]*** Exec Init Repurchase:** N*** Reason Repurchase** CUSTOMER REPORTS BRAKES MAKE AN EXCESSIVE AMOUNT OF NOISE.**UCC Codes** (H0110) Brakes - General - Noise**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien**Contact or Attention:****Address****City****Day Phone:** (000) 000-0000*** Company:** Allied Healthcare FC **Account #:****State** CA**Fax:****ZIP Code:****E-mail:****Original Selling Dealer***** Dealer #:** 114565**Region:** 10*** Phone:** (562) 426-3341*** Contact Name:** Miguel Reynoso**Dealer Name:** HARBOR CHEVROLET CORPORATION**District:** 1114**Fax:** (562) 988-8678*** Contact Title:** CEM**E-Mail:****Repurchasing Dealer:** -**Repair***** Contact Name:***** Contact Title:****Vehicle Location:** -



Case Number: [REDACTED]

Originator Name: Teara Evans 866-790-5600X5923327 teara.evans@gm.com

Created Date: 12/13/2018

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	CA	* Type:	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		Compliance Type:	
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:** CA CEC straight repurchase with usage based on service event at 31,728 miles, less mileage on vehicle when purchased.

Disposition:

*** Processing Instructions:** Inspect and Auction.

Transaction Details

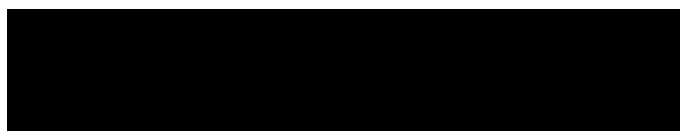
<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>

PE18-012

GM

3-27-2019

Q3



Chevrolet Request for Information, [REDACTED]**From:** GMCACECUpdate <GMCACECUpdate@gm.com>**To:** dismute1 <dismute1@aol.com>**Date:** Wed, Dec 12, 2018 9:58 am

Dear Janelle,

Per our earlier conversation further information will be required to move forward with processing a replacement/repurchase.

Please reply to this email with the following information:

- *Bill of Sale (BOS) or retail sales contract/lease agreement - Complete, Legible and Signed
- *Valid California vehicle registration is current for at least 30 days or Planned Non-Operation (PNO)
- *Financial Institution - name and phone number

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to 866-215-6750 at your earliest convenience.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Chevrolet CA CEC
Phone Number: 866-790-5700

[REDACTED]

AUTO 04/02/2018 TO 04/02/2019 TYPE LA

VEHICLE IDENTIFICATION NUMBER
1GN5CBK5XGR

UT

DATE ISSUED

04/16/2018

DATE FIRST SOLD

00/00/2016

CLASS

NR

CHEV

TR

Yr Model

2016

TOTAL PRICE PAID

\$616

04/16/2018 04/16/2018

ALLIED HEALTHCARE FC
PO BX 93124

LONG BEACH



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

REPAIR INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number 138 Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address 	Co-Buyer Name and Address (Including County and Zip Code) <u>N/A</u>	Seller-Creditor (Name and Address) HARBOR CHEVROLET 3778 CHERRY AVENUE LONG BEACH CA 90807 LOS ANGELES

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TRU TANOE		1N5CZK0XCP	☐ 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 \$ <u>3200.00</u> is \$ <u>76117.68(e)</u>
8.59 %	\$ <u>16985.19(e)</u>	\$ <u>52132.50</u>	\$ <u>67117.68(e)</u>	

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of <u>N/A</u>	<u>N/A</u>	<u>N/A</u>
One Payment of <u>N/A</u>	<u>N/A</u>	<u>N/A</u>
One Payment of <u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>83</u>	<u>799.02</u>	Monthly, beginning <u>05/15/2016</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
One final payment	<u>799.02</u>	<u>DUE ON 04/15/2023</u>

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

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

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 50005.00(A)
1. Cash Price Vehicle \$ 50005.00
 2. Cash Price Accessories \$ N/A
 3. Other (Nontaxable) \$ N/A
Describe N/A
- B. Document Processing Charge (not a governmental fee) \$ 20.00 (B)
- C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)
- D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)
- E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
- F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
- G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
- H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
- I. EV Charging Station (to whom paid) N/A \$ N/A (I)
- J. Sales Tax (on taxable items in A through I) \$ 4596.75 (J)
- K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A \$ 20.00 (K)
- L. (Optional) Service Contract (to whom paid) GMSP \$ 2155.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see are)

Buyer's name and address: [Redacted]

Co-Buyer's name and address: [Redacted]

Seller's name and address: [Redacted]

If not, name and address: [Redacted]

Application for Optional Credit Insurance

- ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	<u>N/A</u> Mos.	<u>N/A</u>	\$ <u>N/A</u>
Credit Disability	<u>N/A</u> Mos.	<u>N/A</u>	\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u>
Insurance Company Name	<u>N/A</u>		
Home Office Address	<u>N/A</u>		

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages

(not a governmental fee) (to whom paid) GMPP \$ 2100.00 (L)

M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (Q) \$ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) GAP CARE ADDENDUM \$ 700.00 (R)

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

T. Other (to whom paid) N/A \$ N/A (T)

For 3.75 \$ N/A (T)

Total Cash Price (A through T) \$ 56600.75 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED \$ 333.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED \$ 100.00 (B)

C. California Tire Fees \$ 0.00 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 433.00 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ 0.00 (3)

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

5. Subtotal (1 through 4) \$ 56167.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2007 Make CHEVROLET TR \$ 6000.00 (A)

Model TIMBER Odom. 101710

VIN 1GNE0130072407672

B. Less Prior Credit or Lease Balance (e) \$ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 6000.00 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 3000.00 (E)

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

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 3000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6) \$ 53167.75 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

Installments of \$ N/A \$ N/A

from this Loan is shown in item 6D.

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

☐ Name of autobroker receiving fee, if applicable:

SE here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to

X Co-Buyer

Ag pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration for additional information concerning the agreement to arbitrate.

Buyer Signs X Co-Buyer Signs X

OPTION: ☐ Year, item 7, is paid in full on or before Year SELLER'S INITIALS

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

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

OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. PUBLIC LIABILITY TERMS AND CONDITIONS.

X your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

N/A X N/A N/A
Date Buyer Signature Age

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 96 Mos. GAP CARE ADDENDUM

I want to buy

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company GMPP

Term 72 Mos. or 60000 Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer Signs X

HOW TO CANCEL This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X

Co-Buyer Signs X

G. Cash \$ (G)
Total Downpayment (C through G) \$ (6)
(If negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1Q above)
7. Amount Financed (5 less 6) \$ (7)

Term Mos. or Miles
1P Company
Term Miles
Buyer X

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From:
Amount \$ Finance Charge \$
Total \$ Payable in
Installments of \$ \$
from this loan is shown in item 6D.

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

☐ Name of autobroker receiving fee, if applicable:

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

Buyer Signs
Co-Buyer Signs

SE sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to
X
Buyer X Co-Buyer X

Ad that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral,
binding arbitration for additional information concerning the agreement to arbitrate.
Buyer Signs X Co-Buyer Signs X

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

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

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

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

UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X
Trade as the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any coverage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract for Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X Co-Buyer Signature X

Notice to buy 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 may cancel this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair change.

Buyer Signature X Co-Buyer Signature X

The Annual Finance Charge is negotiable with the Seller. The Seller may assign this contract to the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature X Co-Buyer Signature X Date

Co-Buyers and Other does not have to pay the interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release relating to this contract or extend the contract. Each Guarantor acknowledges Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-

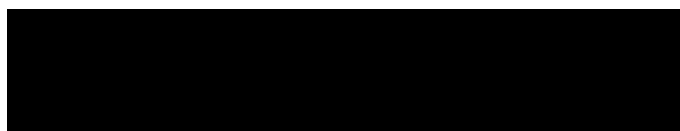
Guarantor X Date
Address

PE18-012

GM

3-27-2019

Q3



2016 TAHOE 2WD LT
GBA BLACK /V8G
H2U JET BLACK
ORDER NO. /TRE STOCK NO.
VIN 1GN SCBK CX GR
*****4780*****13*20199S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
CC15706 TAHOE 2WD LT 52030.00 48387.90 INVOICE 07/27/15
ATV SEATS, SECOND ROW BUCKET 590.00 536.90 SHIPPED 07/27/15
C5Y GVW RATING - 7100 LBS N/C N/C EXP I/T 08/09/15
I06 CHEVROLET MYLINK AUDIO SYSTEM 495.00 450.45 INT COM 08/10/15
W/ 8" DIAGONAL COLOR TOUCH PRC EFF 07/27/15
AND NAVIGATION KEYS V5286 V5286
APPLE CARPLAY CAPABILITY WFP-S QTR OPT-1
PROVIDED BY APPLE. AVAILABLE BANK: WELLS FARGO
WITH COMPATIBLE SMARTPHONES CHG-TO 20-199
L83 ENGINE, 5.3L V8 ECOTEC3 N/C N/C
MYC TRANSMISSION, 6 SPD AUTOMATIC N/C N/C SHIP WT: 5262
RD4 WHEELS, 20" POLISHED ALUMINUM 1400.00 1274.00 HP: 45.7
(REPLACES STANDARD WHEELS) GVWR: 7100
SFZ BLACK BOWTIE EMBLEMS 185.00 168.35 GAWR.FT: 3200
(DEALER INSTALLED) GAWR.RR: 4100
VV4 4G LTE WI-FI(R) HOTSPOT WITH 0.00 0.00 EMPLOY: 50179.90
LIMITED DATA TRIAL AND MORE. SUPPLR: 52212.60
(SUBJECT TO TERMS SEE NTR: 1/2
ONSTAR.COM) DAN: 20NAV
YF5 50-STATE EMISSIONS N/C N/C EMPINC: 3130.59
SUPINC: 1097.89

TOTAL MODEL & OPTIONS 54700.00 50817.60 ACT 237 50371.60
DESTINATION CHARGE 1195.00 1195.00 H/B 261 1641.00
DEALER IMR CONTRIBUTION 547.00 ADV 261 547.00
LMA GROUP CONTRIBUTION 547.00 EXP 65A 547.00

TOTAL 55895.00 53106.60 PAY 310 53106.60
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 50685.15

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

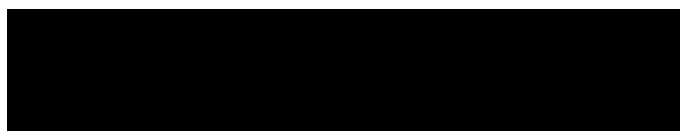
HARBOR CHEVROLET CORPORATION

PE18-012

GM

3-27-2019

Q3



Rojelio Hernandez (C)

From: Rojelio Hernandez (C)
Sent: Monday, January 07, 2019 2:43 PM
To: Teara Evans (C)
Subject: FW: GM Case# [REDACTED]

Here is the thread below...

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

From: Corwin Keal (C)
Sent: Monday, January 07, 2019 2:20 PM
To: Rojelio Hernandez (C)
Subject: FW: GM Case# [REDACTED]

Roy,

Has Teara processed this?

Sincerely,

Corwin Keal
Operations Manager – CA CEC & Marketing Support Alorica on behalf of General Motors
Desk: 512-389-7067 | Fax: 866-266-1794
Corwin.Keal@gm.com

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

From: Repurchase Reviewer
Sent: Monday, January 07, 2019 1:56 PM
To: Repurchase Reviewer <repurchasereviewer@gm.com>; Corwin Keal (C) <corwin.keal@gm.com>; Michelle Mock <michelle.mock@gm.com>
Subject: RE: GM Case# [REDACTED]

Corwin,

I'm just checking on where we were for the processing of \$784 for this one.

Thank you,

Dave McWhorter
CA CEC Senior Repurchase Reviewer
Alorica on Behalf of General Motors
Work: 512.389.7087
Email: david.mcwhorter@gm.com

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

From: Repurchase Reviewer
Sent: Wednesday, January 02, 2019 5:03 PM

To: Melissa Durow <Melissa.Durow@gmrvdchq.com>; Corwin Keal (C) <corwin.keal@gm.com>; Michelle Mock <michelle.mock@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Rene Kolka <Rene.Kolka@gmrvdchq.com>
Subject: RE: GM Case# [REDACTED]

Melissa,

RO [REDACTED] was all warranty-covered. Nothing to reimburse.

RO [REDACTED] - the only items which were non-maintenance and related to the repurchase reason was the replacement brake pads. Totaling up the costs listed on Job 3 of that RO (which was the brake pad replacement), we have a total of \$784 that we would reimburse for.

Corwin -- This case belong to Teara when it was in CA CEC. Could you please have someone process the reimbursement for this?

Thank you,

Dave McWhorter
CA CEC Senior Repurchase Reviewer
Alorica on Behalf of General Motors
Work: 512.389.7087
Email: david.mcwhorter@gm.com

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

From: Melissa Durow [<mailto:Melissa.Durow@gmrvdchq.com>]
Sent: Wednesday, January 02, 2019 2:42 PM
To: Corwin Keal (C) <corwin.keal@gm.com>; Michelle Mock <michelle.mock@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Rene Kolka <Rene.Kolka@gmrvdchq.com>
Subject: [EXTERNAL] FW: GM Case# [REDACTED]

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

From: Rene Kolka
Sent: Wednesday, January 02, 2019 3:38 PM
To: Melissa Durow
Subject: GM Case# [REDACTED]

Melissa,

Customer is seeking reimbursement for vehicle repairs that she states are related to the repurchase. Please see attached.

Kind regards,
René Kolka | Repurchase Coordinator
GM RVDC
T 866.802.6625 x 1228 | F 866.802.6668

Rene.Kolka@gmrvdchq.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

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

From: Staples Business Center [<mailto:Ccreg04@staplesbusinesscenter.com>]

Sent: Wednesday, January 02, 2019 11:46 AM

To: Rene Kolka <Rene.Kolka@gmrvdchq.com>

Subject: Service documents

From: [REDACTED]

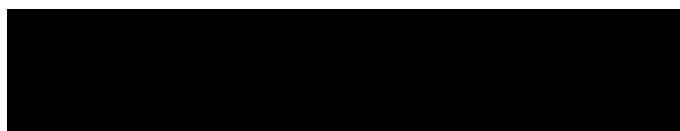
The first two documents will show when I first brought my vehicle in 11/2016. Mileage was at 10,747.

PE18-012

GM

3-27-2019

Q3



* * * Communication Result Report (Dec. 12. 2018 3:55PM) * * *

23

Date/Time: Dec. 12. 2018 3:50PM

File	No. Mode	Destination	Pg(s)	Result	Page Not Sent
1047	Memory TX	918662156750	P. 5	OK	

Reason for error
 (1) Hang up or line fall
 (2) No answer
 (3) Exceeded max. E-mail size
 (4) Busy
 (5) No facsimile connection
 (6) Destination does not support IP-Fax

AOL 9807 - Message View

Chevrolet Request for Information, [REDACTED]
 From: GMCAECBUupdate <GMCAECBUupdate@gm.com>
 To: [REDACTED]
 Date: Wed, Dec 12, 2018 9:58 am

Dear [REDACTED],

For our dealer communication further information will be required to move forward with processing a
 A/SUBS/MR/MR-repurchases.

Please reply to this email with the following information:

*Title of Sale (BOB) or VEHICLE SALE CONTRACT/LEASE AGREEMENT - Complete, Legible and Signed
 *Valid California vehicle registration is current for at least 30 days or Planned Non-Operation (PNO)
 *Financial Institution - name and phone number

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the
 requested information to 650-215-0750 at your earliest convenience.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Cheryll CA CEG
 Phone Number: 956.780.5700

[REDACTED]

[REDACTED]

Chevrolet Request for Information, [REDACTED]

From: GMCACECUpdate <GMCACECUpdate@gm.com>

To: [REDACTED]

Date: Wed, Dec 12, 2018 9:58 am

Dear [REDACTED]

Per our earlier conversation further information will be required to move forward with processing a replacement/repurchase.

Please reply to this email with the following information:

- *Bill of Sale (BOS) or retail sales contract/lease agreement - Complete, Legible and Signed
- *Valid California vehicle registration is current for at least 30 days or Planned Non-Operation (PNO)
- *Financial Institution - name and phone number

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to 866-215-6750 at your earliest convenience.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Chevrolet CA CEC
Phone Number: 866-790-5700

[REDACTED]

AUTO 04/02/2018 TO 04/02/2019 TYPE LA

VEHICLE IDENTIFICATION NUMBER 1GNSCBKCXGR

BODY TYPE MODEL UT

DATE FIRST SOLD 00/00/2016

CLASS NR

NAME CHEV

DATE ISSUED 04/16/2018

TYPE VER 120

MP G

AK

WC

UNLADEN/CONV

YEAR 2016

TOTAL FEES PAID \$616

1900

04/16/2018 10:20:00

04/16/2018 10:20:00

ALLIED HEALTHCARE FC
PO BOX 93126

LONG BEACH



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

Dealer Number 138

Contract Number

R.O.S. Number

Stock Number

Buyer Name and Address [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller/Creditor (Name and Address) HARBOR CHEVROLET 3770 CHERRY AVENUE LONG BEACH CA 90807 LOS ANGELES

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
	2015	CHEVROLET TRU		1N5CBK0XG	Personal, family or household unless otherwise indicated below. Business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$3000.00
6.39 %	\$ 16985.18(e)	\$ 38132.55	\$ 67117.68(e)	\$ 76137.68(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	799.02	Monthly beginning 05/15/2016
N/A	N/A	N/A
One final payment	799.02	DUE ON 04/15/2023

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price	\$ 56995.00(A)
A. Cash Price of Motor Vehicle and Accessories	\$ 56995.00
1. Cash Price Vehicle	\$ N/A
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 200.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. EV Charging Station (to whom paid) N/A	\$ N/A (I)
J. Sales Tax (on taxable items in A through I)	\$ 4559.75 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A	\$ 29.00 (K)
L. (Optional) Dealer Contract/Document Fee (to whom paid) N/A	\$ 29.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires, (see back of contract for more information) if you wish to do so.

Buyer

Co-Buyer

Seller

If any named

Application for Optional Credit Insurance

☒ Credit Life	☐ Buyer	☐ Co-Buyer	☐ Both
☐ Credit Disability (Buyer Only)			
Term	Exp.	Premium	
Credit Life N/A Mos	N/A	\$ N/A	
Credit Disability N/A Mos	N/A	\$ N/A	
Total Credit Insurance Premiums		\$ N/A	
Insurance Company Name	N/A		

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages.

Dec. 12, 2018 4:31 PM

L. (Optional) Service Contract (to whom paid) N/A \$ N/A (L)

M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) \$ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) GAP CARE ADDENDUM \$ 795.00 (R)

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

T. Other (to whom paid) N/A \$ N/A (T)

For N/A \$ N/A (T)

Total Cash Price (A through T) \$ 59608.75 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fee ESTIMATED \$ 331.00 (A)

B. Registration/Transfer/Tiling Fee ESTIMATED \$ 122.00 (B)

C. California Title Fee \$ 9.75 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 462.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

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

5. Subtotal (1 through 4) \$ 59132.50 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2007 Make CHEVROLET TR \$ 6000.00 (A)

Model LANCIE Odor 101718

VIN 1CM7G130071

B. Less Prior Credit or Lease Balance (e) \$ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 6000.00 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 5000.00 (E)

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

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 5000.00 (6)

(If negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) \$ 54132.50 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
Installments of \$ N/A
from this Loan is shown in item 6D.

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

☐ Name of autobroker receiving fee, if applicable:

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

Under this contract, you or we may elect to resolve any dispute by neutral arbitration.

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

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

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

IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

UNDER THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

X N/A
older or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6D of the Itemization of Amount Financed.

reached your disability insurance No. 1049 you are eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 36 Mos. GAP CARE ADDENDUM
Name of Gap Contract

I want to N/A
Buyer Sign N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company GMPS
Term 72 Mos. or Unlimited Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term N/A Mos. or N/A Miles

Buyer Sign N/A

HOW TO RESOLVE DISPUTES
This contract contains the entire agreement between you and us relation to this contract. Any change to the contract must be in writing and signed by both parties. Buyer Signs N/A Co-Buyer Signs N/A

Dec. 12, 2018, 4:32PM

Total \$ 5000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6)

\$ 5000.00 (7)

SELLER-ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From:

Amount \$ Finance Charge \$

Total \$ Payable in

Installments of \$

from this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

Term No. 1049 of P. 6 Miles

1P Company

Term

Buyer

HOW

contract must be in writing and both you and we must sign it.

Buyer Signs

Co-Buyer Signs

SELLER'S RIGHT TO CANCEL: If Seller is unable to deliver the vehicle, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to deliver the vehicle.

Buyer Signs X Co-Buyer Signs X

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

Buyer Signs X Co-Buyer Signs X

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before

SELLER'S INITIALS

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

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

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

UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Buyer Signs X

The lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed is an estimate.

If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back, this refund is for Credit or Lease Balance shown in 6B or any refund.

Buyer Signs X Co-Buyer Signature X

Notice to Buyer: (1) If it contains any blank spaces to be filled in. (2) You are entitled to a completely filled-in copy of this contract. (3) You may cancel this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair practice.

Buyer Signature X Seller Signature X

The Annual Percentage Rate (APR) is the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

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

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

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

Buyer Signature X Buyer Signature X Date

Co-Buyers and Other Owners: If there is more than one buyer, each buyer must sign. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to and security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually Guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor must: (1) give a full or partial release to any other Guarantor; (3) relating to this contract or extend the contract. Each Guarantor acknowledges that this Guaranty is a separate contract. Each Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's default, and notice of any other action taken by us.

Guarantor X Date

Signature X

04/12/2018 4:35PM

12/1/2018 4:35PM

Allied healthcare

Federal Credit Union

(562) 9330370

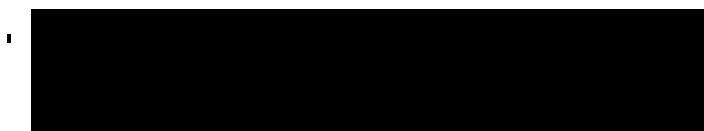
Balance: 38,340.¹⁵

PE18-012

GM

3-27-2019

Q3



Chevrolet Request for Information, [REDACTED]

From: GMCACECUpdate <GMCACECUpdate@gm.com>

To: [REDACTED]

Date: Wed, Dec 12, 2018 9:58 am

Dear [REDACTED]

Per our earlier conversation further information will be required to move forward with processing a replacement/repurchase.

Please reply to this email with the following information:

- *Bill of Sale (BOS) or retail sales contract/lease agreement - Complete, Legible and Signed
- *Valid California vehicle registration is current for at least 30 days or Planned Non-Operation (PNO)
- *Financial Institution - name and phone number

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to 866-215-6750 at your earliest convenience.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Chevrolet CA CEC
Phone Number: 866-790-5700



AUTO 04/02/2018 TO 04/02/2019 TYPE LA

VEHICLE IDENTIFICATION NUMBER
1GN5CBKCXGR

DATE FIRST SOLD
00/00/2016

CLASS
NR

MAKE
CHEV

MODEL
2016

DATE ISSUED
04/16/2018

TYPE
120

AX
G

WE
1900

TOTAL REG FEE
\$616

04/16/2018
04/16/2018
04/16/2018

04/16/2018
04/16/2018
04/16/2018

ALLIED HEALTHCARE FC
PO BX 93126
LONG BEACH

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

Dealer Number 235

Contract Number

R.O.S. Number

Stock Number

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller/Creditor (Name and Address)
	N/A	HARBOR CHEVROLET 3776 CHERRY AVENUE LONG BEACH CA 90807 LOS ANGELES

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
	2015	CHEVROLET TRU TAC		1G6AK0GK6G	Personal, family or household unless otherwise indicated below ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
5.59 %	\$ 18085.19(e)	\$ 56132.80	\$ 67117.68(e)	\$ 9205.03 is \$ 76117.68(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of:	N/A	N/A
One Payment of:	N/A	N/A
One Payment of:	N/A	N/A
83	799.32	Monthly beginning 06/15/2016
N/A	N/A	N/A
One final payment	799.02	DUE ON 06/15/2023

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 52955.00(A)
1. Cash Price Vehicle	\$ 52955.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 300.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. EV Charging Station (to whom paid) N/A	\$ N/A (I)
J. Sales Tax (on taxable items in A through I)	\$ 4806.75 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A	\$ 20.00 (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ 5105.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ N/A Bod. Corp. Fire & Theft	N/A Mos	\$ N/A
\$ N/A Bod. Collision	N/A Mos	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos	\$ N/A
Property Damage \$ N/A Limits	N/A Mos	\$ N/A
Medical N/A	N/A Mos	\$ N/A
N/A	N/A Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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

You may buy the physical damage insurance this contract requires (see back of this contract).

are not

Buyer

Co-Buyer

Seller

If any

named

Application for Optional Credit Insurance

☒ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos	N/A	N/A
Credit Disability	N/A Mos	N/A	N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		
Home Office Address	N/A		

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages.

L. (Optional) Service Contract (to whom paid) N/A \$ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (Q) \$ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) GAP CARE ADDENDUM \$ 795.00 (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (S)
T. Other (to whom paid) N/A \$ N/A (T)
For N/A \$ N/A (T)
Total Cash Price (A through T) \$ 5599.75 (1)
2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATED \$ 33.00 (A)
B. Registration/Transfer/Titling Fee ESTIMATED \$ 102.00 (B)
C. California Tire Fees \$ 6.75 (C)
D. Other N/A \$ N/A (D)
Total Official Fees (A through D) \$ 141.75 (2)
3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee \$ N/A (4)
5. Subtotal (1 through 4) \$ 5741.50 (5)
6. Total Downpayment
A. Agreed Trade-In Value Yr 2007 Make CHEVROLET Tr TR \$ 6000.00 (A)
Model CAR Odor 181746
VIN 1GMP130270
B. Less Prior Credit or Lease Balance (e) \$ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) \$ 6000.00 (C)
D. Deferred Downpayment \$ N/A (D)
E. Manufacturer's Rebate \$ 1000.00 (E)
F. Other N/A \$ N/A (F)
G. Cash \$ N/A (G)
Total Downpayment (C through G) \$ 5000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)
7. Amount Financed (5 less 6) \$ 741.50 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
Installments of \$ N/A \$ N/A
from this loan is shown in item 8D.

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

☐ Name of autobroker receiving fee, if applicable:

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

[Redacted] X
Co-Buyer

Agreement: A. A Broker, by signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration. Information concerning the agreement to arbitrate.

Buyer Sign [Redacted] Co-Buyer Sign X [Redacted]

OPTION: [Redacted] paid in full on or before 12/28 Year 2008 SELLER'S INITIALS [Redacted]

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

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

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

[Redacted] AND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

[Redacted] X
Trade-In Payoff Agreement: Seller holds no responsibility for you or your vehicle if your trade-in vehicle is active at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

required your disability insurance No. 1048 you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

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

OPTIONAL GAP CONTRACT A gap contract (debit cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, this charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 24 Mos. GAP CARE ADDENDUM

I want to buy [Redacted]
Buyer Sign [Redacted]

OPTIONAL to purchase the service contract(s) together with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company GMPP
Term 72 Mos. or 60000 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer Sign [Redacted]

HOW TO
contract and use contract must sign
Buyer Sign [Redacted]
Co-Buyer Sign [Redacted]

U.S. Dec. 12, 2018 3:59PM

Total Finance Charge (for Seller's Use)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6)

\$ 30,000.00 (6)

\$ 30,000.00 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From:

Amount \$ 20,000.00 Finance Charge \$ 10,000.00

Total \$ 30,000.00 Payable in 12/24

Installments of \$ 2,500.00

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

Term 12/24 No. 1046 P. 5 Miles

1P Company N/A

Term

Buyer

HOW

contra

and us

contra

must s

Buyer S

Co-Buyer

provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to

X

Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration. Additional information concerning the agreement to arbitrate.

Buyer Signs Co-Buyer Signs X

OPTION: ☐ You pay no finance charge if the vehicle financed, item 7, is paid in full on or before 12/24 Year 12/24 SELLER'S INITIALS

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

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

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

IF YOU SIGN THESE PUBLIC LIABILITY TERMS AND CONDITIONS,

S/S X

X

Trade-in: Seller or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any coverage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back, Credit or Lease Balance shown in 6B or any refund.

Buyer S Co-Buyer Signature X

Notice in copy under t If it contains any blank spaces to be filled in. (2) You are entitled to a completely filled copy of this agreement at any time. (4) If you default in the performance of your obligations under this agreement, you shall be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair trade practice to do so.

Buyer Signature Co-Buyer Signature X

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. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature X Co-Buyer Signature X Date

Co-Buyers and Other Owners: If you are a co-buyer or other owner of the vehicle, you are responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. If you are a co-buyer or other owner, you must sign this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to make any monthly payment on this contract, each Guarantor must pay it when asked. Each Guarantor agrees to provide a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to: (1) make all payments; (2) give a full or partial release to any other Guarantor; (3) release any other Guarantor from liability relating to this contract or extend this contract. Each Guarantor acknowledges that this Guaranty is a separate and enforceable contract. Each Guarantor acknowledges that this Guaranty is a separate and enforceable contract. Each Guarantor acknowledges that this Guaranty is a separate and enforceable contract.

Guarantor X Date

Address N/A

Federal Credit Union

(502) 9330370

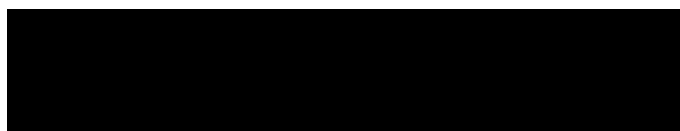
Balance: 38,340.¹⁵

PE18-012

GM

3-27-2019

Q3



Chevrolet Request for Information [REDACTED]

From: GMCACECUpdate <GMCACECUpdate@gm.com>

To: [REDACTED]

Date: Wed, Dec 12, 2018 9:58 am

Dear [REDACTED]

Per our earlier conversation further information will be required to move forward with processing a replacement/repurchase.

Please reply to this email with the following information:

- *Bill of Sale (BOS) or retail sales contract/lease agreement - Complete, Legible and Signed
- *Valid California vehicle registration is current for at least 30 days or Planned Non-Operation (PNO)
- *Financial Institution - name and phone number

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to 866-215-6750 at your earliest convenience.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Chevrolet CA CEC
Phone Number: 866-790-5700



Dealer Number

Contract Number

R.O.S. Number

Stock Number

Buyer Name and Address

Co-Buyer Name and Address
(Including County and Zip Code)
N/A

Seller-Creditor (Name and Address)

HARBOR CHEVROLET
3770 CHERRY AVENUE
LONG BEACH CA 90807
LOS ANGELES

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

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2018	CHEVROLET TRAILBLAZE		2500K0XGR	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 \$9000.00
8.59 %	\$ 18995.18(e)	\$ 57132.55	\$ 67117.68(e)	\$ 76117.68(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	799.92	Monthly, beginning 05/15/2016
N/A	N/A	N/A
One final payment	799.92	DUE ON 04/15/2023

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about to payments, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ 50995.00(A)

1. Cash Price Vehicle \$ 50995.00

2. Cash Price Accessories \$ N/A

3. Other (Nontaxable) \$ N/A

Describe N/A \$ N/A

Describe N/A \$ N/A

B. Document Processing Charge (not a governmental fee) \$ 25.00 (B)

C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)

E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)

F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)

G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)

H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)

I. EV Charging Station (to whom paid) N/A \$ N/A (I)

J. Sales Tax (on taxable items in A through I) \$ 2506.75 (J)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A \$ N/A (K)

L. (Optional) Service Contract (to whom paid) 9000.00 \$ 9000.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer

Co-Buyer

Seller

if any in

named in

Application for Optional Credit Insurance

☒ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both☐ Credit Disability (Buyer Only)

Term Exp. Premium

Credit Life N/A Mos. N/A \$ N/A

Credit Disability N/A Mos. N/A \$ N/A

Total Credit Insurance Premiums \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for this insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday; (2) You are eligible for disability insurance only if you are working for wages.

L. (Optional) Service Contract (to whom paid) N/A \$ 2,195.00 (L)
M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) \$ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) GAP CARE ADDENDUM \$ 795.00 (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (S)
T. Other (to whom paid) N/A For N/A \$ N/A (T)
Total Cash Price (A through T) \$ 55,600.75 (1)
2. **Amounts Paid to Public Officials**
A. Vehicle License Fees ESTIMATED \$ 331.00 (A)
B. Registration/Transfer/Titling Fees ESTIMATED \$ 102.00 (B)
C. California Title Fees \$ 5.75 (C)
D. Other N/A \$ N/A (D)
Total Official Fees (A through D) \$ 438.75 (2)
3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** \$ N/A (4)
5. **Subtotal (1 through 4)** \$ 56,132.50 (5)
6. **Total Downpayment**
A. Agreed Trade-In Value Yr. 2007 Make CHEVROLET Tr. \$ 6,000.00 (A)
Model CADILLAC Odor 101736
VIN 1GMP100070
B. Less Prior Credit or Lease Balance (e) \$ N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number) \$ 6,000.00 (C)
D. Deferred Downpayment \$ N/A (D)
E. Manufacturer's Rebate \$ 3,000.00 (E)
F. Other N/A \$ N/A (F)
G. Cash \$ N/A (G)
Total Downpayment (C through G) \$ 3,000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)
7. **Amount Financed (5 less 6)** \$ 53,132.50 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this loan is shown in item 8D.

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

☐ Name of autobroker receiving fee, if applicable:

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

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

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

Buyer Signs X N/A Co-Buyer Signs X N/A

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

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

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

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

SEE PUBLIC LIABILITY TERMS AND CONDITIONS.

X N/A
Successor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed.

reached your No. 1047 by 2 p. you are eligible for disability insurance. If you are working for wages or profit 30 hours a week or more on the Effective Date, (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

N/A X N/A N/A
Date Buyer Signature Age

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 04 Mos. GAP CARE ADDENDUM
Name of Gap Contract

I want to buy N/A
Buyer Sign N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company GMPP
Term 72 Mos. or 60,000 Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term N/A Mos. or N/A Miles

Buyer N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X N/A
Co-Buyer Signs N/A

Dec. 12, 2018 3:53PM

Total Finance Charge \$ 3000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6)

\$ 3000.00 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From:

Amount \$ 3000.00 Finance Charge \$ 3000.00

Total \$ 6000.00 Payable in 24/24

Installments of \$ 250.00 \$ 250.00

from this Loan is shown in item 8D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

Term 12/24 No. 1047 of P. 5 13/14 Miles

1P Company N/A

Term 12/24 Miles

Buyer N/A

HOW SIGNED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign

Buyer Signs

Co-Buyer Signs

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

WARNING: X Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration. Additional information concerning the agreement to arbitrate.

Buyer Signs X Co-Buyer Signs X

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before 12/24 Year 12/24 SELLER'S INITIALS N/A

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

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

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

X 12/24

The Seller agrees to pay the payoff amount shown in item 8B to the lender or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 8B of the itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 8B to the lender or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 8B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 8B, Seller will refund to you any overage Seller receives from your prior lender or lessor. Except as stated in the "NOTICE" on the back of this contract, the Seller will not be obligated to refund the Prior Credit or Lease Balance shown in 8B or any refund.

Buyer Signs X Co-Buyer Signature X

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X Co-Buyer Signature X

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. For more information on the contract cancellation option agreement for details.

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Buyer Signature X Co-Buyer Signature X Date

Co-Buyers and Other: If you are not the primary buyer, you are not required to pay the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. This other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract if Buyer fails to pay any money owing on this contract. Each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to: (1) defend, indemnify and hold us harmless from all claims, damages, costs and expenses, including attorney's fees, arising from this contract or extend the contract. Each Guarantor waives notice of acceptance of this Guaranty, notice of the Bu

Guarantor X

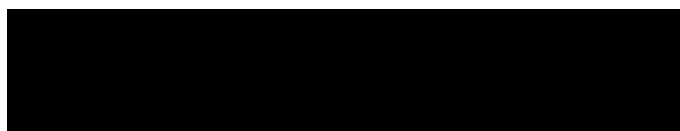
Address N/A

PE18-012

GM

3-27-2019

Q3





Family Owned Since 1923
HARBOR
AUTOMOTIVE

P.O. Box 7217
3770 Cherry Ave
Long Beach, CA 90807
(562) 426-3341
Harbor-hyundai.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:45 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
BAR # ARD 011537 EPA# CAD 981452097

R/O Open Date	
7/18/18	
R/O Close Date	Status
7/20/18	Final
Mileage In	Mileage Out
31728	31730
Service Advisor / Tag #	
GENARO PEREZ	
Vehicle Identification Number	
1GNSCBKCXGE	
Delivery Date	In-Service Date
3/31/16	
Color	License Number
BLACK	

2016 CHEVROLET TRU TAHOE
G0026

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Tech: RIGOBERTO GONZALEZ (15)

560.00

Installed 84320501 :SL-N-PAD KIT (05017-CT)

1@115.00

115.00

Installed 84176464 :SL-N-PAD KIT (05017-CT)

1@109.00

109.00

REPLACED FRONT AND REAR BRAKE PADS AND HARDWARE
WITH NEW PARTS. RE-FINISHED FRONT AND REAR
ROTORS, CLEANED AND RE-LUBRICATED CALIPER SLIDE
PINS USING SYNTHETIC BRAKE LUBE. TORQUED WHEELS
TO 140FT/LBS AND ROAD TESTED TO VERIFY REPAIRS.
OK AT THIS TIME.

Sub Total: 784.00

#4 - 13CTZZTIRE: TIRE PRESSURE CHECK

INSPECT TIRE PRESSURES LEFT FRONT...RIGHT FRONT...

LEFT REAR...RIGHT REAR

Caused by

35 35 35 35

1.LF 2.RF 3.LR 4.RR

Tech: RIGOBERTO GONZALEZ (15)

PERFORMED TIRE PRESSURE INSPECTION AND ADJUSTED AS
NEEDED

Sub Total: .00

#5 - 14MPI: 27 POINT INSPECTION

Caused by

27 POINT INSPECTION

Tech: RIGOBERTO GONZALEZ (15)

27 POINT INSPECTION

Sub Total: .00

"I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS
AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON
STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION ALL LABOR
TESTING AND OR INSPECTION ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO
ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING

LABOR

PARTS

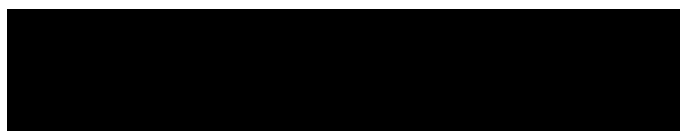
DEDUCTIBLE

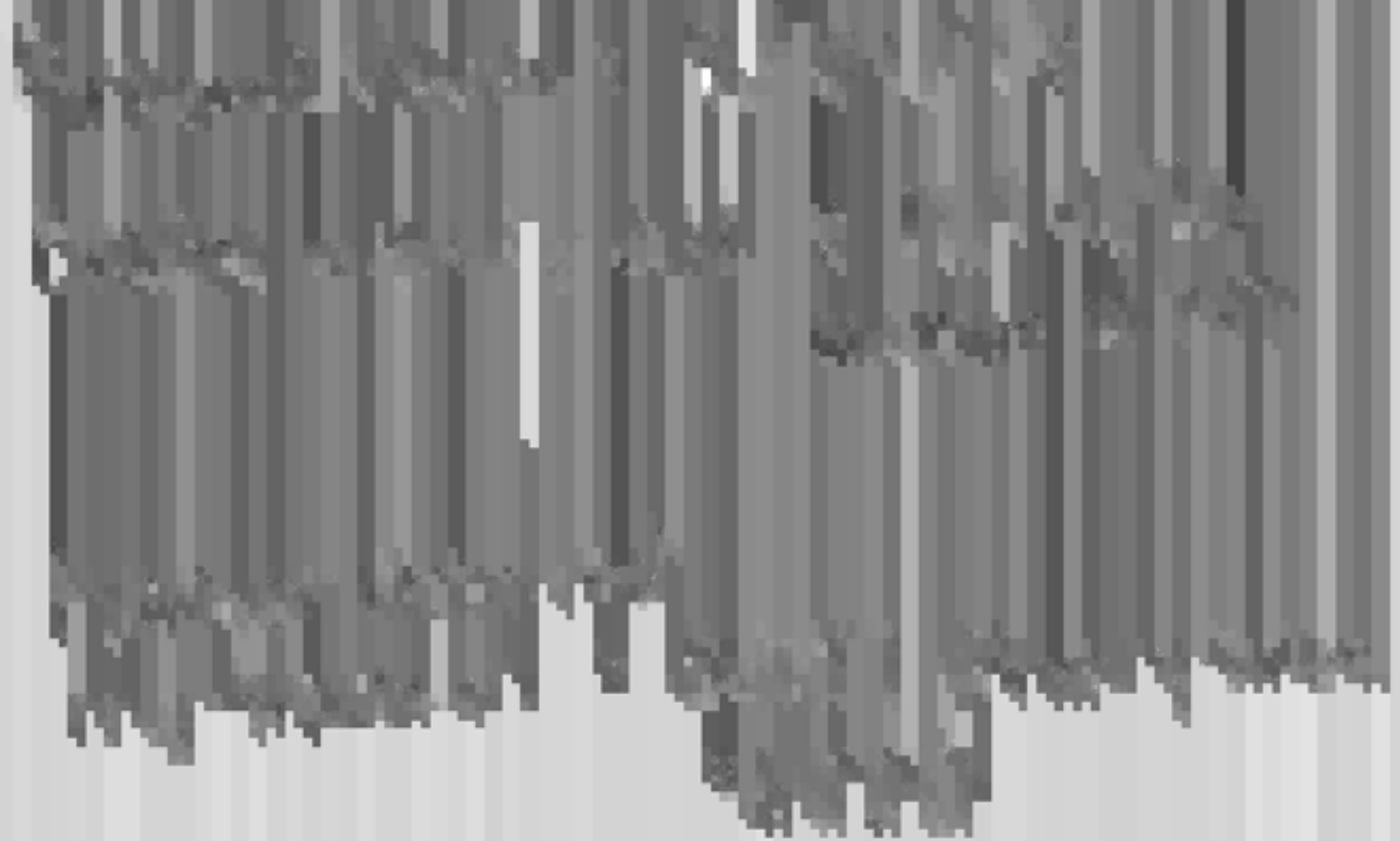
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3-27-2019

Q3







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1992

[illegible]



[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

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DESCRIPTION OF DISORDER AND PARTS	AGENCY

[illegible]

1. $2x^2 + 3x - 4$

1. **Author:** [Redacted]
 2. **Title:** [Redacted]
 3. **Journal:** [Redacted]
 4. **Volume:** [Redacted]
 5. **Issue:** [Redacted]
 6. **Page:** [Redacted]
 7. **Year:** [Redacted]
 8. **DOI:** [Redacted]
 9. **URL:** [Redacted]
 10. **Accessed:** [Redacted]



[illegible]

1. Introduction	✓
2. Objectives	✓
3. Scope	✓
4. Methodology	✓
5. Results and Discussion	✓
6. Conclusion	✓
7. References	✓
8. Appendix	✓
9. Index	✓
10. Summary	✓
11. Conclusion	✓
12. References	✓
13. Appendix	✓
14. Index	✓
15. Summary	✓
16. Conclusion	✓
17. References	✓
18. Appendix	✓
19. Index	✓
20. Summary	✓
21. Conclusion	✓
22. References	✓
23. Appendix	✓
24. Index	✓
25. Summary	✓
26. Conclusion	✓
27. References	✓
28. Appendix	✓
29. Index	✓
30. Summary	✓
31. Conclusion	✓
32. References	✓
33. Appendix	✓
34. Index	✓
35. Summary	✓
36. Conclusion	✓
37. References	✓
38. Appendix	✓
39. Index	✓
40. Summary	✓
41. Conclusion	✓
42. References	✓
43. Appendix	✓
44. Index	✓
45. Summary	✓
46. Conclusion	✓
47. References	✓
48. Appendix	✓
49. Index	✓
50. Summary	✓
51. Conclusion	✓
52. References	✓
53. Appendix	✓
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55. Summary	✓
56. Conclusion	✓
57. References	✓
58. Appendix	✓
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60. Summary	✓
61. Conclusion	✓
62. References	✓
63. Appendix	✓
64. Index	✓
65. Summary	✓
66. Conclusion	✓
67. References	✓
68. Appendix	✓
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70. Summary	✓
71. Conclusion	✓
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73. Appendix	✓
74. Index	✓
75. Summary	✓
76. Conclusion	✓
77. References	✓
78. Appendix	✓
79. Index	✓
80. Summary	✓
81. Conclusion	✓
82. References	✓
83. Appendix	✓
84. Index	✓
85. Summary	✓
86. Conclusion	✓
87. References	✓
88. Appendix	✓
89. Index	✓
90. Summary	✓
91. Conclusion	✓
92. References	✓
93. Appendix	✓
94. Index	✓
95. Summary	✓
96. Conclusion	✓
97. References	✓
98. Appendix	✓
99. Index	✓
100. Summary	✓
101. Conclusion	✓
102. References	✓
103. Appendix	✓
104. Index	✓
105. Summary	✓
106. Conclusion	✓
107. References	✓
108. Appendix	✓
109. Index	✓
110. Summary	✓
111. Conclusion	✓
112. References	✓
113. Appendix	✓
114. Index	✓
115. Summary	✓
116. Conclusion	✓
117. References	✓
118. Appendix	✓
119. Index	✓
120. Summary	✓
121. Conclusion	✓
122. References	✓
123. Appendix	✓
124. Index	✓
125. Summary	✓
126. Conclusion	✓
127. References	✓
128. Appendix	✓
129. Index	✓
130. Summary	✓
131. Conclusion	✓
132. References	✓
133. Appendix	✓
134. Index	✓
135. Summary	✓
136. Conclusion	✓
137. References	✓
138. Appendix	✓
139. Index	✓





THE UNIVERSITY OF CHICAGO

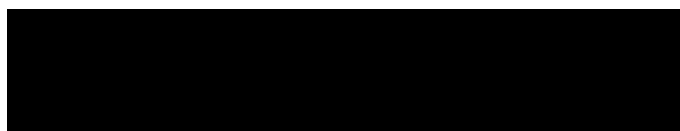


PE18-012

GM

3-27-2019

Q3



info [Automated], 06 Dec. 2018, 3:27pm

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

info [Automated], 06 Dec. 2018, 3:27pm

You are now chatting with GMC.

GMC, 06 Dec. 2018, 3:27pm

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

██████████, 06 Dec. 2018, 3:28pm

Hello, I would like to have the link to your GMC complaint department

GMC, 06 Dec. 2018, 3:28pm

[Rich Content]

GMC, 06 Dec. 2018, 3:28pm

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

██████████ 06 Dec. 2018, 3:28pm

Vehicle Service or Warranty

GMC, 06 Dec. 2018, 3:28pm

Just a moment...

info [Automated], 06 Dec. 2018, 3:28pm

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

GMC [Private], 06 Dec. 2018, 3:28pm

US_CS_Services

info [Automated], 06 Dec. 2018, 3:28pm

You are now chatting with Nisa.

Nisa, 06 Dec. 2018, 3:29pm

Thank you for contacting the GMC Customer Assistance Center, [REDACTED]. My name is Nisa. Please allow me two to three minutes to research your question.

[REDACTED] 06 Dec. 2018, 3:29pm

Okay

Nisa, 06 Dec. 2018, 3:30pm

Hello, [REDACTED] ! If you have a complaint, you have reached the right department.

Nisa, 06 Dec. 2018, 3:30pm

Can you tell me more about your concern?

[REDACTED] 06 Dec. 2018, 3:33pm

Yes. I was having issues with my brakes on my 2015 sierra 1500. Today, I took it in for a diagnostics. They told me that my vacuum pump failed which caused damage to the master cylinder and brake booster. It will cost me 1,095 to fix. I discovered online that gm is under investigation for faulty brake vacuum pumps. Is this something that can be taken care of by GMC?

Nisa, 06 Dec. 2018, 3:34pm

I understand that you're having a concern with your vehicle. I know how inconvenient it is to incur unexpected concern with the vehicle. Let's see what we can do to sort this out.

Nisa, 06 Dec. 2018, 3:34pm

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

██████████, 06 Dec. 2018, 3:35pm

One moment. The vehicle is at the dealership getting the repairs completed. It will take me a second to retrieve the last 8 of the VIN.

Nisa, 06 Dec. 2018, 3:36pm

Sure. Thank you.

Nisa, 06 Dec. 2018, 3:36pm

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

██████████, 06 Dec. 2018, 3:36pm

FG ██████████

Nisa, 06 Dec. 2018, 3:38pm

Thank you. How many miles do you have on your vehicle?

██████████, 06 Dec. 2018, 3:38pm

I have approximately 50K.

██████████

I believe the dealership is called Harnish Buick GMC

Nisa, 06 Dec. 2018, 3:39pm

Thank you.

□ □ □ □ □

Sorry i believe it is approximately 65K miles

Nisa, 06 Dec. 2018, 3:41pm

All right. Thank you!

Nisa, 06 Dec. 2018, 3:41pm

While I am looking into this, may I have your home address, phone number and e-mail address, please?
This is to ensure our records are up to date and accurate for recall and documentation purposes.

██████████

Yes.

Nisa, 06 Dec. 2018, 3:43pm

Thank you. I will truly appreciate it if you could give me around 3 to 5 minutes to look into this.

11/11/2019

Yes. Thank you.

Nisa [Automated], 06 Dec. 2018, 3:47pm

I'm sorry for the delay. I'll be right with you.

Nisa, 06 Dec. 2018, 3:47pm

I appreciate your patience, [REDACTED]

Nisa, 06 Dec. 2018, 3:48pm

I see here that your Bumper to Bumper Warranty has expired on 01/16/2018 and there's no recall or bulletin associated with your VIN that is related to the current concern that we have.

Nisa, 06 Dec. 2018, 3:49pm

As your warranty is expired and there are no open recalls on your vehicle, we would not be able to provide cost assistance at this time.

Nisa, 06 Dec. 2018, 3:49pm

Although we are unable to provide cost assistance, we have a designated Customer Experience Manager (CEM) at every local [BRAND] dealership that may be able to review your case and provide valuable recommendations for your concerns.

Nisa, 06 Dec. 2018, 3:51pm

The Customer Experience Manager of the dealership is Dave Campbell .

[REDACTED], 06 Dec. 2018, 3:52pm

I have attached the link to the GM investigation article [REDACTED]
[REDACTED]

[REDACTED] Dec. 2018, 3:54pm

The vehicle is currently in the shop completely the repairs. If this is an issue that GMC was found to be at fault, is there a way to get a refund?

Nisa, 06 Dec. 2018, 3:56pm

If there will be a recall on this specific component in the future, it is possible that you will get a reimbursement. Please keep your official receipt.

Nisa, 06 Dec. 2018, 3:56pm

I created a claim for your concern and please take note of this service request number for your reference, [REDACTED].

Nisa, 06 Dec. 2018, 3:58pm

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

[REDACTED], 06 Dec. 2018, 3:58pm

How many complaints do there have to be and how long does it take for there to be a recall?

Nisa, 06 Dec. 2018, 3:59pm

We are unable to provide a specific timeframe.

[REDACTED], 06 Dec. 2018, 4:00pm

Okay. Thank you for your time and assistance.

Nisa, 06 Dec. 2018, 4:01pm

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

info [Automated], 06 Dec. 2018, 4:01pm

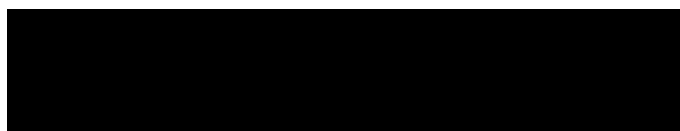
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



info [Automated], 06 Dec. 2018, 6:46pm

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

info [Automated], 06 Dec. 2018, 6:46pm

You are now chatting with Chevrolet.

Chevrolet, 06 Dec. 2018, 6:47pm

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

06 Dec. 2018, 6:47pm

I was wondering where I would go to report issues with my 2016 Silverado. The truck has a hard time stopping... I have others with this same truck having the same issue.. other day a news station said they might have a recall on these but the issue needs reported. Thanks

Chevrolet, 06 Dec. 2018, 6:48pm

[Rich Content]

Chevrolet, 06 Dec. 2018, 6:48pm

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

06 Dec. 2018, 6:48pm

Vehicle Recall

Chevrolet, 06 Dec. 2018, 6:48pm

Just a moment...

info [Automated], 06 Dec. 2018, 6:48pm

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

Chevrolet [Private], 06 Dec. 2018, 6:48pm

US_CS_Recall

info [Automated], 06 Dec. 2018, 6:48pm

You are now chatting with Santana.

Santana, 06 Dec. 2018, 6:49pm

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

[REDACTED], 06 Dec. 2018, 6:49pm

Sure

Santana, 06 Dec. 2018, 6:50pm

Thank you for your patience. You have reached the correct department to report your concern. I would be happy to formally document your complaint, which will be available for review among the many departments of General Motors as needed.

Santana, 06 Dec. 2018, 6:50pm

For further assistance, you may find [REDACTED]

[REDACTED] 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, 06 Dec. 2018, 6:51pm

Regarding your concern, you stated that you had a hard time stopping. To clarify, was this as if the brakes were not working?

██████ 06 Dec. 2018, 6:51pm

Yes.

██████, 06 Dec. 2018, 6:52pm

There is some extra time needed to stop the trucks. Almost seems like the pads are wet or have oil on them or not working it's kinda weird and hard to explain.

Santana, 06 Dec. 2018, 6:52pm

Thank you. I do understand how that could be concern. When you experienced this concern what were the road conditions (icy, wet, gravel/dirt, dry pavement)?

Santana, 06 Dec. 2018, 6:52pm

concerning* I do apologize.

██████ 06 Dec. 2018, 6:53pm

Dry.

██████, 06 Dec. 2018, 6:53pm

Today we had snow which made it really hard

Santana, 06 Dec. 2018, 6:53pm

Thank you. Was there any squeaking or squealing when the brakes were applied?

██████, 06 Dec. 2018, 6:53pm

No

Santana, 06 Dec. 2018, 6:54pm

Thank you. Were there any warning lights or messages?

06 Dec. 2018, 6:54pm

No

Santana, 06 Dec. 2018, 6:54pm

Thank you. When did you first begin to notice this concern and does it happen every time you drive?

06 Dec. 2018, 6:55pm

It's been happening since I can remember having the truck but seems to be getting worse. Yes every time. I have to lay pretty hard on the brakes to stop the truck.

, 06 Dec. 2018, 6:56pm

I'm not breaking my leg to stop it just takes more pressure than it should to stop it

Santana, 06 Dec. 2018, 6:56pm

Oh my! I do apologize to hear that. Have you had this concern diagnosed by a GM dealership to determine the cause and if any repairs are needed?

06 Dec. 2018, 6:58pm

I have not. I have had many problems with my dealership on things as simple as an oil change... and misrepresentation of a sale... I thought about taking it somewhere else.

Santana, 06 Dec. 2018, 6:59pm

I do apologize to hear you had a negative experience with your dealership. You are welcome to work with any Chevrolet dealership in your area. If there are no additional Chevrolet dealerships, a GMC or Buick dealership can assist you as well.

Santana, 06 Dec. 2018, 6:59pm

To finish documenting your concern, would you please provide me with the last 8 digits of the VIN, starting with a G, and your mileage?

██████, 06 Dec. 2018, 7:00pm

88,000 on mileage and vin I would need to look up

██████, 06 Dec. 2018, 7:02pm

GZ ██████

Santana, 06 Dec. 2018, 7:03pm

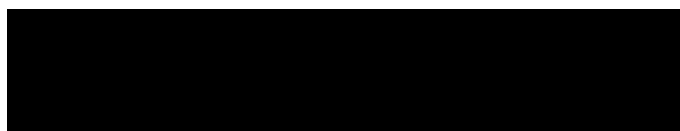
Thank you. I would like to collect some additional information to document that you chatted in today and to ensure that our system is updated with your most current information. To do so, would you please provide me with your phone number, e-mail address, and home mailing address? Your mailing address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

PE18-012

GM

3-27-2019

Q3



info [Automated], 07 Dec. 2018, 11:55am

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

info [Automated], 07 Dec. 2018, 11:55am

You are now chatting with Chevrolet.

██████████ 07 Dec. 2018, 11:55am

Complain so in driving with my family on my chevy 1500 2015 and I noticed the the brakes werent working it took a harder force to stop the vechicle and my wife told me she had the same problem a while back that I had to turn off the vechicle for the breaks to work again.

Chevrolet, 07 Dec. 2018, 11:55am

Please select one of the options above.

Chevrolet, 07 Dec. 2018, 11:55am

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

██████████ 07 Dec. 2018, 11:56am

██████████

Chevrolet, 07 Dec. 2018, 11:56am

[Rich Content]

Chevrolet, 07 Dec. 2018, 11:56am

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

██████████, 07 Dec. 2018, 11:56am

██

Chevrolet, 07 Dec. 2018, 11:56am

Please select one of the options above.

██████████ 07 Dec. 2018, 11:56am

Vehicle Recall

Chevrolet, 07 Dec. 2018, 11:56am

Just a moment...

info [Automated], 07 Dec. 2018, 11:56am

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

Chevrolet [Private], 07 Dec. 2018, 11:56am

US_CS_Recall

info [Automated], 07 Dec. 2018, 11:56am

You are now chatting with Tyler.

██████████ 07 Dec. 2018, 11:56am

Complain so in driving with my family on my chevy 1500 2015 and I noticed the the brakes werent working it took a harder force to stop the vechicle and my wife told me she had the same problem a while back that I had to turn off the vechicle for the breaks to work again.

Tyler, 07 Dec. 2018, 11:56am

Thank you for contacting Chevrolet Customer Assistance Center, ██████████. My name is Tyler. Please allow me two to three minutes to research your question.

Tyler, 07 Dec. 2018, 11:57am

We are sorry to hear that you're having this experience with the vehicle. Have you scheduled an appointment with your local Chevrolet Dealership to have the vehicle diagnosed?

[REDACTED] 07 Dec. 2018, 11:58am

The thing is I dont will there be a fee

Tyler, 07 Dec. 2018, 12:00pm

I would be happy to check to see if your vehicle is still under warranty. May I have your VIN and current mileage?

[REDACTED] 07 Dec. 2018, 12:00pm

3GCVKRECOFG [REDACTED]

[REDACTED], 07 Dec. 2018, 12:01pm

And I wanna say 54,000

Tyler, 07 Dec. 2018, 12:02pm

While I'm looking into this for you, can you verify your full name and full home mailing address?

[REDACTED]
[REDACTED]

Tyler, 07 Dec. 2018, 12:07pm

Thanks for this information; I see that the applicable factory warranty for the brakes has ended.

[REDACTED], 07 Dec. 2018, 12:07pm

Ok

Tyler, 07 Dec. 2018, 12:08pm

This warranty ended on 03/18/2018 or 36,000 miles, whichever occurred first.

██████ 07 Dec. 2018, 12:08pm

Got it how often are breaks replaced

Tyler, 07 Dec. 2018, 12:10pm

If you're willing to have the vehicle diagnosed by a Chevrolet Dealership we would be more than willing to look into options for financial assistance. Please keep in mind that we cannot guarantee that cost assistance will be an option.

Tyler, 07 Dec. 2018, 12:11pm

Regrettably, we wouldn't have information on the life expectancy of a part. Any component on the vehicle has the ability to fail and will fail at some point in the vehicle's life time.

██████ [Private], 07 Dec. 2018, 12:11pm

████████████████████

Tyler, 07 Dec. 2018, 12:14pm

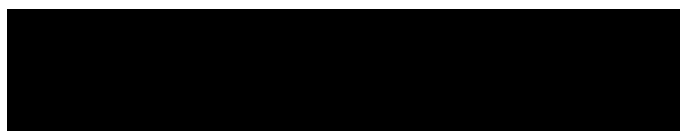
I have not heard from you for some time. Do you wish to continue to chat?

PE18-012

GM

3-27-2019

Q3



info [Automated], 07 Dec. 2018, 11:43am

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

info [Automated], 07 Dec. 2018, 11:43am

You are now chatting with Chevrolet.

Chevrolet, 07 Dec. 2018, 11:43am

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

07 Dec. 2018, 11:43am

Chevrolet, 07 Dec. 2018, 11:44am

[Rich Content]

Chevrolet, 07 Dec. 2018, 11:44am

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

07 Dec. 2018, 11:46am

Complain so in driving with my family on my chevy 1500 2015 and I noticed the the brakes werent working it took a harder force to stop the vechicle and my wife told me she had the same problem a while back that I had to turn off the vechicle for the breaks to work again.

Chevrolet, 07 Dec. 2018, 11:46am

Please select one of the options above.

[REDACTED], 07 Dec. 2018, 11:46am

Other

Chevrolet, 07 Dec. 2018, 11:46am

Please select one of the options above.

[REDACTED] 07 Dec. 2018, 11:46am

Vehicle Recall

Chevrolet, 07 Dec. 2018, 11:46am

Just a moment...

info [Automated], 07 Dec. 2018, 11:46am

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

Chevrolet [Private], 07 Dec. 2018, 11:46am

US_CS_Recall

info [Automated], 07 Dec. 2018, 11:46am

You are now chatting with Alyssa.

Alyssa, 07 Dec. 2018, 11:47am

Thank you for contacting Chevrolet Customer Assistance Center, [REDACTED]. My name is Alyssa.

[REDACTED] 07 Dec. 2018, 11:47am

Hi alyssa

[REDACTED] Dec. 2018, 11:47am

Complain so in driving with my family on my chevy 1500 2015 and I noticed the the brakes werent working it took a harder force to stop the vechicle and my wife told me she had the same problem a while back that I had to turn off the vechicle for the breaks to work again.

Alyssa, 07 Dec. 2018, 11:48am

I am sorry to hear that you are having a concern with the brakes. In order to better assist you, may I please have the VIN and approximate mileage?

[REDACTED], 07 Dec. 2018, 11:48am

Let me get that

Alyssa, 07 Dec. 2018, 11:50am

Thank you.

Alyssa, 07 Dec. 2018, 11:52am

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

Alyssa, 07 Dec. 2018, 11:54am

Since we have not heard from you for some time, we will now end this chat. Please contact us again if we can be of further assistance. Here is your service request number from today, [REDACTED]. Have a good day!

info [Automated], 07 Dec. 2018, 11:54am

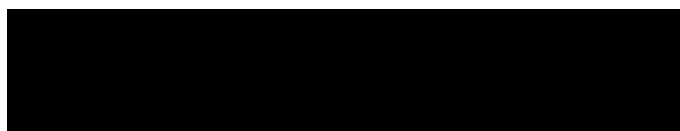
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



info [Automated], 11 Dec. 2018, 10:48am

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

info [Automated], 11 Dec. 2018, 10:48am

You are now chatting with GMC.

GMC, 11 Dec. 2018, 10:48am

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

■, 11 Dec. 2018, 10:50am

I have a 2015 GMC Sierra that has the brake problem that is under investigation and could become a recall. My truck is in the shop and it is costly to have it repaired. They say the vacuum pump and brake booster sensor need to be replaced. Any help or advice you can give me on this matter? I hate to pay a lot of money for something that is not my fault!!

GMC, 11 Dec. 2018, 10:50am

[Rich Content]

GMC, 11 Dec. 2018, 10:50am

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

■ 11 Dec. 2018, 10:50am

Vehicle Recall

GMC, 11 Dec. 2018, 10:50am

Just a moment...

info [Automated], 11 Dec. 2018, 10:50am

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

GMC [Private], 11 Dec. 2018, 10:50am

US_CS_Recall

info [Automated], 11 Dec. 2018, 10:50am

You are now chatting with Emma.

Emma, 11 Dec. 2018, 10:51am

Thank you for contacting GMC Customer Assistance Center, [REDACTED] My name is Emma.

[REDACTED] 11 Dec. 2018, 10:51am

Hi

Emma, 11 Dec. 2018, 10:51am

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

Emma, 11 Dec. 2018, 10:52am

he current mileage of the vehicle and at least the last 8 characters of the VIN?

Emma, 11 Dec. 2018, 10:52am

Sorry, may I have the current mileage of the vehicle and at least the last 8 characters of the VIN?

11 Dec. 2018, 10:52am

I have a 2015 GMC Sierra that is having brake failures like described in the investigation for this issue that may go to a recall. My truck is at the dealership needing a vacuum pump and brake booster sensor and it will cost a lot of money to do. Is there any advice or help you can give me so I don't have to pay for something that isn't my fault?

11 Dec. 2018, 10:52am

Sorry didn't mean to repeat send

Emma, 11 Dec. 2018, 10:53am

No worries. May I know the name of the dealership?

Emma, 11 Dec. 2018, 10:53am

And, may I have the current mileage of the vehicle and at least the last 8 characters of the VIN?

11 Dec. 2018, 10:54am

FG

11 Dec. 2018, 10:54am

93,000

11 Dec. 2018, 10:54am

Mckinney Buick gmc

Emma, 11 Dec. 2018, 10:55am

Thank you.

Emma, 11 Dec. 2018, 10:55am

Let me just pull up the vehicle information.

Emma, 11 Dec. 2018, 10:55am

For the meantime, may I have your email address, phone number and mailing address?

██████, 11 Dec. 2018, 10:56am

████████████████████

██████ 11 Dec. 2018, 10:56am

████████████████████

██████, 11 Dec. 2018, 10:56am

████████████████████ tx ██████

Emma, 11 Dec. 2018, 10:57am

Thanks a lot!

Emma, 11 Dec. 2018, 10:58am

Is this vehicle solely registered under your name?

██████ 11 Dec. 2018, 10:59am

Yes

██████ 11 Dec. 2018, 10:59am

It's probably listed under my sons name at the dealership as he took it in. [REDACTED]

Emma, 11 Dec. 2018, 11:00am

I have that noted. Thanks.

Emma, 11 Dec. 2018, 11:02am

Upon checking the VIN information, at this time, the vehicle is not involved in any open recall concerning the brakes.

Emma, 11 Dec. 2018, 11:02am

However, there is a recall for the Loss of steering assist which I hope your dealership si already addressing.

Emma, 11 Dec. 2018, 11:02am

*is

[REDACTED] 11 Dec. 2018, 11:03am

So I have to pay for the brake issue and then what if it becomes a recall?

Emma, 11 Dec. 2018, 11:05am

Unfortunately, since the Bumper to Bumper warranty has expired by date and mileage, yes, you will have to pay for the repairs. Now, if in the coming days or in the future that a recall is posted for your VIN, and the same part is involved, then you can file for reimbursement.

[REDACTED] 11 Dec. 2018, 11:05am

How long do these investigations usually take before a recall is issued?

Emma, 11 Dec. 2018, 11:06am

I have documented your concern on our service request number, [REDACTED]

Emma, 11 Dec. 2018, 11:07am

At this time, I cannot commit a time frame. Rest assured that with the dealership's records and our service request documentations, our GM Engineers and the appropriate departments are properly informed.

Emma, 11 Dec. 2018, 11:08am

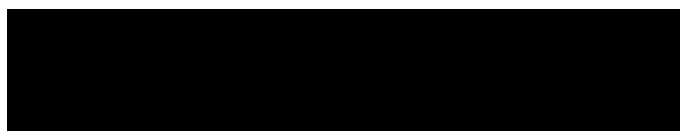
Once your vehicle gets involved in a recall for the vacuum pump and brake boosters, you should be receiving a recall notification from GM.

PE18-012

GM

3-27-2019

Q3



info [Automated], 12 Dec. 2018, 2:42pm

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

info [Automated], 12 Dec. 2018, 2:42pm

You are now chatting with GMC.

GMC, 12 Dec. 2018, 2:42pm

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

[REDACTED], 12 Dec. 2018, 2:42pm

[REDACTED]

GMC, 12 Dec. 2018, 2:42pm

[Rich Content]

GMC, 12 Dec. 2018, 2:42pm

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

[REDACTED], 12 Dec. 2018, 2:42pm

Vehicle Recall

GMC, 12 Dec. 2018, 2:42pm

Just a moment...

info [Automated], 12 Dec. 2018, 2:42pm

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

GMC [Private], 12 Dec. 2018, 2:42pm

US_CS_Recall

info [Automated], 12 Dec. 2018, 2:42pm

You are now chatting with Nisa.

Nisa, 12 Dec. 2018, 2:43pm

Thank you for contacting GMC Customer Assistance Center. My name is Nisa. How may I assist you today?

Nisa, 12 Dec. 2018, 2:44pm

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

██████████ 12 Dec. 2018, 2:45pm

I have a 2015 Yukon that is out of warranty. The brakes haven't been working properly for the past year or so. I spoke to a dealer and did some research and it looks like there is a defective part on this make and model. The vacuum pumps fail on brakes and there may be some type of class action lawsuit against GM. What are y'all doing to fix this problem?

██████████, 12 Dec. 2018, 2:45pm

VIN. 1GKS2BKC5FR ██████████

Nisa, 12 Dec. 2018, 2:47pm

Hello, ██████████ ! I understand that you're having a concern with the brakes. I know how inconvenient it is to incur unexpected concern with the vehicle. Let's see what we can do to sort this out.

Nisa, 12 Dec. 2018, 2:47pm

How many miles do you have on your vehicle?

██████████ 12 Dec. 2018, 2:48pm

My wife drives the truck, but my guess is around 70,000 miles.

Nisa, 12 Dec. 2018, 2:49pm

Thank you. Did the dealer diagnose the vehicle?

Nisa, 12 Dec. 2018, 2:51pm

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

██████████, 12 Dec. 2018, 2:52pm

They diagnosed it over the phone just by explaining what it was doing. Very low speeds, like parking and brakes stop working. It's kind of scary the first time but then seems fine again. They said they had vehicles in the shop right now with same problem and it is the vacuum pump. I looked online and found a lot of information on this problem. I told them I just had it in for recalls but he said it's separate problem.

██████████ 12 Dec. 2018, 2:53pm

The said the didn't distribute the vacuum pump is a recall yet so I thought I'd reach out to y'all.

Nisa, 12 Dec. 2018, 2:54pm

Thank you for that information. We treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. What is the name of your dealership?

[REDACTED], 12 Dec. 2018, 2:54pm

Legacy gmc in Slidell la

Nisa, 12 Dec. 2018, 2:56pm

Thank you!

Nisa, 12 Dec. 2018, 2:57pm

While I am looking into this, may I have your home address, please? This is to ensure our records are up to date and accurate for recall and documentation purposes.

[REDACTED], 12 Dec. 2018, 2:57pm

[REDACTED]

[REDACTED] 12 Dec. 2018, 2:57pm

[REDACTED]

Nisa, 12 Dec. 2018, 2:58pm

Thank you so much!

Nisa, 12 Dec. 2018, 2:59pm

I was able to verify that there's no recall associated with your VIN that might be related to the current concern that we have. As your warranty is expired and there are not open recalls on your vehicle, we would urge you to visit your local dealer for diagnosis and assistance.

Nisa, 12 Dec. 2018, 3:00pm

Dealers are specially trained and best equipped to review your vehicle concerns you are experiencing and any policies that may assist you. Also, working with the dealership is the best option as they would need to have the issue diagnosed before a repair can be made.

Nisa, 12 Dec. 2018, 3:02pm

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

Nisa, 12 Dec. 2018, 3:02pm

I created a claim for your concern and please take note of this service request number for your reference, [REDACTED] .

Nisa, 12 Dec. 2018, 3:03pm

I am ending this chat session due to no response. Thank you for chatting GMC Customer Assistance. If you have additional question, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m., Eastern Standard Time. You may also call in at 1-866-790-5600. Have a nice day!

Nisa, 12 Dec. 2018, 3:03pm

For your future reference, you can visit our official recall website for checking the recall/s on your VIN at my.gm.com/recalls

info [Automated], 12 Dec. 2018, 3:03pm

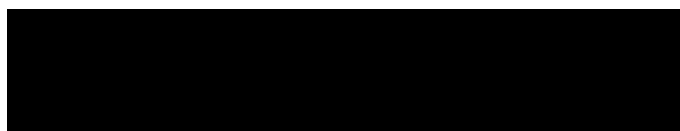
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3





FAX COVER SHEET

SIERRA AUTOCARS
CHEVORLET SERVICE
1450 SOUTH SHAMROCK AVE
MONROVIA, CALIFORNIA 91016
(626)932-5688
FAX: (626)932-5653

SEND TO: general Motors

DATE: 1/8/10

ATTENTION: April

FROM: Keith

FAX NUMBER: (818) 215-6750

TOTAL PAGES: 3
INCLUDING COVER PAGE

COMMENTS:



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

A/R Number:

Customer Number:

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

Printed: JAN 8 19 1:46 PM

Copy # 2

Date Opened: 12/19/18

Date Notified: 12/21/18

Date Delivered:

Year/Make/Model: 2015 Chevrolet Silverado 1500

VIN: 3GCPRECX FG

Engine Number: Color: White

Stock Number: Mileage in: 20286

Tag Number: Mileage Out: 20289

Description

QtyOrd	Qty Del	Price	Ext Total	Grand Total

Customer statement of problem

per general motors customer states brakes gave out on him while driving per gm there is a bulletin regarding his year and model, bulletin # PIT5361D... advisor to call warranty to confirm the concern.

1 -- Correction/Action Taken

see line two

828

0.00

Sub Total Parts

0.00

SubTotal Job # 1

0.00

Customer statement of problem

DIAGNOSE AND ADVISE ON NEEDED REPAIRS. customer states concern happens at low speed when trying to park under 800 rpm

1 -- Cause/Action to Take

DIAG - insufficient vacuum output from the mechanical pump

1 -- Correction/Action Taken

turned the vehicle on and checked the vacuum out put from the mechanical vacuum pump, noticed the pump would measure at 23" of vacuum. performed inspection for oil residue on the vacuum pipe, none found. checked for oil residue inside the brake booster, none found. removed and replaced the mechanical vacuum pump assembly. test drove the vehicle and checked the pedal, pedal felt fine.

labor op code-4023850

Part Number	Failed	Description
12669488		PUMP

828

0.00

Sub Total Parts

SubTotal Job # 2

Warranty

Warranty

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

38 psi

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



AR Number:	Invoice Number:
Customer Number:	
PO Number:	Printed: JAN 8 19 1:46 PM
Auth Number:	Copy # 2
Service Writer: 100418	Date Opened: 12/19/18
Estimate Amount: \$	Date Notified: 12/21/18
Terms & Conditions:	Date Delivered:
Type of Sale: Retail	
Enjoy the free coffee in the Sierra Cafe.	

Year/Make/Model: 2015 Chevrolet Silverado 1500

IN: 3GCPGRCX FG

License Number: Color: White

Stock Number: Mileage In: 20268

Tag Number: Mileage Out: 20269

Description

QtyOrd	Qty Del	Price	Ext Total	Grand Total

Sub Total PartsInternal WorkCustomer statement of problem

COMPLIMENTARY VEHICLE INSPECTION

INS -

1 -- Correction/Action Taken

cmpvl

9998

0.00

Sub Total PartsInternal WorkCustomer statement of problem

ADD CUSTOMER EMAIL ADDRESS

1 -- Cause/Action to Take

EMAIL - email

1 -- Correction/Action Taken

n/a

9998

0.00

Sub Total PartsInternal WorkMiscellaneous 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

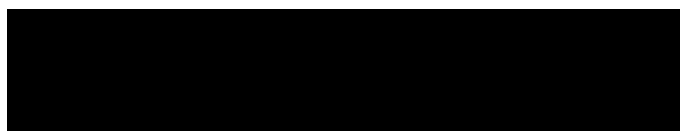
AMOUNT DUE 0.00

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General Motors - Policy Evaluation Tool

Date: 12/18/2018

Customer Information

First Name: [REDACTED]

Last Name: [REDACTED]

Phone: [REDACTED]

Dealer Information

BAC: 118 [REDACTED]

Name: Ed Trueblood

Dealer: Yates Buick Gmc Inc.

Vehicle/Coverage Information

VIN: 1GKS2BKC7FR [REDACTED]

Make: GMC

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 08/20/2017

Job Card Date: 12/13/2018

Days out of Warranty: 541

Mileage

Component's Warranty End Mileage (Miles): 36,009

Current Mileage: 72,430

Miles out of Warranty: 36,421

Repair

Total Repair Cost At Warranty Rates: \$487.07

Job Card / Repair Order: [REDACTED]

Repair Group: Engine Propulsion

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

Additional Comments: CUSTOMER CALLED CAC, WANTS HELP FROM GM FOR REPAIR OUT OF WARRANTY

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

GM Participation Amount: \$0.00 *

Cust/Dir Participation Amount: \$487.07

Agreed upon Customer/Dealer Participation Amount:

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

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

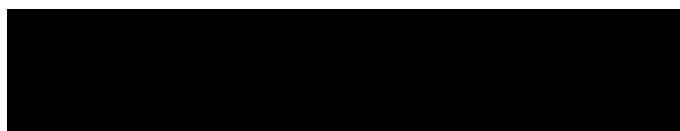
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



info [Automated], 18 Dec. 2018, 8:28pm

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

info [Automated], 18 Dec. 2018, 8:28pm

You are now chatting with Chevrolet.

Chevrolet, 18 Dec. 2018, 8:28pm

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

[REDACTED], 18 Dec. 2018, 8:28pm

[REDACTED]

Chevrolet, 18 Dec. 2018, 8:28pm

[Rich Content]

Chevrolet, 18 Dec. 2018, 8:28pm

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

[REDACTED], 18 Dec. 2018, 8:29pm

Vehicle Service or Warranty

Chevrolet, 18 Dec. 2018, 8:29pm

Just a moment...

info [Automated], 18 Dec. 2018, 8:29pm

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

Chevrolet [Private], 18 Dec. 2018, 8:29pm

US_CS_Services

info [Automated], 18 Dec. 2018, 8:29pm

You are now chatting with Santana.

Santana, 18 Dec. 2018, 8:30pm

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

[REDACTED], 18 Dec. 2018, 8:30pm

I pay for 5 years or 100000 miles of warranty

Santana, 18 Dec. 2018, 8:31pm

Thank you. How can I assist you?

[REDACTED], 18 Dec. 2018, 8:32pm

The power brake booster in my chevy Silverado 2015 is broken and needs to be replaced. My question is if that part is under warranty

Santana, 18 Dec. 2018, 8:33pm

I do apologize to hear that the brake booster needs to be replaced. I would be happy to look into your warranty coverage. To do so, would you please provide me with the last 8 digits of your VIN, starting with a F, and your mileage?

[REDACTED], 18 Dec. 2018, 8:38pm

FG [REDACTED] And 58132 mileage

Santana, 18 Dec. 2018, 8:38pm

Thank you. Have you had this concern diagnosed by a GM dealership?

[REDACTED] 18 Dec. 2018, 8:41pm

No. I took it last week to chevy and they told me that needs new break pads. So I took it to a shop call Network repair witch is a breaks specialist amd they told me that is the power booster

Santana, 18 Dec. 2018, 8:41pm

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

[REDACTED], 18 Dec. 2018, 8:42pm

Yes Sr

Santana, 18 Dec. 2018, 8:42pm

Thank you. 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 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.

Santana, 18 Dec. 2018, 8:44pm

Thank you for your patience. I do apologize, the brake booster is only covered under the Bumper to Bumper Warranty, which has expired on 07/09/2018 or at 36,008 MI, whichever came first.

Santana, 18 Dec. 2018, 8:44pm

Regrettably, this does mean that you would be responsible for any diagnostic or repair cost. Please know that we value you as our customer, and although all costs will be at your expense, we want to see you get those repairs performed by GM certified and trained technicians. When a GM dealer installs the parts, all of those new, genuine GM parts are backed by a 12 month parts warranty, regardless of mileage.

[REDACTED], 18 Dec. 2018, 8:45pm

[REDACTED] I receive a recall about the problem with some trucks about the steering wheel getting stuck. I don have that prpblem

Santana, 18 Dec. 2018, 8:46pm

Thank you. The call may have been regarding recall 18289 , however, that recall has been performed at this time. For future reference, you can check for recalls at [https://my.gm.com/recalls](Link:https://my.gm.com/recalls) .

[REDACTED], 18 Dec. 2018, 8:46pm

Thanks Santana

Santana, 18 Dec. 2018, 8:47pm

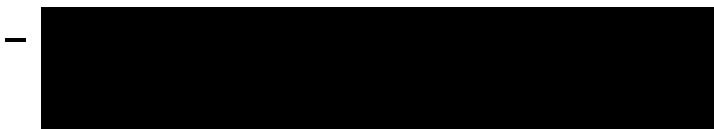
You're welcome. Your case number is [REDACTED] . Do you have any other questions that I may assist you with today?

PE18-012

GM

3-27-2019

Q3



info [Automated], 21 Dec. 2018, 12:14pm

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

info [Automated], 21 Dec. 2018, 12:15pm

You are now chatting with GMC.

GMC, 21 Dec. 2018, 12:15pm

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

21 Dec. 2018, 12:15pm

I am having issues with my brake vacuum pump on my 2016 GMC Sierra I have seen that this is under investigation by the NTSB but don't see a recall as of yet. Is this covered under my 5 year powertrain warranty?

GMC, 21 Dec. 2018, 12:15pm

[Rich Content]

GMC, 21 Dec. 2018, 12:16pm

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

21 Dec. 2018, 12:16pm

Vehicle Service or Warranty

GMC, 21 Dec. 2018, 12:16pm

Just a moment...

info [Automated], 21 Dec. 2018, 12:16pm

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

GMC [Private], 21 Dec. 2018, 12:16pm

US_CS_Services

info [Automated], 21 Dec. 2018, 12:18pm

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

info [Automated], 21 Dec. 2018, 12:18pm

You are now chatting with Christopher.

Christopher, 21 Dec. 2018, 12:18pm

Thank you for contacting GMC Customer Assistance. My name is Christopher. Please allow me two to three minutes to review your question.

Christopher, 21 Dec. 2018, 12:18pm

Hello, [REDACTED]

Christopher, 21 Dec. 2018, 12:19pm

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

[REDACTED] 21 Dec. 2018, 12:20pm

Good morning Christopher. Hopefully you can help me with the question on the brake vacuum system. My truck is making crazy noises and the brakes are not working right.

Christopher, 21 Dec. 2018, 12:20pm

Good morning, [REDACTED]

Christopher, 21 Dec. 2018, 12:21pm

We understand that you have concerns with your vehicle's brakes.

[REDACTED] 21 Dec. 2018, 12:21pm

I just need to know if it is covered until warranty. I have a baby and really dont want to risk my brakes going out.

Christopher, 21 Dec. 2018, 12:21pm

Let me see what we can do to help.

[REDACTED], 21 Dec. 2018, 12:21pm

*under warranty

Christopher, 21 Dec. 2018, 12:22pm

To better assist you; can I have your VIN, the current mileage, preferred phone number, email and physical address?

Christopher, 21 Dec. 2018, 12:24pm

I hope I didn't lose you; I'm still here to assist you.

[REDACTED] 21 Dec. 2018, 12:24pm

41000 miles [REDACTED]

██████, 21 Dec. 2018, 12:24pm

give me a minute on VIN. have to look it up

Christopher, 21 Dec. 2018, 12:25pm

Sure.

██████ 21 Dec. 2018, 12:26pm

1gtr1leh4gz██████

Christopher, 21 Dec. 2018, 12:26pm

Thank you.

Christopher, 21 Dec. 2018, 12:27pm

When was your last GM dealer visit with regard to your vehicle concern?

Christopher, 21 Dec. 2018, 12:27pm

What is the name and location of your GM dealer?

██████ 21 Dec. 2018, 12:27pm

I have not visited yet. I plan to take it in today. I had a mechanic look at it and they said it was the vacuum

██████ 21 Dec. 2018, 12:28pm

Freedom Chevrolet is where I bought it. I am not sure I can take it back there because it is a bit of a drive and don't want to risk brakes going out on the highway. I may take it to Vandergriff Chevrolet

Christopher, 21 Dec. 2018, 12:28pm

Noted.

Christopher, 21 Dec. 2018, 12:29pm

Please allow me 3 to 5 minutes to look into this for you.

■, 21 Dec. 2018, 12:29pm

no problem

Christopher [Automated], 21 Dec. 2018, 12:32pm

Thank you for waiting. I'll be with you in just a moment.

Christopher, 21 Dec. 2018, 12:32pm

Thank you for waiting.

■, 21 Dec. 2018, 12:33pm

not a problem.

Christopher, 21 Dec. 2018, 12:34pm

Based on your VIN, your vehicle's bumper to bumper warranty that covers the brake vacuum pump had already expired at 36,016 miles.

■ 21 Dec. 2018, 12:35pm

So there is no chance this will be covered even though there is noted issues on this with multiple vehicles under good faith?

Christopher, 21 Dec. 2018, 12:36pm

The cost of diagnosis and repair maybe at your expense.

Christopher, 21 Dec. 2018, 12:38pm

We treat each vehicle concerns on a case to case basis. Vehicles may have the same symptoms can have different root causes.

Christopher, 21 Dec. 2018, 12:38pm

Thus, we highly recommend that you work with your local GM dealer for proper diagnosis and repair.

██████ Dec. 2018, 12:38pm

If GM is not willing to repair this in good faith with me just 4000 miles out of warranty I guess I will join the lawsuit that has been put together to get my money back for any repair costs that are incurred. This is a known issue with the national transportation safety board that is being researched for possible recall. I can't see how this can't be repaired under warranty.

██████ 21 Dec. 2018, 12:39pm

I will get a diagnosis from them and then go from there. Thank you for your time. I know it isn't your fault that this truck is falling apart.

Christopher, 21 Dec. 2018, 12:40pm

We understand you position.

██████ 21 Dec. 2018, 12:41pm

Thank you and have a great day.

Christopher, 21 Dec. 2018, 12:41pm

We said that "it maybe at your expense", but we have not confirmed that it will be at your expense.

Christopher, 21 Dec. 2018, 12:41pm

Since, we have not diagnosed your vehicle yet.

Christopher, 21 Dec. 2018, 12:42pm

Please coordinate with Vandergriff Chevrolet or your local GM dealer.

Christopher, 21 Dec. 2018, 12:42pm

They are in the best position and the one empowered to diagnose your vehicle, assess the situation and any policies or coverage that may apply.

Christopher, 21 Dec. 2018, 12:42pm

Please take note of your service request number for your reference of our interaction, it is [REDACTED]

[REDACTED]

[REDACTED], 21 Dec. 2018, 12:43pm

ok. I will see what the dealership says. Otherwise I am trading in this truck and steering clear of GM products. Thank you for your time.

Christopher, 21 Dec. 2018, 12:43pm

We made sure that your concerns have been properly documented.

[REDACTED] 21 Dec. 2018, 12:43pm

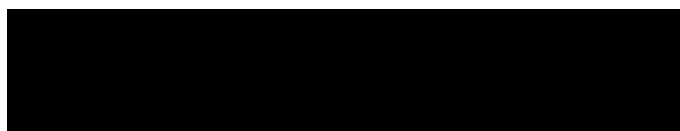
THank you

PE18-012

GM

3-27-2019

Q3



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



2131 Convention Center Way
Ontario, CA 91764

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

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JUAN FLETES	TAG NO. 3631	INVOICE DATE 04/20/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		COLOR WHITE/
	VEHICLE ID NO. 3 G C P C S E C X G G		DELIVERY DATE
	P.T.E. NO.		DELIVERY MILES
	P.O. NO.		SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS		R.O. DATE 04/20/18	PRODUCTION DATE

MO: 38226

JOB# 1 CHARGES

LABOR
J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE
63 BQTSOW20 PSI@35

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19330000	FILTER 1.836 Y	6.02	6.02
				TOTAL - PARTS	6.02

G.O.G. & SUPPLIES					
	8.0	1 QT DEXOS 0/20	@	4.990 /UNIT	39.92
				TOTAL - GOG	39.92

MISC	CODE	DESCRIPTION	CONTROL NO		
	HW	HAZARDOUS WASTE		0.99	
	ZGP1	GM PROMO PRICE DISCOUNT		-15.00	
				TOTAL - MISC	-14.01

JOB# 1 TOTALS				
	LABOR			31.55
	PARTS			6.02
	G.O.G.			39.92
	MISC			-14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES

LABOR
J# 2 90CVZ GM MPVI TECH(S):3294 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT VEHICLE INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 97CVZXAXLR DRIVE AXLE - RED TECH(S):3294 0.00

Added Operation (JESSIE @ 04/20/2018 11:12)

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____
JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

BAR # ARD003134 • EPA ID # CAD # 044336741

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



2131 Convention Center Way
 Ontario, CA 91764

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

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JUAN FLETES	TAG NO. 3631	INVOICE DATE 04/20/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR	MILEAGE 38,226	COLOR WHITE/
	VEHICLE ID NO. 3 G C P C S E C X G	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 04/20/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 38226

JOB# 1 CHARGES-----

LABOR-----
 J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 8QTSOW20 PSI@35

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836 Y	6.02	6.02
				TOTAL - PARTS	6.02

G.O.G. & SUPPLIES-----					
	8.0	1 QT DEXOS 0/20	@	4.990 /UNIT	39.92
				TOTAL - GOG	39.92

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----		
	HW	HAZARDOUS WASTE		0.99	
	ZGP1	GM PROMO PRICE DISCOUNT		-15.00	
				TOTAL - MISC	-14.01

JOB# 1 TOTALS-----				
	LABOR			31.55
	PARTS			6.02
	G.O.G.			39.92
	MISC			-14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----
 J# 2 90CVZ GM MPVI TECH(S):3294 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED MULTI-POINT VEHICLE INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3+97CVZXAXLR DRIVE AXLE - RED TECH(S):3294 0.00

Added Operation (JESSIE @ 04/20/2018 11:12)

1. I acknowledge notice and oral approval of an increase in the original estimated price.
 2. All parts installed are new unless specified otherwise.
 CUSTOMER SIGNATURE X _____
 JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL : [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR JUAN FLETES	3631	TAG NO.	[REDACTED]	INVOICE DATE 04/20/18	IN	[REDACTED]	
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 38,226	COLOR WHITE/	STOCK NO.			
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR					DELIVERY DATE		
		VEHICLE I.D. NO. 3 G C P C S E C X G G					DELIVERY MILES		
		F.T.E. NO.					SELLING DEALER NO.		
		P.O. NO.					PRODUCTION DATE		
CELL PHONE & E-MAIL ADDRESS & COMMENTS					R.O. DATE 04/20/18				
								M0: 38226	

JOB# 1 CHARGES-----

LABOR-----

J# 1 01CVZOGMM1	MAINTENANCE 1 *SCH1*	TECH(S):3294	31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE
63 8QTSOW20 PSI@35

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

1	19330000	FILTER 1.836 Y	6.02
TOTAL - PARTS			6.02

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

8.0	1 QT DEXOS 0/20	@	4.990	/UNIT	39.92
TOTAL - GOG					39.92

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

HW	HAZARDOUS WASTE		0.99
ZGP1	GM PROMO PRICE DISCOUNT		-15.00
TOTAL - MISC			-14.01

JOB# 1 TOTALS-----

LABOR	31.55
PARTS	6.02
G.O.G.	39.92
MISC	-14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----

J# 2 90CVZ	GM MPVI	TECH(S):3294	0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT VEHICLE INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3+97CVZXAXLR	DRIVE AXLE - RED	TECH(S):3294	0.00

Added Operation (JESSIE @ 04/20/2018 11:12)

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3+97CVZXAXLR	DRIVE AXLE - RED	TECH(S):3294	0.00

Added Operation (JESSIE @ 04/20/2018 11:12)

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

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JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

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CELL : [REDACTED]

ADVISOR JUAN FLETES		TAG NO. 3631	INVOICE DATE 04/20/18	IN [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 38,226	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 3 G C P C S E C X G G			SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.		P. O. NO.	R. O. DATE 04/20/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS				

M0: 38226

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)

TOTALS-----

*****		TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *		TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *		TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *		TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *		TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *		TOTAL MISC DISC	-15.00
* *		TOTAL TAX.....	3.57
* *PARTS WARRANTY*			
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *		TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *			
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *			
* SPECIFIED. *			
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *			

CUSTOMER SIGNATURE _____

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

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CELL : [REDACTED]

ADVISOR JUAN FLETES		TAG NO. 3631	INVOICE DATE 04/20/18	IN [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 38,226	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 3 G C P C S E C X G G			SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.		P. O. NO.	R. O. DATE 04/20/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS				

M0: 38226

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)

TOTALS-----

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JUAN FLETES	TAG NO. 3631	INVOICE DATE 04/20/18	IN [REDACTED]
[REDACTED]	WORK RATE	LICENSE NO.	MILEAGE 38,226	COLOR WHITE/
[REDACTED]	YEAR / MAKE / MODEL 2016/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. G C P C S E C X G G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	T. E. NO.	P. O. NO.	R. O. DATE 04/20/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS				

M0: 38226

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)

TOTALS-----

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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

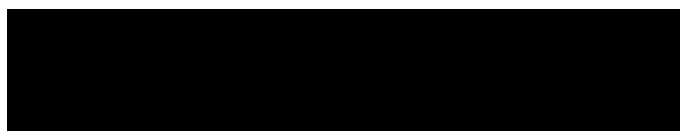
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PE18-012

GM

3-27-2019

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 09/14/18
LABOR RATE	LICENSE NO.	MILEAGE 46,184	COLOR WHITE/
YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
VEHICLE ID NO. 3 G C P C S E C X G G			DELIVERY DATE
P.T.E. NO.			DELIVERY MILES
P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			PRODUCTION DATE
			R.O. DATE 09/14/18

MO: 46184

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVZ0GMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE
63 BQTSOW20 PSI@35

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 19330000 FILTER 1.836 Y 6.02
TOTAL - PARTS 6.02

G.O.G. & SUPPLIES-----
8.0 1 QT DEXOS 0/20 @ 4.990 /UNIT 39.92
TOTAL - GOG 39.92

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
HW HAZARDOUS WASTE 0.99
ZGP1 GM PROMO PRICE DISCOUNT -15.00
TOTAL - MISC -14.01

JOB# 1 TOTALS-----
LABOR 31.55
PARTS 6.02
G.O.G. 39.92
MISC -14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZ LUBE TECH(S):3294 0.00

PRICE QUOTE FOR CENTER ARM REST
PART NOT IN STOCK
PART #84199947, \$458.88, LABOR \$135.00
TOTAL FOR THE REPAIR \$593.88

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 90CVZ GM MPVI TECH(S):3294 0.00

- I acknowledge and give my full approval of an increase in the original estimated price.
- All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR RAY PETERS	3746	TAG NO.	[REDACTED]	INVOICE DATE 09/14/18	[REDACTED]		
[REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE 46,184	COLOR WHITE/	STOCK NO.			
			YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR						DELIVERY DATE	DELIVERY MILES
			VEHICLE I.D. NO. 3 G C P C S E C X G						SELLING DEALER NO.	PRODUCTION DATE
			F.T.E. NO.			P.O. NO.			R.O. DATE 09/14/18	
			CELL PHONE & E-MAIL ADDRESS & COMMENTS							

M0: 46184

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 8QTSOW20 PSI@35

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19330000 FILTER 1.836 Y 6.02
TOTAL - PARTS 6.02

G.O.G. & SUPPLIES-----
 8.0 1 QT DEXOS 0/20 @ 4.990 /UNIT 39.92
TOTAL - GOG 39.92

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 HW HAZARDOUS WASTE 0.99
 ZGP1 GM PROMO PRICE DISCOUNT -15.00
TOTAL - MISC -14.01

JOB# 1 TOTALS-----
 LABOR 31.55
 PARTS 6.02
 G.O.G. 39.92
 MISC -14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZ LUBE TECH(S):3294 0.00

PRICE QUOTE FOR CENTER ARM REST
 PART NOT IN STOCK
 PART #84199947, \$458.88, LABOR \$135.00
 TOTAL FOR THE REPAIR \$593.88

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 90CVZ GM MPVT TECH(S):3294 0.00

- I acknowledge price and/or approval of an increase in the original estimated price.
- All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 09/14/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR	MILEAGE 46,184	COLOR WHITE/
	VEHICLE ID NO. 3 G C P C S E C X G G	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 09/14/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 46184

JOB# 1 CHARGES-----

LABOR-----

J# 1 01CVZGMM1	MAINTENANCE 1 *SCH1*	TECH(S):3294	31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 BQTSOW20 PSI@35

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836 Y	6.02	6.02
				TOTAL - PARTS	6.02

G.O.G. & SUPPLIES-----					
8.0	1	QT DEXOS 0/20	@	4.990 /UNIT	39.92
				TOTAL - GOG	39.92

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----		
	HW	HAZARDOUS WASTE		0.99	
	ZGP1	GM PROMO PRICE DISCOUNT		-15.00	
				TOTAL - MISC	-14.01

JOB# 1 TOTALS-----

LABOR	31.55
PARTS	6.02
G.O.G.	39.92
MISC	-14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----

J# 2 01CVZ	LUBE	TECH(S):3294	0.00

PRICE QUOTE FOR CENTER ARM REST
 PART NOT IN STOCK
 PART #84199947, \$458.88, LABOR \$135.00
 TOTAL FOR THE REPAIR \$593.88

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 90CVZ	GM MPV1	TECH(S):3294	0.00

1. I acknowledge and give my full approval of an increase in the original estimated price.

2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

BAR # ARD003134

EPA ID # CAD # 044336741

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 09/14/18
	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR	MILEAGE 46,184	COLOR WHITE/
	VEHICLE ID NO. 3 G C P C S E C X G G	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 09/14/18	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 46184

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4+97CVZYTYRE TIRE TREAD YELLOW TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+97CVZXAXLR DRIVE AXLE - RED TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$69.95 (+TAX)

COMMENTS-----
++WAITER++

TOTALS-----

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET....	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE

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

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL : [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR RAY PETERS	3746	TAG NO.	[REDACTED]	INVOICE DATE 09/14/18	IN	[REDACTED]
[REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE 46,184	COLOR WHITE/	STOCK NO.		
			YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR					DELIVERY DATE	DELIVERY MILES
			VEHICLE I.D. NO. 3 G C P C S E C X G G [REDACTED]					SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. NO.		P. O. NO.		R. O. DATE 09/14/18		
			CELL PHONE & E-MAIL ADDRESS & COMMENTS						

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4+97CVZYTIRE TIRE TREAD YELLOW TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+97CVZXAXLR DRIVE AXLE - RED TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$69.95 (+TAX)
COMMENTS-----
++WAITER++

TOTALS-----

***** * YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU * * TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT * * EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE * * CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER * * ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** * * * *PARTS WARRANTY* * EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE * * SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF * * TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE * * SPECIFIED. * * * HUMMER BAR# AB237919 CADILLAC BAR# AB237918 * *****	TOTAL LABOR.... 31.55 TOTAL PARTS.... 6.02 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 39.92 TOTAL MISC CHG. 0.99 TOTAL MISC DISC -15.00 TOTAL TAX..... 3.57 TOTAL INVOICE \$ 67.05

CUSTOMER SIGNATURE

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2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 09/14/18	IN [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 46,184	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			PRODUCTION DATE
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 09/14/18	

M0: 46184

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4+97CVZYTIRE TIRE TREAD YELLOW TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+97CVZXAXLR DRIVE AXLE - RED TECH(S):3294 0.00
Added Operation (JESSIE @ 09/14/2018 15:06)

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$69.95 (+TAX)

COMMENTS-----
++WAITER++

TOTALS-----

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57

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

TOTAL INVOICE \$ 67.05

CUSTOMER SIGNATURE

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

BAR # ARD003134 • EPA ID # CAD # 044336741

PE18-012

GM

3-27-2019

Q3



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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 11/15/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
		50,101	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE
	VEHICLE ID NO. 3 G C P C S E C X G G		DELIVERY MILES
	P.T.E. NO.		SELLING DEALER NO.
	P.O. NO.	R.O. DATE 11/15/18	PRODUCTION DATE
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 50101

LABOR-----
J# 1 03CVZTFLUSH TRANSFLUIDEXCH TECH(S):3405 106.94
PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE
MAINTENANCE ITEM
Automatic Trans Fluid Exchange 5.3L 2016 6/A/T

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 6601B TRANS KIT BG 32.95 32.95
TOTAL - PARTS 32.95

G.O.G. & SUPPLIES-----
14.0 1 QT DEX VI ATF @ 4.290 /UNIT 60.06
TOTAL - GOG 60.06

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
HW HAZARDOUS WASTE 0.80
TOTAL - MISC 0.80

JOB# 1 TOTALS-----
LABOR 106.94
PARTS 32.95
G.O.G. 60.06
MISC 0.80

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 200.75

LABOR-----
J# 2 03CVZ1HEAP96 RPL HEPA FLT AS REQ TECH(S):3405 39.93
REPLACE CABIN AIR FILTER
REPLACED CABIN FILTER

JOB# 2 TOTALS-----
LABOR 39.93

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 39.93

LABOR-----
J# 3 03CVZZAAIRFLT REPLACE AIR FILTER TECH(S):3405 0.00
REPLACE AIR FILTER, IF NECESSARY.
Air Filter, r&r 5.3L 14/16

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 22845992 ELEMENT 3.410 Y 45.25 45.25
1 23281440 FILTER 9.786 Y 31.83 31.83
TOTAL - PARTS 77.08

JOB# 3 TOTALS-----
1. I acknowledge notice and oral approval of an increase in the original estimated price 77.08
2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 77.08

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 11/15/18
LABOR RATE	LICENSE NO.	50,101	COLOR WHITE/
YEAR / MAKE / MODEL 6/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
VEHICLE ID NO. 3 G C P C S E C X G G			DELIVERY DATE
T. E. NO.			DELIVERY MILES
P. O. NO.			SELLING DEALER NO.
R. O. DATE 11/15/18			PRODUCTION DATE
ELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 50101

JOB# 1 CHARGES-----

LABOR-----

J# 1 03CVZTFLUSH TRANSFLUIDEXCH TECH(S):3405 106.94
PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE
MAINTENANCE ITEM
Automatic Trans Fluid Exchange 5.3L 2016 6/A/T

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	6601B	TRANS KIT BG	32.95	32.95
				TOTAL - PARTS	32.95

G.O.G. & SUPPLIES-----					
	14.0	1 QT DEX VI ATF	@ 4.290 /UNIT		60.06
				TOTAL - GOG	60.06

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	HW	HAZARDOUS WASTE		0.80
				TOTAL - MISC

JOB# 1 TOTALS-----				
	LABOR			106.94
	PARTS			32.95
	G.O.G.			60.06
	MISC			0.80

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 200.75

JOB# 2 CHARGES-----

LABOR-----

J# 2 03CVZ1HEAP96 RPL HEPA FLT AS REQ TECH(S):3405 39.93
REPLACE CABIN AIR FILTER
REPLACED CABIN FILTER

JOB# 2 TOTALS-----				
	LABOR			39.93

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 39.93

JOB# 3 CHARGES-----

LABOR-----

J# 3 03CVZZAAIRFLT REPLACE AIR FILTER TECH(S):3405 0.00
REPLACE AIR FILTER, IF NECESSARY.
Air Filter, r&r 5.3L 14/16

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	22845992	ELEMENT 3.410 Y	45.25	45.25
	1	23281440	FILTER 9.786 Y	31.83	31.83
				TOTAL - PARTS	77.08

JOB# 3 TOTALS-----				
	LABOR			0.00
	PARTS			77.08

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2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 77.08

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 50,101
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		COLOR WHITE/
	VEHICLE I.D. NO. 3 G C P C S E C X G G		STOCK NO.
	F.T.E. NO.		DELIVERY DATE
	P.O. NO.		DELIVERY MILES
CELL PHONE & E-MAIL ADDRESS & COMMENTS		R.O. DATE 11/15/18	
MO: 50101			

JOB# 1 CHARGES-----

LABOR-----

J# 1 03CVZTFLUSH TRANSFLUIDEXCH TECH(S):3405 106.94

PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE
 MAINTENANCE ITEM
 Automatic Trans Fluid Exchange 5.3L 2016 6/A/T

PARTS-----

QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
1	6601B	TRANS KIT BG		32.95
				TOTAL - PARTS 32.95

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

14.0	1 QT DEX VI ATF	@	4.290	/UNIT	60.06
					TOTAL - GOG 60.06

MISC-----

CODE	DESCRIPTION	CONTROL NO	
HW	HAZARDOUS WASTE		0.80
			TOTAL - MISC 0.80

JOB# 1 TOTALS-----

LABOR	106.94
PARTS	32.95
G.O.G.	60.06
MISC	0.80
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 200.75	

JOB# 2 CHARGES-----

LABOR-----

J# 2 03CVZ1HEAP96 RPL HEPA FLT AS REQ TECH(S):3405 39.93

REPLACE CABIN AIR FILTER
 REPLACED CABIN FILTER

JOB# 2 TOTALS-----

LABOR	39.93
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 39.93	

JOB# 3 CHARGES-----

LABOR-----

J# 3 03CVZZAAIRFLT REPLACE AIR FILTER TECH(S):3405 0.00

REPLACE AIR FILTER, IF NECESSARY.
 Air Filter, r&r 5.3L 14/16

PARTS-----

QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
1	22845992	ELEMENT 3.410 Y		45.25
1	23281440	FILTER 9.786 Y		31.83
				TOTAL - PARTS 77.08

JOB# 3 TOTALS-----

LABOR	0.00
PARTS	77.08
JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 77.08	

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 2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 11/15/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	MILEAGE 50,101		COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE
	VEHICLE ID NO. 3 G C P C S E C X G G		DELIVERY MILES
	P.T.E. NO.		SELLING DEALER NO.
P.O. NO.		R.O. DATE 11/15/18	PRODUCTION DATE
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

M0: 50101

LABOR-----
 J# 4 90CVZ GM MPVI TECH(S):3405 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED MULTI-POINT VEHICLE INSPECTION

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00
 JOB# 5 CHARGES-----

LABOR-----
 J# 5+03CVZ QUICK SERVICE TECH(S):3405 0.00
 Added Operation (RAY @ 11/15/2018 12:56)
 ADDED OPERATION, CUSTOMER STATES SMELLING BURNT WIRES
 BURNING, THE SMELL IS GONE NOW, CUSTOMER REQUESTING VISUAL
 INSPECTION WHILE THE TRUCK IS ON THE LIFT 11/15/18 AT
 12:56PM
 NO DAMAGE FOUND

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00
 JOB# 6 CHARGES-----

LABOR-----
 J# 6+97CVZTYRE TIRE TREAD YELLOW TECH(S):3405 0.00
 Added Operation (BRIAN @ 11/15/2018 14:29)

JOB# 6 TOTALS-----
 JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$350.95 (+TAX)

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

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CELL : [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR RAY PETERS	3746	TAG NO.	[REDACTED]	INVOICE DATE 11/15/18	IN	[REDACTED]
[REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE 50,101	COLOR WHITE/	STOCK NO.		
			YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR					DELIVERY DATE	DELIVERY MILES
			VEHICLE I.D. NO. 3 G C P C S E C X G G [REDACTED]					SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. NO.		P. O. NO.		R. O. DATE 11/15/18		
			CELL PHONE & E-MAIL ADDRESS & COMMENTS						

JOB# 4 CHARGES-----
LABOR-----
J# 4 90CVZ GM MPVI TECH(S):3405 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT VEHICLE INSPECTION
JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00
JOB# 5 CHARGES-----
LABOR-----
J# 5+03CVZ QUICK SERVICE TECH(S):3405 0.00
Added Operation (RAY @ 11/15/2018 12:56)
ADDED OPERATION, CUSTOMER STATES SMELLING BURNT WIRES
BURNING, THE SMELL IS GONE NOW, CUSTOMER REQUESTING VISUAL
INSPECTION WHILE THE TRUCK IS ON THE LIFT 11/15/18 AT
12:56PM
NO DAMAGE FOUND
JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00
JOB# 6 CHARGES-----
LABOR-----
J# 6+97CVZTYRE TIRE TREAD YELLOW TECH(S):3405 0.00
Added Operation (BRIAN @ 11/15/2018 14:29)
JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$350.95 (+TAX)

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CELL : [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR RAY PETERS	3746	TAG NO.	[REDACTED]	INVOICE DATE 11/15/18	IN	[REDACTED]	
[REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE 50,101	COLOR WHITE/	STOCK NO.			
			YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR						DELIVERY DATE	DELIVERY MILES
			VEHICLE I.D. NO. 3 G C P C S E C X G G						SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. NO.			P. O. NO.		R. O. DATE 11/15/18		
			CELL PHONE & E-MAIL ADDRESS & COMMENTS							

M0: 50101

JOB# 4 CHARGES-----
LABOR-----
J# 4 90CVZ GM MPVI TECH(S):3405 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT VEHICLE INSPECTION
JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00
JOB# 5 CHARGES-----
LABOR-----
J# 5+03CVZ QUICK SERVICE TECH(S):3405 0.00
Added Operation (RAY @ 11/15/2018 12:56)
ADDED OPERATION, CUSTOMER STATES SMELLING BURNT WIRES
BURNING, THE SMELL IS GONE NOW, CUSTOMER REQUESTING VISUAL
INSPECTION WHILE THE TRUCK IS ON THE LIFT 11/15/18 AT
12:56PM
NO DAMAGE FOUND
JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00
JOB# 6 CHARGES-----
LABOR-----
J# 6+97CVZTYRE TIRE TREAD YELLOW TECH(S):3405 0.00
Added Operation (BRIAN @ 11/15/2018 14:29)
JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$350.95 (+TAX)

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CUSTOMER SIGNATURE X _____

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CELL : [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR RAY PETERS	3746	TAG NO.	[REDACTED]	INVOICE DATE 11/15/18	IN	[REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 50,101		COLOR WHITE/	STOCK NO.		
[REDACTED]		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR				DELIVERY DATE	DELIVERY MILES		
[REDACTED]		VEHICLE I.D. NO. 3 G C P C S E C X G G [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]		F. T. E. NO.		P. O. NO.		R. O. DATE 11/15/18			
[REDACTED]		CELL PHONE & E-MAIL ADDRESS & COMMENTS							M0: 50101

TOTALS-----

*****	TOTAL LABOR....	146.87
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	110.03
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	60.06
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.80
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	13.19
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	330.95
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 11/15/18	STOCK NO.
LABOR RATE	LICENSE NO.	MILEAGE 50,101	COLOR WHITE/	DELIVERY DATE
YEAR / MAKE / MODEL 6/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY MILES	
VEHICLE I.D. NO. 3 G C P C S E C X G G			SELLING DEALER NO.	
T.E. NO.			P.O. NO.	
R.O. DATE 11/15/18			PRODUCTION DATE	
BILL PHONE & E-MAIL ADDRESS & COMMENTS				

MO: 50101

TOTALS

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

TOTAL LABOR.... 146.87
TOTAL PARTS.... 110.03
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 60.06
TOTAL MISC CHG. 0.80
TOTAL MISC DISC 0.00
TOTAL TAX..... 13.19
TOTAL INVOICE \$ 330.95

CUSTOMER SIGNATURE

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

BAR # ARD003134

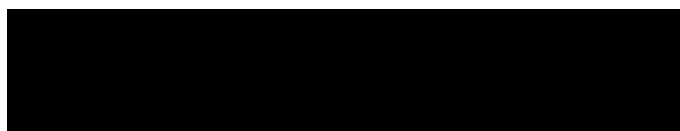
• EPA ID # CAD # 044336741

PE18-012

GM

3-27-2019

Q3

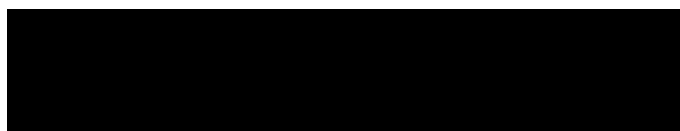


PE18-012

GM

3-27-2019

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 03/31/17	PRODUCTION DATE
				MO: 15486

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVZZINTLOFDEX INT LOF DEXOS TECH(S):3294 WARRANTY

CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID
LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES
VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH
L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES
63 8QTSOW20 PSI@35

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

G.O.G. & SUPPLIES-----
8.0 1 QT DEXOS 0/20 @ /UNIT TOTAL - GOG WARRANTY 0.00

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

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZZINTSPINSP INT SERV PLUS INSP TECH(S):3294 WARRANTY

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

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 01CVZZINTROTATE INTERNAL ROTATE TECH(S):3294 WARRANTY

ROTATE TIRES
MAINTENANCE ITEM
ROTATED TIRES

JOB# 3 TOTALS-----
1. I acknowledge notice and oral approval of an increase in the original estimated price. 0.00
2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C X G G		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 03/31/17
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			

MO: 15486

LABOR.....
 J# 1 01CVZZINTLOFDEX INT LOF DEXOS TECH(S):3294 WARRANTY
 CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE. CHECK ALL FLUID
 LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES
 VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH
 L.O.F. REMINDER LABEL.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICES
 63 BQTSOW20 PS1035

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

G.O.G. & SUPPLIES-----					
8.0 1 QT DEXOS 0/20	@	/UNIT			
				TOTAL - GOG	WARRANTY 0.00

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

JOB# 1 TOTALS.....
 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR.....
 J# 2 01CVZZINTSPINSP INT SERV PLUS INSP TECH(S):3294 WARRANTY
 SERVICE PLUS INSPECTION
 INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
 BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
 AND REQUIRED MAINTENANCE.
 MAINTENANCE ITEM.
 PERFORMED SAFETY INSPECTION.

JOB# 2 TOTALS.....
 JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR.....
 J# 3 01CVZZINTROTATE INTERNAL ROTATE TECH(S):3294 WARRANTY
 ROTATE TIRES
 MAINTENANCE ITEM
 ROTATED TIRES

JOB# 3 TOTALS.....
 1. I acknowledge notice and oral approval of an increase in the original estimated price. 0.00
 2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 03/31/17	PRODUCTION DATE

MO: 15486

JOB# 1 CHARGES-----
LABOR-----
J# 1 01CVZZINTLOFDEX INT LOF DEXOS TECH(S):3294 WARRANTY
CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID
LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES
VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH
L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES
63 8QTSOW20 PSI@35
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 19330000 FILTER 1.836 Y TOTAL - PARTS WARRANTY 0.00
G.O.G. & SUPPLIES-----
8.0 1 QT DEXOS 0/20 @ /UNIT TOTAL - GOG WARRANTY 0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
HW HAZARDOUS WASTE TOTAL - MISC WARRANTY 0.00
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZZINTSPINSP INT SERV PLUS INSP TECH(S):3294 WARRANTY
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.
JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----

LABOR-----
J# 3 01CVZZINTROTATE INTERNAL ROTATE TECH(S):3294 WARRANTY
ROTATE TIRES
MAINTENANCE ITEM
ROTATED TIRES
JOB# 3 TOTALS-----
1. I acknowledge notice and oral approval of an increase in the original estimated price. 0.00
2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	SAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
	P.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 03/31/17	PRODUCTION DATE

MO: 15486

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

COMMENTS
++WAITER++

TOTALS

*****	TOTAL LABOR....	0.00
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	0.00
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.00
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	0.00
* *	TOTAL TAX.....	0.00
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	0.00
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE

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

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CELL : [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 03/31/17	PRODUCTION DATE

MO: 15486

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

COMMENTS-----
++WAITER++

TOTALS-----

*****	TOTAL LABOR...	0.00
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS...	0.00
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.00
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	0.00
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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2. All parts installed are new unless specified otherwise.
CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	SAG NO. 3746	INVOICE DATE 03/31/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,485	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
	P.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 03/31/17	PRODUCTION DATE

MO: 15486

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

*****	TOTAL LABOR....	0.00
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	0.00
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.00
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	0.00
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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

BAR # ARD003134

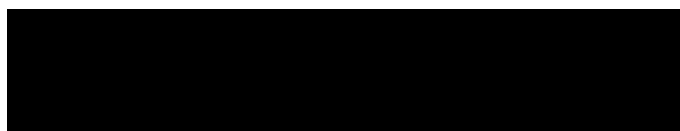
• EPA ID # CAD # 044336741

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 07/21/17	PRODUCTION DATE

MO: 22826

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 8QTSOW20 PSI@35

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19330000 FILTER 1.836 Y 6.02
TOTAL - PARTS 6.02

G.O.G. & SUPPLIES-----
 8.0 1 QT DEXOS 0/20 @ 4.990 /UNIT 39.92
TOTAL - GOG 39.92

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 HW HAZARDOUS WASTE 0.99
 ZGP1 GM PROMO PRICE DISCOUNT -15.00
TOTAL - MISC -14.01

JOB# 1 TOTALS-----
 LABOR 31.55
 PARTS 6.02
 G.O.G. 39.92
 MISC -14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3294 0.00

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

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER KNOWS AND AGREES TO AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
 2. All parts installed are new unless specified otherwise.
 COMMENTS-----
 CUSTOMER SIGNATURE X _____
 ++WAITER++

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 07/21/17	PRODUCTION DATE
MO: 22826				

LABOR-----
 J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 8QTSOW20 PSI@35

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19330000 FILTER 1.836 Y 6.02
 TOTAL - PARTS 6.02

G.O.G. & SUPPLIES-----
 8.0 1 QT DEXOS 0/20 @ 4.990 /UNIT 39.92
 TOTAL - GOG 39.92

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 HW HAZARDOUS WASTE 0.99
 ZGP1 GM PROMO PRICE DISCOUNT -15.00
 TOTAL - MISC -14.01

JOB# 1 TOTALS-----
 LABOR 31.55
 PARTS 6.02
 G.O.G. 39.92
 MISC -14.01

JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

LABOR-----
 J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3294 0.00

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

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER KNOWS AND AGREES TO AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
 2. All parts installed are new unless specified otherwise.
 COMMENTS-----
 CUSTOMER SIGNATURE X _____
 ++WAITER++

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 07/21/17	PRODUCTION DATE

MO: 22826

JOB# 1 CHARGES-----

LABOR-----
J# 1 01CVZOGMM1 MAINTENANCE 1 *SCH1* TECH(S):3294 31.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
 LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
 ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
 FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
 INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
 INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
 FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
 SCHEDULED MAINTENANCE
 COMPLETED REQUESTED MAINTENANCE SERVICE
 63 8QTSOW20 PSI@35

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19330000 FILTER 1.836 Y 6.02
TOTAL - PARTS 6.02

G.O.G. & SUPPLIES-----
 8.0 1 QT DEXOS 0/20 @ 4.990 /UNIT 39.92
TOTAL - GOG 39.92

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 HW HAZARDOUS WASTE 0.99
 ZGP1 GM PROMO PRICE DISCOUNT -15.00
TOTAL - MISC -14.01

JOB# 1 TOTALS-----
 LABOR 31.55
 PARTS 6.02
 G.O.G. 39.92
 MISC -14.01

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 63.48

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3294 0.00

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

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER KNOWS AND UNDERSTANDS AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
 2. All parts installed are new unless specified otherwise.
 COMMENTS-----
 CUSTOMER SIGNATURE X _____
 ++WAITER++

BAR # ARD003134 • EPA ID # CAD # 044336741

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G			DELIVERY DATE
	P.T.E. NO.			SELLING DEALER NO.
	P.O. NO.			PRODUCTION DATE
CELL PHONE & E-MAIL ADDRESS & COMMENTS				R.O. DATE 07/21/17
				MO: 22826

RECOMMENDATIONS
AIR/CABIN FILTER

TOTALS

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED, *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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

BAR # ARD003134

• EPA ID # CAD # 044336741

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
	VEHICLE I.D. NO. 3 G C P C S E C X G G [REDACTED]			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
CELL PHONE & E-MAIL ADDRESS & COMMENTS			R.O. DATE 07/21/17	PRODUCTION DATE

MO: 22826

RECOMMENDATIONS
AIR/CABIN FILTER

TOTALS-----

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED. *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE _____

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

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RAY PETERS	TAG NO. 3746	INVOICE DATE 07/21/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	22,825	COLOR WHITE/
	YEAR / MAKE / MODEL 6/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO. B G C P C S E C X G		SELLING DEALER NO.	PRODUCTION DATE
	T. E. NO.	P. O. NO.	R. O. DATE 07/21/17	
FULL PHONE & E-MAIL ADDRESS & COMMENTS				

MO: 22826

AIR/CABIN FILTER

TOTALS

*****	TOTAL LABOR....	31.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	-15.00
*	TOTAL TAX.....	3.57
* *PARTS WARRANTY*		
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *	TOTAL INVOICE \$	67.05
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *		
* SPECIFIED, *		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *		

CUSTOMER SIGNATURE

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

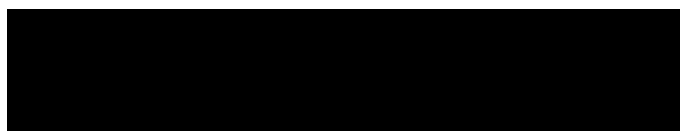
BAR # ARD003134 • EPA ID # CAD # 044336741

PE18-012

GM

3-27-2019

Q3



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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RICKY RAMIREZ	3761	TAG NO.	INVOICE DATE 12/01/17	
	LABOR RATE	LICENSE NO.	MILEAGE 30,514	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G C P C S E C X G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 12/01/17
	CELL PHONE & E-MAIL ADDRESS & COMMENTS				

M0: 30514

JOB# 1 CHARGES-----

LABOR-----

J# 1 01CVZ1LOF95 LUBE/OIL/FILTER 95- TECH(S):3709 11.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE

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

1 19330000 FILTER 1.836 Y 6.02 6.02

TOTAL - PARTS 6.02

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

1.0 8 QTS DEXOS 0/20 @ 39.920 /UNIT 39.92

TOTAL - GOG 39.92

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

HW HAZARDOUS WASTE 0.99

TOTAL - MISC 0.99

JOB# 1 TOTALS-----

LABOR 11.55

PARTS 6.02

G.O.G. 39.92

MISC 0.99

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 58.48

JOB# 2 CHARGES-----

LABOR-----

J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3709 0.00

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

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 03CVZ QUICK SERVICE TECH(S):3709 WARRANTY

1. I acknowledge receipt and full approval of an increase in the original estimated price.

2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RICKY RAMIREZ	TAG NO. 3761	INVOICE DATE 12/01/17
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR	SALES TAX 30,514	COLOR WHITE/
	VEHICLE ID NO. 3 G C P C S E C X G	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 12/01/17	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			
MO: 30514			

LABOR-----
J# 1 01CVZ1LOF95 LUBE/OIL/FILTER 95- TECH(S):3709 11.55
GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19330000	FILTER 1.836 Y	6.02	6.02
				TOTAL - PARTS	6.02

G.O.G. & SUPPLIES-----					
1.0 8 QTS DEXOS 0/20	@	39.920	/UNIT		39.92
				TOTAL - GOG	39.92

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	HW	HAZARDOUS WASTE		0.99
			TOTAL - MISC	0.99

JOB# 1 TOTALS-----
LABOR 11.55
PARTS 6.02
G.O.G. 39.92
MISC 0.99

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 58.48

JOB# 2 CHARGES-----

LABOR-----
J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3709 0.00
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING
AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 03CVZ QUICK SERVICE TECH(S):3709 WARRANTY
1. I acknowledge and give approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR RICKY RAMIREZ	TAG NO. 3761	INVOICE DATE 12/01/17
LABOR RATE	LICENSE NO.	MILEAGE 30,514	COLOR WHITE/
YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			STOCK NO.
VEHICLE I.D. NO. 3 G C P C S E C X G			DELIVERY DATE
F.T.E. NO.			DELIVERY MILES
P.O. NO.			SELLING DEALER NO.
R.O. DATE 12/01/17			PRODUCTION DATE
CELL PHONE & E-MAIL ADDRESS & COMMENTS			

M0: 30514

JOB# 1 CHARGES-----

LABOR-----

J# 1 01CVZ1LOF95 LUBE/OIL/FILTER 95- TECH(S):3709 11.55

GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER,
LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION,
ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER
FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE
INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND
INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER
FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE

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

1 19330000 FILTER 1.836 Y 6.02 6.02

TOTAL - PARTS 6.02

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

1.0 8 QTS DEXOS 0/20 @ 39.920 /UNIT 39.92

TOTAL - GOG 39.92

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

HW HAZARDOUS WASTE 0.99

TOTAL - MISC 0.99

JOB# 1 TOTALS-----

LABOR 11.55

PARTS 6.02

G.O.G. 39.92

MISC 0.99

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 58.48

JOB# 2 CHARGES-----

LABOR-----

J# 2 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3709 0.00

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

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 03CVZ QUICK SERVICE TECH(S):3709 WARRANTY

1. I acknowledge receipt and full approval of an increase in the original estimated price.

2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	RICKY RAMIREZ	3761	12/01/17
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL	30,514	COLOR
	16/CHEVROLET TRUCK/SILVERADO 1500/CR	WHITE/	DELIVERY DATE
	VEHICLE ID NO.	DELIVERY MILES	SELLING DEALER NO.
	3 G C P C S E C X G G	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	R.O. DATE	
		12/01/17	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			
MO: 30514			

1	11561878	OPTION-----UNIT PRICE-	WARRANTY
		RETAINER 8.940 Y	0.00
		TOTAL - PARTS	
JOB# 3 TOTALS-----			
		JOB# 3 JOURNAL PREFIX CTCS	JOB# 3 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)
COMMENTS-----
UNABLE TO PERFORM ROTATION...WHEEL LOCK MISSING...
DELETED OPERATION(S)-----
01CVZ0GMM1 MAINTENANCE 1 *SCH1*

TOTALS-----

* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU	TOTAL LABOR....	11.55
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT	TOTAL PARTS....	6.02
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE	TOTAL SUBLET...	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER	TOTAL G.O.G....	39.92
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **	TOTAL MISC CHG.	0.99
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	3.57
* *PARTS WARRANTY*	TOTAL INVOICE \$	62.05
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE		
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF		
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE		
* SPECIFIED.		
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918		

CUSTOMER SIGNATURE _____

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

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	RICKY RAMIREZ	3761	12/01/17
	LABOR RATE	LICENSE NO.	STOCK NO.
		30,514	WHITE/
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	16/CHEVROLET TRUCK/SILVERADO 1500/CR		
	VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE
	3 G C P C S E C X G G		
	P.T.E. NO.	R.O. DATE	
		12/01/17	
CELL PHONE & E-MAIL ADDRESS & COMMENTS			
MO: 30514			

1	11561878	DESCRIPTION	UNIT PRICE	WARRANTY
		RETAINER 8.940 Y		0.00
TOTAL - PARTS				0.00
JOB# 3 TOTALS				
JOB# 3 JOURNAL PREFIX CTCS			JOB# 3 TOTAL	0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)
COMMENTS-----
UNABLE TO PERFORM ROTATION...WHEEL LOCK MISSING...
DELETED OPERATION(S)-----
01CVZ0GMM1 MAINTENANCE 1 *SCH1*

TOTALS-----

* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU	TOTAL LABOR...	11.55
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT	TOTAL PARTS...	6.02
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE	TOTAL SUBLET...	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER	TOTAL G.O.G....	39.92
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **	TOTAL MISC CHG.	0.99
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	3.57
	TOTAL INVOICE \$	62.05

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

CUSTOMER SIGNATURE

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

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CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR	RICKY RAMIREZ	3761	TAG NO.	[REDACTED]	INVOICE DATE	12/01/17	[REDACTED]
[REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE	30,514	COLOR	WHITE/	STOCK NO.	
			YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES
			16/CHEVROLET TRUCK/SILVERADO 1500/CR						SELLING DEALER NO.	PRODUCTION DATE
			VEHICLE I.D. NO.						R. O. DATE	
			3 G C P C S E C X G [REDACTED]						12/01/17	
			F. T. E. NO.	P. O. NO.						
CELL PHONE & E-MAIL ADDRESS & COMMENTS										

M0: 30514

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 11561878 RETAINER 8.940 Y	
	WARRANTY 0.00
	TOTAL - PARTS

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$68.00 (+TAX)

COMMENTS-----

WAITER...

UNABLE TO PERFORM ROTATION...WHEEL LOCK MISSING...

DELETED OPERATION(S)-----

01CVZ0GMM1 MAINTENANCE 1 *SCH1*

TOTALS-----

*****	TOTAL LABOR....	11.55
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU *	TOTAL PARTS....	6.02
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT *	TOTAL SUBLET...	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE *	TOTAL G.O.G....	39.92
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER *	TOTAL MISC CHG.	0.99
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	3.57

PARTS WARRANTY

* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *

* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *

* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *

* SPECIFIED. *

* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *

TOTAL INVOICE \$ 62.05

CUSTOMER SIGNATURE _____

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

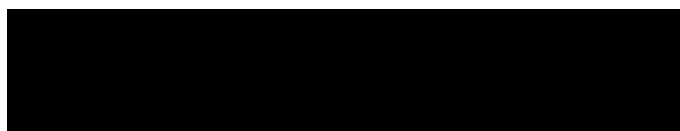
BAR # ARD003134 • EPA ID # CAD # 044336741

PE18-012

GM

3-27-2019

Q3





BAR # ARD003134

RECOMMENDED SERVICES

2131 Convention Center Way
Ontario, California 91764
(909) 390-2900

EPA # CAD 044336741

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/15/18		50101	3746	3405 3405 3405 3405 3405 3405	C C C C C C	03CVZTFLUSH 03CVZ1HEAP96 03CVZAAIRFLT 90CVZ 03CVZ 97CVZYTIRE	TRANSFLUIDEXCH RPL HEPA FLT AS REQ REPLACE AIR FILTER GM MPVI QUICK SERVICE TIRE TREAD YELLOW

SALESPERSON NO.

SERVICE

STATE REG# AA003134

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 3GCPCECXGG	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE	STOCK NO.	LICENSE NO.	BLD. NO.	
SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No	CUSTOMER NO. 	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/19/18	
RESIDENCE PHONE 	BUSINESS PHONE 	COLOR WHITE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	END. NO.	
TIME RECEIVED 08:32am	DATE/TIME PROMISED 12/19/18 06:00pm	PRIORITY 69	TURBO N	MISC CVZN	AIR COND Y	P.S. Y	
APPOINTMENT ☒ Yes ☐ No	LABOR RATE 	POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.					
X		X		X		X	
(DATE)		(INSURED)		(DATE)		(INSURED)	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 135.00		FUEL GAUGE E N W F	CHANGED WHERE MARKED ☐
X		PRIOR BODY DAMAGE ☐ LF ☐ RF ☐ LR ☐ RR ☐	RATTLE WHERE MARKED ☐
COMMENTS: VEHICLE TOWED IN		ORIGINAL ESTIMATE \$	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize services recommended.
1 C 06CVZ BRAKES/FRONT END		RENTAL	AUTHORIZED BY
CUSTOMER STATES WHEN DRIVING ON THE FREEWAY CUSTOMER PRESSED ON THE BRAKES BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR AND VEHICLE WOULD NOT STOP		REVISED ESTIMATE (1)	PERSON CONTACTED
PRIOR COMPLAINT ☐ YES ☐ NO		DATE	TIME
2 C * 90CVZ GM MPVI		VIA PHONE ☐	CONTACTED BY
PERFORM MULTI-POINT VEHICLE INSPECTION		IN PERSON ☐	2ND REVISED ESTIMATE (2)
PRIOR COMPLAINT ☐ YES ☐ NO		DATE	TIME
		VIA PHONE ☐	CONTACTED BY
		IN PERSON ☐	PHONE #1
		PHONE #2	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			
FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: We will honor the following credit cards with PRIOR CLEARANCE VISA • MASTERCARD • DISCOVER DINERS • CARTE BLANCHE • AMERICAN EXPRESS YOUR ATM CARD IS NOW AVAILABLE PERSONAL CHECKS ACCEPTED WITH PROPER I.D. AND PRIOR APPROVAL PHONE (909) 390-2900 SERVICE FAX (909) 390-2955 SERVICE DEPARTMENT HOURS 7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY SATURDAY 7:30 A.M. TO 2:00 P.M. PLEASE ARRANGE TO PICK UP YOUR CAR DURING ABOVE HOURS WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES • WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT. BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. NOTICE TO CUSTOMERS WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.			



BAR # ARD003134

RECOMMENDED SERVICES

2131 Convention Center Way
Ontario, California 91764
(909) 390-2900

EPA # CAD 044336741

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/15/18		50101	3746	3405 3405 3405 3405 3405 3405	C C C C C C	03CVZTFLUSH 03CVZ1HEAP96 03CVZAAIRFLT 90CVZ 03CVZ 97CVZYTIRE	TRANSFLUIDEXCH RPL HEPA FLT AS REQ REPLACE AIR FILTER GM MPVI QUICK SERVICE TIRE TREAD YELLOW

SALESPERSON NO.

SERVICE

STATE REG# AA003134

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 3GCPCECXGG	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.D. NO.	
SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No	RESIDENCE PHONE	BUSINESS PHONE	CUSTOMER SIGNATURE	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED 08:32am	DATE/TIME PROMISED 12/19/18 06:00pm	PRIORITY 69	LABOR RATE	CONTRACT NO.	EXPIRATION DATE	
POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		ADVISOR NO. 3768		ADVISOR JULIE ESCOBAR			
X _____ (DATE)		X _____ (INSURED)		X _____ (DATE)		X _____ (INSURED)	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 135.00		FUEL GAUGE E N W F	DIAGRAM WHERE MARKED ☐ CHANGED WHERE MARKED ☐ RATTLE WHERE MARKED
X _____		PRIOR BODY DAMAGE ☐ LF ☐ RF ☐ LR ☐ RR	ORIGINAL ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize services recommended.
COMMENTS: VEHICLE TOWED IN		RENTAL	AUTHORIZED BY
1 C 06CVZ BRAKES/FRONT END		REVISED ESTIMATE (1)	PERSON CONTACTED
CUSTOMER STATES WHEN DRIVING ON THE FREEWAY CUSTOMER PRESSED ON THE BRAKES BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR AND VEHICLE WOULD NOT STOP		DATE	TIME
PRIOR COMPLAINT ☐ YES ☐ NO		VIA PHONE ☐ IN PERSON ☐	CONTACTED BY
2 C * 90CVZ GM MPVI		2ND REVISED ESTIMATE (2)	PERSON CONTACTED
PERFORM MULTI-POINT VEHICLE INSPECTION		DATE	TIME
PRIOR COMPLAINT ☐ YES ☐ NO		VIA PHONE ☐ IN PERSON ☐	CONTACTED BY
		PHONE #1	PHONE #2
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			
FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: We will honor the following credit cards with PRIOR CLEARANCE: VISA • MASTERCARD • DISCOVER DINERS • CARTE BLANCHE • AMERICAN EXPRESS YOUR ATM CARD IS NOW AVAILABLE PERSONAL CHECKS ACCEPTED WITH PROPER I.D. AND PRIOR APPROVAL PHONE (909) 390-2900 SERVICE FAX (909) 390-2955 SERVICE DEPARTMENT HOURS 7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY SATURDAY 7:30 A.M. TO 2:00 P.M. PLEASE ARRANGE TO PICK UP YOUR CAR DURING ABOVE HOURS WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES • WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT. BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. NOTICE TO CUSTOMERS WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.			



EPA # CAD 044336741



BAR # ARD003134

RECOMMENDED SERVICES

2131 Convention Center Way
Ontario, California 91764
(909) 390-2900

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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
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SALESPERSON NO.

SERVICE

STATE REG# AA003134

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 3GCPCECXGG	YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/C	PRODUCTION DATE	STOCK NO.	LICENSE NO.	B.I.D. NO.
SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No	CUSTOMER NO. [REDACTED]	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/19/18
	COLOR WHITE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	SALE NO.	
	TURBO N	MISC CVZN	AIR COND Y	P.S. Y	TRANS A	MILEAGE 52,247
	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	ADVISOR NO. 3768	ADVISOR JULIE ESCOBAR		
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED 08:32am	DATE/TIME PROMISED 12/19/18 06:00pm	PRIORITY 69	POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		
	LABOR RATE CELL: [REDACTED]	X _____ X _____ X _____ X _____ (DATE) (INSURED) (DATE) (INSURED)				

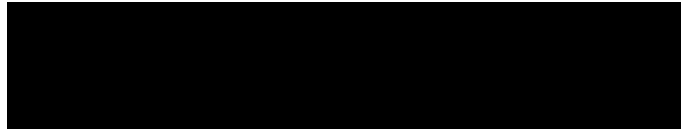
JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL 135.00	FUEL GAUGE E N W F	
	COMMENTS: VEHICLE TOWED IN	PRIOR COMPLAINT ☐ YES ☐ NO	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize services recommended.
1	C 06CVZ BRAKES/FRONT END CUSTOMER STATES WHEN DRIVING ON THE FREEWAY CUSTOMER PRESSED ON THE BRAKES BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR AND VEHICLE WOULD NOT STOP	PRIOR COMPLAINT ☐ YES ☐ NO	RENTAL AUTHORIZED BY PERSON CONTACTED
2	C * 90CVZ GM MPVI PERFORM MULTI-POINT VEHICLE INSPECTION	PRIOR COMPLAINT ☐ YES ☐ NO	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: We will honor the following credit cards with PRIOR CLEARANCE: VISA • MASTERCARD • DISCOVER DINERS • CARTE BLANCHE • AMERICAN EXPRESS YOUR ATM CARD IS NOW AVAILABLE PERSONAL CHECKS ACCEPTED WITH PROPER I.D. AND PRIOR APPROVAL PHONE (909) 390-2900 SERVICE FAX (909) 390-2905 SERVICE DEPARTMENT HOURS 7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY SATURDAY 7:30 A.M. TO 2:00 P.M. PLEASE ARRANGE TO PICK UP YOUR CAR DURING ABOVE HOURS WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES • WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT. BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. NOTICE TO CUSTOMERS WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

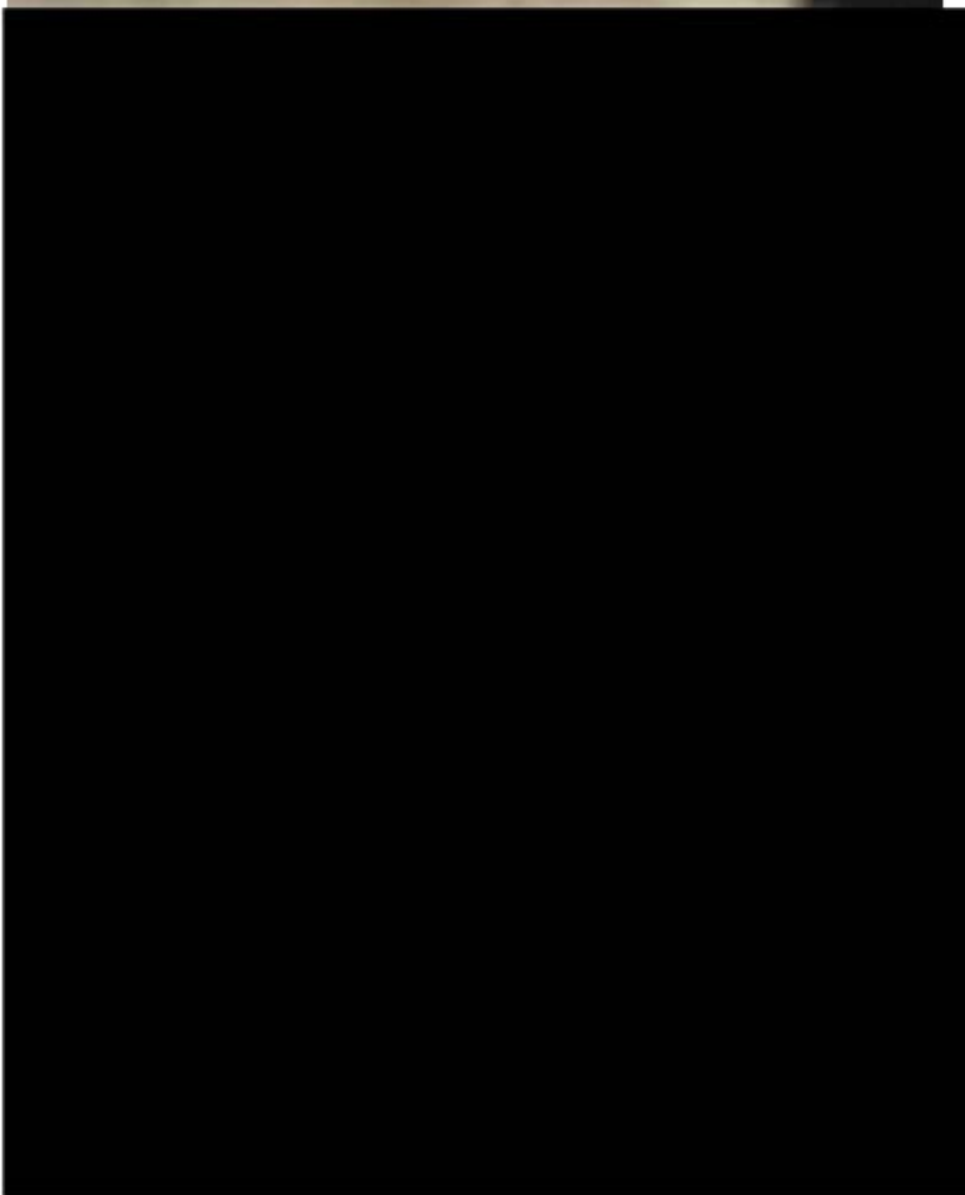
PE18-012

GM

3-27-2019

Q3



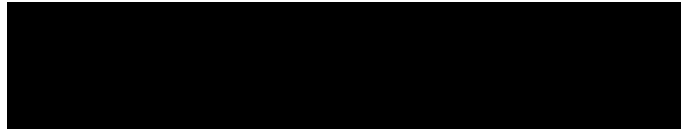


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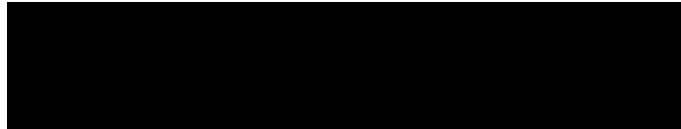


PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 01/02/2019

Information

First Name
Last Name
Phone:



Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPSEC8EG



Make: Chevrolet

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message:

Time

Component's Warranty End Date: 07/03/2014
Job Card Date: 01/02/2019
Days out of Warranty: 1,644

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 51,000
Miles out of Warranty: 14,992

Repair

Total Repair Cost At Warranty Rates: \$1,100.00
Repair Group: Brakes

Job Card / Repair Order : 0000

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: \$275.00 - \$495.00

Cust/Dlr Participation Amount: \$605.00 - \$825.00

Agreed upon Customer/Dealer Participation Amount:

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

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

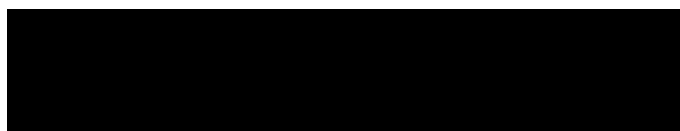
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



SERVICE INVOICE

GRABIAK

CHEVROLET

GRABIAK CHEVROLET

& GRABIAK PERFORMANCE CENTER



8282 Route 22 • P.O. Box 319 • New Alexandria, PA 15670 • (724) 668-2231 • www.grabiak.com • www.gpcperformance.com

VIN 3 G C U K R E C 7 G G		DATE IN 12/26/2018
YEAR 2016	MAKE CHEVROLET	TIME IN 14:49
MODEL SILVERADO		CLOSED 16:44
MILES IN 38284	MILES OUT 38284	12/26/2018
FIRST USE 00/00/00		WRITER 7031
SEE ALSO		KIM\09

CUSTOMER IS WAITING

- (1) INTERMITTENT PUT IN D, FEELS LIKE IN N THEN
BANGS INTO GEAR
COULD NOT ADDRESS AT THIS TIME
BRAKE CONCERN NEEDS REPAIRED FIRST FOR
SAFETY/TEST DRIVE
(Tech:10) A

Labor T10 .00

Total Repair (Customer) .00

- (2) WHEN BACK UP IN PARKING LOT AND TOUCH BRAKES
DOESN'T WANT TO STOP
FOUND VACUUM PROBLEM
WILL NEED VACUUM PUMP, HOSE, BOOSTER AND
MASTER. REPLACE DUE TO OIL ON IT
TRUCK IS UNSAFE TO DRIVE THE WAY IT IS
CUSTOMER DECLINED REPAIRS
CUSTOMER WAS ADVISED VEHICLE IS UNSAFE TO
DRIVE
(Tech:10) A

Labor T10 .00

Total Repair (Customer) .00

900.00

Recall
4wd
High lock up

TRAVIS - MANAGER

Next Service ' Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.

X CUSTOMER SIGNATURE

Page 1 of 1

Job

Customer Copy

W/C

INT.

CUSTOMER

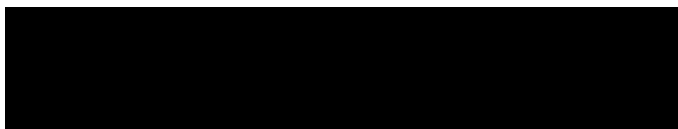
Labor	.00
Parts	.00
Sublet	.00
Shop Suppli	.00
Oil/Grease	.00
Sub Total	.00
Tax	.00
Total	.00

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 01/03/2019

Customer Information

First Name: [REDACTED]
 Last Name: S [REDACTED]
 Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC7GG [REDACTED] Make Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Owner hip Statu Me age

Time

Component's Warranty End Date: 11/07/2018
 Job Card Date: 01/03/2019
 Days out of Warranty: 57

Mileage

Component's Warranty End Mileage (Miles): 36,009
 Current Mileage: 38,284
 Miles out of Warranty: 2,275

Repair

Total Repair Cost At Warranty Rates: \$900.00
 Repair Group Brake

Job Card / Repair Order : CACT2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: \$0.00 *

Cust/Dir Participation Amount: \$900.00

Agreed upon Customer/Dealer Participation Amount

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

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

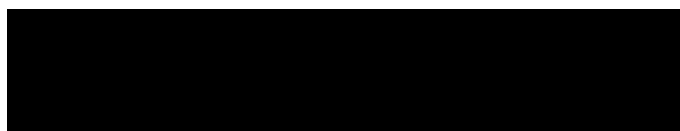
IMPORTANT Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 01/03/2019

Customer Information

First Name [REDACTED]
 Last Name [REDACTED]
 Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC7G [REDACTED] Make Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 11/07/2018
 Job Card Date: 01/03/2019
 Days out of Warranty: 57

Mileage

Component's Warranty End Mileage (Miles): 36,009
 Current Mileage: 38,284
 Miles out of Warranty: 2,275

Repair

Total Repair Co t At Warranty Rate \$900.00 | Job Card / Repair Order CACT2
 Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount \$360.00 | Cu t/Dir Participation Amount \$540.00 / 60%
 Agreed upon Customer/Dealer Participation Amount:

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

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

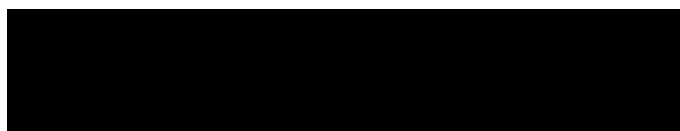
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Q3



info [Automated], 27 Dec. 2018, 1:52pm

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

info [Automated], 27 Dec. 2018, 1:52pm

You are now chatting with GMC.

GMC, 27 Dec. 2018, 1:52pm

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

 27 Dec. 2018, 1:53pm



GMC, 27 Dec. 2018, 1:53pm

[Rich Content]

GMC, 27 Dec. 2018, 1:53pm

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

 27 Dec. 2018, 1:53pm



GMC, 27 Dec. 2018, 1:53pm

Please select one of the options above.

 27 Dec. 2018, 1:53pm

Vehicle Service or Warranty

GMC, 27 Dec. 2018, 1:53pm

Just a moment...

info [Automated], 27 Dec. 2018, 1:53pm

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

GMC [Private], 27 Dec. 2018, 1:53pm

US_CS_Services

info [Automated], 27 Dec. 2018, 1:53pm

You are now chatting with Brandon.

██████████ 27 Dec. 2018, 1:53pm

████████████████████

Brandon, 27 Dec. 2018, 1:54pm

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

Brandon, 27 Dec. 2018, 1:55pm

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.

██████████ Dec. 2018, 1:55pm

I have a 2016 sierra and the brakes began failing so I went to the dealership and they said it was a booster issue which I found online to be a problem and a lawsuit has been filed, how can you help with this matter

██████████ 27 Dec. 2018, 1:56pm

Help I apologize

Brandon, 27 Dec. 2018, 1:56pm

I am sorry to read that you are having this issue with your vehicle. I certainly understand how frustrating this must be for you! I would be more than happy to assist you further. Can you provide me with your VIN, mailing address, and current mileage?

Brandon, 27 Dec. 2018, 1:57pm

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).

██████, 27 Dec. 2018, 1:57pm

40000 miles address is ████████████████████ Crooksville ohio ████████

██████, 27 Dec. 2018, 1:58pm

I'll have to go get the vin

Brandon, 27 Dec. 2018, 1:58pm

Thank you for that information. Okay, I can wait.

██████, 27 Dec. 2018, 1:59pm

3gtu2mec4gg ████████

Brandon, 27 Dec. 2018, 1:59pm

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

██████, 27 Dec. 2018, 2:00pm

Jeff drennan, Zanesville ohio

██████ 27 Dec. 2018, 2:00pm

43701

Brandon, 27 Dec. 2018, 2:00pm

How much are they charging to repair the brake booster?

██████, 27 Dec. 2018, 2:01pm

106 to figure it out, \$645 to fix

██████ 27 Dec. 2018, 2:02pm

That's a bit ridiculous for a part you wouldn't want to go bad, dangerous

Brandon, 27 Dec. 2018, 2:02pm

I truly understand your frustrations. For me to confirm the vehicle has not been inspected and diagnosed by the dealership. Is that correct?

██████ 27 Dec. 2018, 2:03pm

I have found online it is a recurring issue

██████, 27 Dec. 2018, 2:04pm

It has, but I'm waiting on a check on my extended warranty

██████ Dec. 2018, 2:04pm

From another dealership, apparently they cancelled it

██████ 27 Dec. 2018, 2:05pm

That's why I looked into the issue

Brandon, 27 Dec. 2018, 2:05pm

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party websites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis. What I do see is that the Bumper to Bumper Limited Warranty for the vehicle is currently expired due to mileage parameters and it expired when the vehicle passed 36,164 miles, whichever came first.

██████████ 27 Dec. 2018, 2:08pm

I understand that and we got screwed on our extended coverage, also it is a widespread issue with identical diagnoses, if it walks like a duck, quacks like a duck, usually it's a duck, I know you cover yourself as well, it the world we live in

██████████, 27 Dec. 2018, 2:09pm

I just wanted to make sure gm is aware of the issue and if they plan to fix it before an accident occurs

Brandon, 27 Dec. 2018, 2:09pm

Your safety is extremely important to us here at GMC and I have created a case in regards to your concerns. Your case number is ██████████. For me to better assist you today, what type of resolution are you seeking from GMC?

██████████ 27 Dec. 2018, 2:11pm

Make sure it's not a widespread accident waiting to happen and fix the problem if it is, I'm a diehard gm guy, but it seems as though everything is made to break anymore

Brandon, 27 Dec. 2018, 2:12pm

I am looked up your VIN for information. We also have a great self-service tool on our website where you can check your vehicle for recalls at my.gm.com/recalls. Currently, there are no recall or coverage in regards to this issue. I understand your concern. Let me assure you that GMC closely monitors all types of data in order to identify and address emerging vehicle concerns appropriately. Although currently there are no recalls or other types of field actions tied to your vehicle, which address the concern you are describing, please know that if a recall or other type of field action is launched to address the concern that you and others may be experiencing, GMC will notify all involved owners by mail. Letters will be mailed to all involved owners at the addresses that are on file at the Department of Motor Vehicles (DMV), where vehicles are registered. You are able to file a complaint with the National

Highway Traffic and Safety Administration as well. Their website is

Brandon, 27 Dec. 2018, 2:14pm

The reason the repair is not covered is since the vehicle is outside of the Bumper to Bumper Limited Warranty. Once that warranty is inactive we consider the repair cost your responsibility. However, we do look into other options to assist our customers on a case by case basis.

, 27 Dec. 2018, 2:16pm

That's all I can ask, I assumed it was a rotor issue so I replaced them around 35000, i should have took it in then it was under warranty still, i never imagined it would be what it is, but you can't hardly work on the new stuff anymore, also note I did not and still do not have any service warnings for a part failure that has the potential to be very hazardous

Brandon, 27 Dec. 2018, 2:19pm

For me to better assist you today, are you seeking assistance with the cost of the repair or what other types of resolution?

, 27 Dec. 2018, 2:20pm

If at all possible otherwise I'll have to drive it as is until I recoup from the holidays

Brandon, 27 Dec. 2018, 2:20pm

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the advisor, the dealer will review your case, and vehicle details then contact you within two business days to assist you further. What is the best two-hour time frame that you we can reach you?

 27 Dec. 2018, 2:21pm

10am to 12pm

Brandon, 27 Dec. 2018, 2:22pm

Thank you for that information. 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?

██████ 27 Dec. 2018, 2:22pm

No I don't think, thank you

Brandon, 27 Dec. 2018, 2:23pm

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

info [Automated], 27 Dec. 2018, 2:23pm

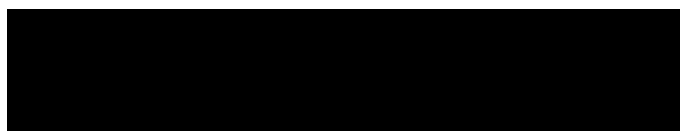
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 12/28/2018

Customer Information

First Name: [REDACTED]
 Last Name: [REDACTED]
 Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCHKC4GR [REDACTED] Make: Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Ownership Status Message:

Time

Component's Warranty End Date: 07/22/2017
 Job Card Date: 12/28/2018
 Days out of Warranty: 524

Mileage

Component's Warranty End Mileage (Miles): 36,027
 Current Mileage: 99,900
 Miles out of Warranty: 63,873

Repair

Total Repair Cost At Warranty Rates: \$700.00
 Repair Group: Brakes

Job Card / Repair Order : [REDACTED]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: \$0.00 *

Cust/Dir Participation Amount: \$700.00

Agreed upon Customer/Dealer Participation Amount:

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

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

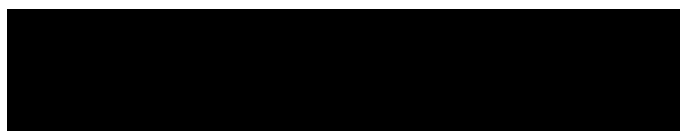
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



Lillian Taitague Martinez

2016 GMC Sierra 1500

3GTU2NEC5GG

June 15-23, 2018 RO#

- Diagnostic analysis on transmission.
- Perform bulletin 16-NA-175 Transmission Drain and Refill

July 13 - December 26, 2018 RO# (Pre-Inv) (Empowerment #)

- Diagnostic on reversing making thumping noise coming from trans area. Verified the concern, found harsh shifts or flares during shift. Suspected Transmission Control Module Valve Body. Replace Valve body and TCM assembly. Replaced valve body found that transmission still has harsh reverse shift. Called techline. Found that next step need to inspect 45678R clutch housing and clutches and pistons. Removed transmission. Found that the pistons in the 23468 and 45678 clutch housing were leaking air past seals. Was told to replace pistons, seals, and housing.
- Diagnostic on radio volume. Volume goes high and low on its own. Verified the concern. No correction at this time. Operating as designed.
- Diagnostic analysis on brakes shaking when applied. Verified concern. Recommend to resurface rear rotors.
- Replaced Valve Body. Shifts were still harsh. Called techline was instructed to inspect 45678R clutch housing and clutches.
- Removed and replaced Transmission assembly.
- Performed Service Maintenance.

November 27, 2018 RO# (In process)

- Sublet to KWB for damages.

December 17, 2018 RO# (In process)

- Removed and replaced front license bracket.

December 24, 2018 RO# (In process) (Empowerment #)

- Diagnostic analysis on loss of brakes. Found code C0299 set in the EBCM Brake Booster. Large leak detected. Found that pipe from booster to pump has engine oil in it. Recommend to replace Booster and Vacuum Pump Assembly.

WARRANTY REPAIR ORDER

			Work Phone	R/O Open Date	R/O Mileage
				6/15/18	
			Phone Check	R/O Close Date	Cross Reference #
				6/23/18	Original
INARAJAN, GU			body	Mileage In	Mileage Out
			4WD CC SLT	35837	35837
Year	Make	Model	License Number	Service Advisor	
2016	GMC	SIERRA 1500		Vincent Taijeron 4148	
Vehicle Identification		Color		Delivery Date	In-Service Date
3GTU2NEC5GG		ONYX BLACK		3/31/16	3/31/16
15G169					

DESCRIPTION OF SERVICE AND PARTS						COST	AMOUNT
Cell: Email:							
#1 - MR DIAG100: DIAGNOSTIC ANALYSIS CHECK VEHICLE VIBRATION WHEN ACCELERATING Cause: VERIFIED CUSTOMER CONCERN, PERFORMED PROPER DIAGNOSTIC PROCEDURES AND FOUND SHUDDER WITHIN TRANSMISSION, VIEWED PREVIOUS BULLETINS AND FOUND BULLETIN FOR TRANSMISSION FLUSH Tech: 432/4282 0.00hrs @ RECOMMEND PERFORM TRANSMISSION FLUSH							
#3 - MR SIXT: CTP RENT A CAR / MAXIMUM 3 DAYS							
#4 * MR MISC: MISC ADDED OPERATION PERFORM BULLETIN NA-175 TRANSMISSION DRAIN AND REFILL Tech: 438/4303 2.00hrs @ 91.55 Part: 24260071 :SL-N-GASKET (04196-CKT) 1 Cost Difference: 1 Part: 24274402 :N-FILTER (04197-CKT) 1 Cost Difference: 1 Part: 19355656 :N-FLUID (08800-BOPCKT) 8 Sub-Total Labor: 40.00 183.10 Sub-Total Parts: 106.10 148.58 Sub-Total: 146.10 331.68 PERFORMED AND COMPLETED BULLETIN 18-NA-177 TRANSMISSION FLUID FLUSH DUE TO SHUDDER, PERFORMED FLUSH AND TRANSMISSION FLUID FILTER REPLACEMENT. ROAD TESTED VERIFIED GOOD. DOC # 4526930 LC 8480478 LT STRAIGHT TIME 2.0 HOURS						40.00 15.09 15.09 75.92	183.10 21.13 21.13 106.32
Line	1	6/15/18	Tech 432	Start 14:48	End 15:54	Hours	1.10
Line	4	6/22/18	Tech 438	Start 8:24	End 10:36	Hours	2.20
ACCOUNT #						LABOR	40.00 183.10
						PARTS	106.10 148.58
METHOD						SUBLET	.00
						SHOP SUPPLIES	.00
						SALES TAX OR TAX I.D.	.00
RECEIPT #						DEDUCTIBLE	.00
						TOTAL DUE	146.10 331.68

AUTO SPOT



P.O. Box 3550 Hagatna, GU 96932
Office: (671) 478-2886 Fax: (909) 350-2741
Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
6/15/18	
R/O Close Date	Status
6/23/18	Reprint
Mileage In	Mileage Out
35837	35837
Service Advisor / Tag #	
Vincent Taijero	
Vehicle Identification	
3GTU2NEC5G0	
Delivery Date	In-Service Date
3/31/16	3/31/16
Color	License Number
ONYX BLACK	

			Vincent Taljero		
			Work Phone	Vehicle Identification	
				3GTU2NEC5G0	
			Home Phone	Delivery Date	
				In-Service Date	
				3/31/16	
Year	Make	Model	Body	Color	License Number
2016	GMC	SIERRA 1500	4WD CC SLT	ONYX BLACK	
15G169					

DESCRIPTION OF SERVICE AND PARTS								AMOUNT
Cell: [REDACTED]								
#1 -	MR DIAG100: DIAGNOSTIC ANALYSIS CHECK VEHICLE VIBRATION WHEN ACCELERATING Caused by VERIFIED CUSTOMER CONCERN, PERFORMED PROPER DIAGNOSTIC PROCEDURES AND FOUND SHUDDER WITHIN TRANSMISSION, VIEWED PREVIOUS BULLETINS AND FOUND BULLETIN FOR TRANSMISSION FLUSH Tech: DANIEL EVANGELISTA(432) RECOMMEND PERFORM TRANSMISSION FLUSH							Warranty
#2 -	MR CORTWASH: CTP WASH & VAC -							
#3 -	MR SIXT: CTP RENT A CAR / MAXIMUM 3 DAYS							
#4 *	MR MISC: MISC ADDED OPERATION PERFORM BULLETIN NA-175 TRANSMISSION DRAIN AND REFILL Tech: FLUTTS QUINTANILLA(438) Installed 24260071 :SL-N-GASKET (04196-CKT) Qty: 1 Installed 24274402 :N-FILTER (04197-CKT) Qty: 1 Installed 19355656 :N-FLUID (08800-BOPCKT) Qty: 8 PERFORMED AND COMPLETED BULLETIN 18-NA-177 TRANSMISSION FLUID FLUSH DUE TO SHUDDER, PERFORMED FLUSH AND TRANSMISSION FLUID FILTER REPLACEMENT. ROAD TESTED VERIFIED GOOD. DOC # 4526930							Warranty Warranty Warranty Warranty

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.

This shop uses the Mitchell flat rate labor time system. A flat rate system sets time standards for common tasks. Customers are billed and workers are paid for this amount of time regardless of how long tasks actually take. Warranty on Fixed Repairs, parts and labor 12 months or 12,000 miles which ever may come first.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUTO SPOT



GMC



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Office: (671) 478-2886 Fax: (909) 350-2741
Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
6/15/18	
R/O Close Date	Status
6/23/18	Reprint
Mileage In	Mileage Out
35837	35837
Service Advisor / Tag #	
Vincent Taijero/	
Vehicle Identification	
3GTU2NEC5GG	
Delivery Date	In-Service Date
3/31/16	3/31/16
Color	License Number
ONYX BLACK	

		Work Phone	
		Home Phone	
Model		Body	
2016	GMC	SIERRA 1500	4WD CC SLT
15G169			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
LC 8480478	
LT STRAIGHT TIME 2.0 HOURS	

* Thank you for your business! We hope to see you again *	
* soon. Please contact our Parts Department at 671-478-2886 *	
* with any concerns about your visit. *	

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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

WARRANTY DEMAND ORDER			Work Phone	R/O Open Date	R/O Number
				7/13/18	
			Home Phone	R/O Close Date	
			Body	Mileage In	Mileage Out
			4WD CC SLT	36991	37015
Year	Make	Model	License Number	Service Advisor	
2016	GMC	SIERRA 1500		Vincent Taijeron	
Vehicle Identification Number			Color	Delivery Date	In-Service Date
3GTU2NEC5GG			ONYX BLACK	3/31/16	3/31/16
15G169					
DESCRIPTION OF SERVICE AND PARTS				COST	AMOUNT
Cell: [REDACTED]					
#1 - DIAG100: DIAGNOSTIC ANALYSIS					
CHECK VEHICLE WHEN REVERSING MAKING THUMPING NOISE COMING FROM TRANS AREA					
Cause: VERIFIED THE CONCERN FOUND HARSH ENGAGEMENT IN REVERSE DID FAST LEARN FOR 8SPEED TRANSMISSION TEST DROVE FOUND THAT THE SHIFTS GOT HARDER USED SI DOC NUMBER 4366757 FOR HARSH SHIFTS OR FLARES DURING SHIFT LEARNED THE CLUTCHES OF THE HARSH SHIFT FOUND THAT SHIFTS GOT SOFT BUT THEN STARTED GETTING HARD SHIFT AGAIN SUSPECT TCM VALVE BODY ISSUE					
Tech: 437/ 0.00hrs @					
REPLACE VALVE BODY AND TCM ASSEMBLIE					
REPLACED VALVE BODY FOUND THAT TRANSMISSION STILL HAS HARSH REVERSE SHIFT CALLED TECHLINE FOUND THAT NEXT STEP NEED TO INSPECT 45678R CLUTCH HOUSING AND CLUTCHES AND PISTONS REMOVED TRANSMISSION FOUND THAT THE PISTONS IN THE 23468 AND 45678 CLUTCH HOUSING WERE LEAKING AIR PAST SEALS WAS TOLD TO REPLACE PISTONS AND SEALS AND HOUSING					
#2 - DIAG100: DIAGNOSTIC ANALYSIS					
CHECK RADIO VOLUME GOES HI AND LOW ON ITS OWN					
Cause: VERIFIED THE CONCERN FOUND THAT RADIO AUTO VOLUME SET TO HIGH ON RADIO CONTROL SETTINGS I SUSPECT THIS IS WHAT IS HAPPENING NO CODES IN HM I OR RADIO CHECKED TIS FOR HMI UPDATES AND RADIO UPDATES ALL UPDATES ARE IN					
Tech: 438/ 0.00hrs @					
NO CORRECTION AT THIS TIME OPERATING AS DESIGNED					
#3 - DIAG100: DIAGNOSTIC ANALYSIS					
CHECK BRAKES WHEN APPLIED VEHICLE SHAKES					
CUSTOMER STATES FEELS LIKE A LOCKED UP REAR					
Cause: VERIFIED THE CONCERN CAN FEEL VIBRATION IN BRAKE PEDAL WHILE APPLYING BRAKE PEDAL					
ACCOUNT #	LABOR				
	PARTS				
METHOD	SUBLET				
	SHOP SUPPLIES				
	SALES TAX OR TAX I.D.				
RECEIPT #	DEDUCTIBLE				
	TOTAL DUE				

WARRANTY REPAIR ORDER

INARAJAN, GU

Work Phone

R/O Open Date

7/13/18

Home Phone

R/O Close Date

Body

Mileage In

Mileage Out

4WD CC SLT

36991

37015

Year

Make

Model

License Number

Service Advisor

2016

GMC

SIERRA 1500

Vincent Taijeron

Vehicle Identification Number

Color

Delivery Date

In-Service Date

3GTU2NEC5GG

ONYX BLACK

3/31/16

3/31/16

15G169

DESCRIPTION OF SERVICE AND PARTS

COST

AMOUNT

NEED TO RESURFACE REAR ROTORS

Tech: 438/

0.00hrs @

RESURFACE REAR ROTORS

#7 - SIXT: CTP RENT A CAR / MAXIMUM 3 DAYS

#8 * 101: REMOVE & REPLACE

ADDED OPERATION

R&R VALVE BODY

Cause: REMOVED AND REPLACED VALVE BODY FOUND THAT STILL HARSH REVERSE CALLED TECHLINE WAS INSTRUCTED TO INSPECT 45678R CLUTCH HOUSING AND CLUTCHES

Tech: 441/

2.30hrs @ 91.55

46.00

210.57

Part: 24276411:SL-N-MODULE (04056-CKT)

1

112.45

157.43

Part: 24290938:SL-N-VALVE (04265-CKT)

1

733.69

1027.17

Part: 11548404:SL-N-BOLT (04105-CKT)

2

4.62

6.46

Part: 19353429:N-FLUID (08800-BOPCKT)

8

75.92

106.32

Sub-Total Labor:

46.00

210.57

Sub-Total Parts:

926.68

1297.38

Sub-Total:

972.68

1507.95

#11 *DIAG100: DIAGNOSTIC ANALYSIS

ADDED OPERATION

CHECK & INSPECT TRANS FOR PROPER OPERATION

Cause: VERIFIED CONCERN FOUND THAT REVERSE CLUTCHES WERE BURNT FOUND THAT CLUTCH HOUSING DAMAGED REFERED TO DMA AUTHORIZED TO PERFORM R&R OF TRANS ASM

Tech: 441/

0.00hrs @

NEED TO REPLACE TRANSMISSION

#12 *101: REMOVE & REPLACE

ADDED OPERATION

R&R TRANS ASM

Tech: 441/

6.60hrs @ 91.55

132.00

604.23

Part: 24281336:N-TRANSMISSION (04003-CT)

1

2230.00

3122.00

Part: 24281336-C:N-TRANSMISSION (04003-CT) - 1

1000.00

1000.00

R&R TRANS ASM - DOC 4190550

LABOR CODE 8464670

L.T. 5.6

ACCOUNT #

LABOR

PARTS

METHOD

SUBLET

SHOP SUPPLIES

SALES TAX OR TAX I.D.

RECEIPT #

DEDUCTIBLE

TOTAL DUE

WARRANTY REPAIR ORDER

			Work Phone	R/O Open Date	R/O Number
				7/13/18	
			Home Phone	R/O Close Date	Cr...
			Body	Mileage In	Mileage Out
			4WD CC SLT	36991	37015
Year	Make	Model	License Number	Service Advisor	
2016	GMC	SIERRA 1500		Vincent Taijeron	
Vehicle Identification Number			Color	Delivery Date	In-Service Date
3GTU2NEC5GG			ONYX BLACK	3/31/16	3/31/16
15G169					

DESCRIPTION OF SERVICE AND PARTS							COST		AMOUNT
DIAG 1.0									
Sub-Total Labor:				132.00	604.23				
Sub-Total Parts:				3230.00	4122.00				
Sub-Total:				3362.00	4726.23				
Line	1	7/14/18	Tech 437	Start	9:18	End	11:00	Hours	1.70
Line	2	7/13/18	Tech 438	Start	8:00	End	8:48	Hours	.80
Line	3	7/13/18	Tech 438	Start	11:06	End	11:54	Hours	.80
Line	8	9/15/18	Tech 441	Start	8:00	End	11:12	Hours	3.20
Line	11	7/13/18	Tech 441	Start	8:00	End	8:54	Hours	.90
Line	12	10/26/18	Tech 441	Start	9:00	End	14:06	Hours	5.10

AUTO SPOT



P.O. Box 3550 Hagatna, GU 96932
Office: (671) 478-2886 Fax: (909) 350-2741
Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
7/13/18	
R/O Close Date	Status
12/26/18	Pre-Invoice
Mileage In	Mileage Out
36991	37015
Service Advisor / Tag #	
Vincent Taijero	
Vehicle Identification Number	
3GTU2NEC5GG	
Delivery Date	In-Service Date
3/31/16	3/31/16
Color	License Number
ONYX BLACK	



Year	Make	Model	Body
2016	GMC	SIERRA 1500	4WD CC SLT
15G169			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - DIAG100: DIAGNOSTIC ANALYSIS CHECK VEHICLE WHEN REVERSING MAKING THUMPING NOISE COMING FROM TRANS AREA Caused by VERIFIED THE CONCERN FOUND HARSH ENGAGEMENT IN REVERSE DID FAST LEARN FOR 8SPEED TRANSMISSION TEST DROVE FOUND THAT THE SHIFTS GOT HARDER USED SI DOC NUMBER 4366757 FOR HARSH SHIFTS OR FLARES DURING SHIFT LEARNED THE CLUTCHES OF THE HARSH SHIFT FOUND THAT SHIFTS GOT SOFT BUT THEN STARTED GETTING HARD SHIFT AGAIN SUSPECT TCM VALVE BODY ISSUE Tech: JOSEPH FLEMING (437) REPLACE VALVE BODY AND TCM ASSEMBLIE REPLACED VALVE BODY FOUND THAT TRANSMISSION STILL HAS HARSH REVERSE SHIFT CALLED TECHLINE FOUND THAT NEXT STEP NEED TO INSPECT 45678R CLUTCH HOUSING AND CLUTCHES AND PISTONS REMOVED TRANSMISSION FOUND THAT THE PISTONS IN THE 23468 AND 45678 CLUTCH HOUSING WERE LEAKING AIR PAST SEALS WAS TOLD TO REPLACE PISTONS AND SEALS AND HOUSING	Warranty
#2 - DIAG100: DIAGNOSTIC ANALYSIS CHECK RADIO VOLUME GOES HI AND LOW ON ITS OWN	

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.*

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUTO SPOT



GMC



P.O. Box 3550 Hagatna, GU 96932
Office: (671) 478-2886 Fax: (909) 350-2741
Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	7/13/18
R/O Close Date	12/26/18
Mileage In	36991
Mileage Out	37015
Service Advisor / Tag #	Vincent Taijero/
Vehicle Identification Number	3GTU2NEC5G6
Delivery Date	3/31/16
In-Service Date	3/31/16
Color	ONYX BLACK
License Number	

YEAR	MAKE	MODEL	Body
2016	GMC	SIERRA 1500	4WD CC SLT
15G169			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by VERIFIED THE CONCERN FOUND THAT RADIO AUTO VOLUME SET TO HIGH ON RADIO CONTROL SETTINGS I SUSPECT THIS IS WHAT IS HAPPENING NO CODES IN HM I OR RADIO CHECKED TIS FOR HMI UPDATES AND RADIO UPDATES ALL UPDATES ARE IN Tech: FLUTTS QUINTANILLA (438) NO CORRECTION AT THIS TIME OPERATING AS DESIGNED	Warranty
#3 - DIAG100: DIAGNOSTIC ANALYSIS CHECK BRAKES WHEN APPLIED VEHICLE SHAKES CUSTOMER STATES FEELS LIKE A LOCKED UP REAR Caused by VERIFIED THE CONCERN CAN FEEL VIBRATION IN BRAKE PEDAL WHILE APPLYING BRAKE PEDAL NEED TO RESURFACE REAR ROTORS Tech: FLUTTS QUINTANILLA (438) RESURFACE REAR ROTORS	Warranty
#4 - GMDLOF: OIL & FILTER CHANGE SPECIAL General Motors Buick/GMC GM Dexos 5W30 Synthetic Blend GM Dexos 0W20 Synthetic Blend Caused by PERFORM SERVICE Tech: FLUTTS QUINTANILLA (438) Installed 19330000 :SL-N-FILTER (01836-BOPCKT) 1@6.95 Installed 19352900 :N-OIL (08800-BOPCKT) 8@6.50	24.00 6.95 52.00

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUTO SPOT



P.O. Box 3550 Hagatna, GU 96932
Office: (671) 478-2886 Fax: (909) 350-2741
Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
7/13/18	
R/O Close Date	314145
12/26/18	Pre-Invoice
Mileage In	Mileage Out
36991	37015
Service Advisor / Tag #	
Vincent Taijero/	
Vehicle Identification Number	
3GTU2NEC5GG	
Delivery Date	In-Service Date
3/31/16	3/31/16
Color	License Number
ONYX BLACK	

				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2016	GMC	SIERRA 1500	4WD CC SLT		
15G169					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
PERFORMED OIL CHANGE SERVICE Sub Total: 82.95	
#6 - CORTWASH: CTP WASH & VAC - Tech: RAYMOND MACIAS (215) WASH & VAC	Internal
#7 - SIXT: CTP RENT A CAR / MAXIMUM 3 DAYS	
#8 * 101: REMOVE & REPLACE ADDED OPERATION R&R VALVE BODY Caused by REMOVED AND REPLACED VALVE BODY FOUND THAT STILL HARSH REVERSE CALLED TECHLINE WAS INSTRUCTED TO INSPECT 45678R CLUTCH HOUSING AND CLUTCHES Tech: Mike Lawrence (441) Installed 24276411 :SL-N-MODULE (04056-CKT) Qty: 1 Installed 24290938 :SL-N-VALVE (04265-CKT) Qty: 1 Installed 11548404 :SL-N-BOLT (04105-CKT) Qty: 2 Installed 19353429 :N-FLUID (08800-BOPCKT) Qty: 8	Warranty Warranty Warranty Warranty Warranty
#9 * GASOP: OTHERS ADDED OPERATION Work performed by IP&E001 : 15G169	Internal
#10 *SUBLET: SUBLET	

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 *

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUTO SPOT



SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

P.O. Box 3550 Hagatna, GU 96932
Office: (671) 478-2886 Fax: (609) 350-2741
Website: www.guamautospot.com

R/O Open Date	7/13/18
R/O Close Date	12/26/18
Mileage In	36991
Mileage Out	37015
Service Advisor / Tag #	Vincent Taijero/
Vehicle Identification Number	3GTU2NEC5GG
Delivery Date	3/31/16
In-Service Date	3/31/16
Color	ONYX BLACK
License Number	

2016	GMC	SIERRA 1500	4WD CC SLT
15G169			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ADDED OPERATION Work performed by IP&E001 :	Internal
#11 *DIAG100: DIAGNOSTIC ANALYSIS ADDED OPERATION CHECK & INSPECT TRANS FOR PROPER OPERATION Caused by VERIFIED CONCERN FOUND THAT REVERSE CLUTCHES WERE BURNT FOUND THAT CLUTCH HOUSING DAMAGED REFERED TO DMA AUTHORIZED TO PERFORM R&R OF TRANS ASM Tech: Mike Lawrence (441) NEED TO REPLACE TRANSMISSION	Warranty
#12 *101: REMOVE & REPLACE ADDED OPERATION R&R TRANS ASM Tech: Mike Lawrence (441) Installed 24281336 :N-TRANSMISSION (04003-CT) Qty: 1 Core Chg 24281336-C :N-TRANSMISSION (04003-CT) - C Qty: 1 R&R TRANS ASM - DOC 4190550 LABOR CODE 8464670 L.T. 5.6 DIAG 1.0	Warranty Warranty Warranty
#13 *GMGAS: PREMIUM FUEL ONLY (FULL TANK) DELIVERY ADDED OPERATION Work performed by IP&E001 :	Internal

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.*

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUTO SPOT



GMC



P.O. Box 3550 Hagatna, GU 96932

Office: (671) 478-2888 Fax: (909) 350-2741

Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.

Monday - Saturday

R/O Open Date	7/13/18	R/O Mileage	
R/O Close Date	12/26/18	Status	Pre-Invoice
Mileage In	36991	Mileage Out	37015
Service Advisor / Tag #			
Vincent Taijero/			
Vehicle Identification Number			
3GTU2NEC5GG			
Delivery Date	3/31/16	In-Service Date	3/31/16
Color	ONYX BLACK	License Number	

15G169

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Please Note: SERVICE DIRECTOR TALKING TO CUSTOMER ABOUT REAR PULSATION AS PER SERVICE ADVISER ***** * Thank you for your business! We hope to see you again * * soon. Please contact our Parts Department at 671-478-2886 * * with any concerns about your visit. * *****	
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. This shop uses the Mitchell flat rate labor time system. A flat rate system sets time standards for common tasks. Customers are billed and workers are paid for this amount of time regardless of how long tasks actually take. Warranty on Fixed Repairs, parts and labor 12 months or 12,000 miles which ever may come first.	LABOR 24.00 PARTS 58.95 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX I.D. .00 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE 82.95
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	

AUTO SPOT



GMC



P.O. Box 3550 Hagatna, GU 96932

Office: (671) 478-2886 Fax: (909) 350-2741

Website: www.guamautospot.com

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.

Monday - Saturday

R/O Open Date	R/O Number
11/27/18	
Time Received	Time Promised
15:23	11/27 17:00
Current Mileage	Mileage Out
35837	
Estimate of Repairs	Service Advisor / Key Tag #
	Chris Casil/

Year		Make		Model		Body		Color		License Number	
2016		GMC		CATERpillar 1500		MID-ENGINE		BLACK			
Cell		Email									

#1 - SUBLET: SUBLET

Job Number	Description of Work	Code
1.	G DAMAGES.	I
Total Estimate:		.00

Job Number	Description of Work	Code
2.		

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 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 _____

			Home Phone	R/O Open Date	R/O Number
				11/27/18	
			Work Phone	Time Received	Time Promised
				15:23	11/27 17:00
			Key Tag #	Current Mileage	Mileage Out
				35837	
Year	Make	Model	Body	Engine Code	Service Advisor
2016	GMC	SIERRA 1500	4WD CC SLT	V0832	Chris Casil
Vehicle Identification			Color	License Number	Delivery Date
3GTU2NEC5G0			ONYX BLACK		3/31/16
In-Service Date			3/31/16		
Cell:					

#1 - SUBLET: SUBLET
SUBLET TO KWB TO REPAINT VEHICLE FROM GRASS CUTTING
DAMAGES.

I
I
I

Original Estimate:

.00

I hereby authorize the repair work above 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.

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© 1998 ATOCMA, Inc. - Dealership Application Group (DAG) 945-1028

Customer Signature

			R/O Open Date		R/O Number
			12/17/18		
			Time Received		
			15:54		12/17 17:00
			Key Tag #		
			Current Mileage		Mileage Out
			35837		
Year	Make	Model	Body	Engine Code	Service Advisor
2016	GMC	SIERRA 1500	4WD CC SLT	V0832	Vincent Tai
Vehicle Identifier		Color	License Number	Delivery Date	In-Service Date
3GTU2NEC5G0		ONYX BLACK		3/31/16	3/31/16
Cell					

#1 - 101: REMOVE & REPLACE
REPLACE FRONT LIC PLATE BRACKET SOR PARTS IN

I
I

Original Estimate: .00

I hereby authorize the repair work above 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 this 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 "Invoiced Amount".
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© 1998 AUTOSCAR, INC. - Dealership Application Group (DAG) 442-1025

Customer Signature

			Home Phone	R/O Open Date	R/O Number
				12/24/18	
			Work Phone	Time Received	Time Promised
				8:35	12/24 17:00
			Key Tag #	Current Mileage	Mileage Out
				35848	
Year	Make	Model	Body	Engine Code	Service Advisor
2016	GMC	SIERRA 1500	4WD CC SLT	V0832	Vincent Tai
Vehicle Identification Number			Color	License Number	Delivery Date
3GTU2NEC5G0			ONYX BLACK		3/31/16
Cell					

#1 - DIAG100: DIAGNOSTIC ANALYSIS CHECK VEHICLE LOSS OF BRAKES	W W
#2 - CORTWASH: CTP WASH & VAC -	I
#3 * SUBLET: SUBLET JRS TOWING	W W

Original Estimate: .00

I hereby authorize the repair work above 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 events, highways, or other where 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1998 ARCO/SAI, Inc. - Dealership Application Group (DAG) 942-1028

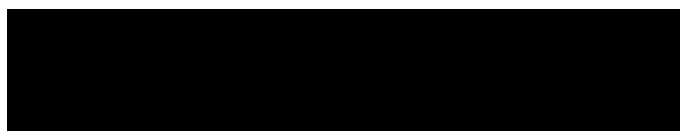
Customer Signature _____

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 12/31/2018

Customer Information

First Name
Last Name
Phone:



Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPCREC5FG



Make: Chevrolet

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message:

Time

Component's Warranty End Date: 06/24/2018
Job Card Date: 12/31/2018
Days out of Warranty: 190

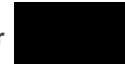
Mileage

Component's Warranty End Mileage (Miles): 36,011
Current Mileage: 64,000
Miles out of Warranty: 27,989

Repair

Total Repair Cost At Warranty Rates: \$940.00
Repair Group: Brakes

Job Card / Repair Order



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: \$188.00 - \$376.00

Cust/Dlr Participation Amount: \$564.00 - \$752.00

Agreed upon Customer/Dealer Participation Amount:

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

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

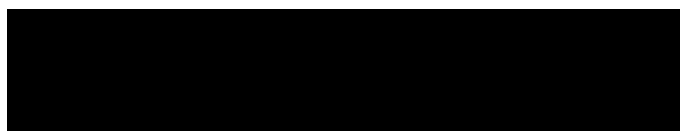
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



info [Automated], 29 Dec. 2018, 4:58pm

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

info [Automated], 29 Dec. 2018, 4:58pm

You are now chatting with Chevrolet.

Chevrolet, 29 Dec. 2018, 4:58pm

[Rich Content]

Chevrolet, 29 Dec. 2018, 4:58pm

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

██████, 29 Dec. 2018, 4:59pm

What warranty is a vacuum pump covered under?

Chevrolet, 29 Dec. 2018, 4:59pm

Please select one of the options above.

██████ 29 Dec. 2018, 4:59pm

Vehicle Service or Warranty

Chevrolet, 29 Dec. 2018, 4:59pm

Just a moment...

info [Automated], 29 Dec. 2018, 4:59pm

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

Chevrolet [Private], 29 Dec. 2018, 4:59pm

US_CS_Services

info [Automated], 29 Dec. 2018, 4:59pm

You are now chatting with Angel.

Angel, 29 Dec. 2018, 4:59pm

Welcome to Chevrolet Customer Assistance. My name is Angel. May I have two to three minutes of your time to review your concern?

██████, 29 Dec. 2018, 5:00pm

In what warranty is a vacuum pump covered?

Angel, 29 Dec. 2018, 5:00pm

I will be more than happy to check this for you. I appreciate you taking the time to chat with us today.

Angel, 29 Dec. 2018, 5:00pm

Can you give me the last 8 characters of the VIN together with the current mileage of the vehicle, please?

██████, 29 Dec. 2018, 5:01pm

Let me check

Angel, 29 Dec. 2018, 5:01pm
Thank you.

[REDACTED] 29 Dec. 2018, 5:03pm

[REDACTED], 29 Dec. 2018, 5:03pm
64k

[REDACTED] 29 Dec. 2018, 5:04pm
FG [REDACTED]

Angel, 29 Dec. 2018, 5:05pm
Thank you. Can you give me 2-3 minutes to check this, please?

[REDACTED], 29 Dec. 2018, 5:06pm
Sure, thanks

Angel, 29 Dec. 2018, 5:07pm
While checking, can you also give me your mailing address to pull up your account, please?

[REDACTED] 29 Dec. 2018, 5:08pm

Angel, 29 Dec. 2018, 5:11pm
Thank you.

Angel, 29 Dec. 2018, 5:12pm
I checked the vehicle information and it shows that this component is covered under the Bumper to Bumper Warranty. Are you having an issue with this component?

[REDACTED] 29 Dec. 2018, 5:13pm
Yes, it's causing the breaks not to work

Angel, 29 Dec. 2018, 5:15pm
I understand how inconvenient this situation is for you.

[REDACTED] 29 Dec. 2018, 5:15pm
Am I in warranty for this?

Angel, 29 Dec. 2018, 5:16pm
To further assist you, I will go ahead and endorse the case to our California Customer Engagement Center Team to check the case and they should call you back within 24 hours.

Angel, 29 Dec. 2018, 5:18pm
I have not heard from you for some time. Do you wish to continue to chat?

114

Thank you, do I have the dealership service work on it or wait

Angel, 29 Dec. 2018, 5:19pm

Please wait for the advisor to call you back. Can you give me the best number to call you back at, please?

114

CONFIDENTIAL

Angel, 29 Dec. 2018, 5:20pm

Thank you. Here is your case number for reference, [REDACTED].

Angel, 29 Dec. 2018, 5:20pm

Is there anything else that I can help you with today?

10

No thank you for the help Angel

Angel, 29 Dec. 2018, 5:21pm

You're welcome. Thank you for using Chevrolet Webchat. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat from Monday to Friday at 8:00 a.m. to 9:00 p.m. Eastern Time, and Saturday 9:00 a.m. to 9:00 p.m. You may also call us at 866-790-5600. Thank you for visiting us.

info [Automated], 29 Dec. 2018, 5:21pm

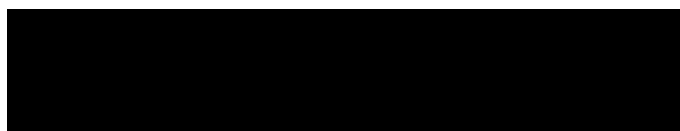
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 01/04/2019

Customer Information

First Name [REDACTED]
 Last Name [REDACTED]
 Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN 1GNSKBKC6FR [REDACTED] Make Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Owner hip Statu Me age

Time

Component's Warranty End Date: 02/20/2018
 Job Card Date: 01/04/2019
 Days out of Warranty: 318

Mileage

Component's Warranty End Mileage (Miles): 36,009
 Current Mileage: 73,000
 Miles out of Warranty: 36,991

Repair

Total Repair Cost At Warranty Rates: \$405.70 | Job Card / Repair Order : 111
 Repair Group Body Sy tem

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: \$0.00 * | Cust/Dir Participation Amount: \$405.70
 Agreed upon Cu tomer/Dealer Participation Amount

*** 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

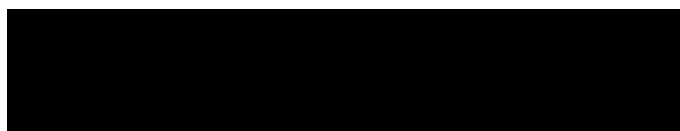
IMPORTANT Enter the agreed upon amount in the Cu tomer / Dealer Participation field in the claim tran action
 Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 01/07/2019

Customer Information

First Name: [REDACTED]

Last Name: [REDACTED]
[REDACTED]

Agent Information

Agent Name: Siebel Service

Agent Role:

Vehicle/Coverage Information

VIN 1GNSKJKC3FR [REDACTED]

Make Chevrolet

Component Warranty Coverage: Bumper to Bumper Coverage

Owner hip Statu Me age

Time

Component's Warranty End Date: 06/26/2017

Job Card Date: 01/07/2019

Days out of Warranty: 560

Mileage

Component's Warranty End Mileage (Miles): 36,009

Current Mileage: 95,000

Miles out of Warranty: 58,991

Repair

Total Repair Cost At Warranty Rates: \$900.00

Repair Group Body Sy tem

Job Card / Repair Order : TIER2

Reasons For Policy Adjustment

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

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

GM Participation Amount: \$0.00 *

Cust/Dir Participation Amount: \$900.00

Agreed upon Cu tomer/Dealer Participation Amount

*** 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

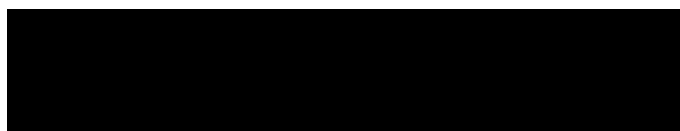
IMPORTANT Enter the agreed upon amount in the Cu tomer / Dealer Participation field in the claim tran action Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



That would be it, your dealer will handle the rest once you take the vehicle in for diagnostics. They will be able to inform you whether or not the concern falls within the applicable parameters for the Special coverage as well. The initial diagnostic cost would most likely be out of pocket, but once determined by the dealer should be covered. You can discuss this in greater detail with your dealer as well to get their perspective. info [Automated], 03 Jan. 2019, 1:25pm

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

info [Automated], 03 Jan. 2019, 1:25pm

You are now chatting with Chevrolet.

Chevrolet, 03 Jan. 2019, 1:25pm

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

██████████, 03 Jan. 2019, 1:28pm

Hi, I have a recall question, I have a 2016 Chevy truck the brakes went out I just took to the dealership and I found out the vacuum pump with a cost of \$1500.00, this seem like a recall issue with all of the sites I have been to there are 1000,s of this type of issue,

Chevrolet, 03 Jan. 2019, 1:28pm

[Rich Content]

Chevrolet, 03 Jan. 2019, 1:28pm

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

██████████ 03 Jan. 2019, 1:28pm

Vehicle Recall

Chevrolet, 03 Jan. 2019, 1:28pm

Just a moment...

info [Automated], 03 Jan. 2019, 1:28pm

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

Chevrolet [Private], 03 Jan. 2019, 1:28pm

US_CS_Recall

info [Automated], 03 Jan. 2019, 1:28pm

You are now chatting with Tyler.

Tyler, 03 Jan. 2019, 1:29pm

Thank you for contacting Chevrolet Customer Assistance Center, [REDACTED] My name is Tyler. Please allow me two to three minutes to research your question.

[REDACTED] 03 Jan. 2019, 1:29pm

Hi, I have a recall question, I have a 2016 Chevy truck the brakes went out I just took to the dealership and I found out the vacuum pump with a cost of \$1500.00, this seem like a recall issue with all of the sites I have been to there are 1000,s of this type of issue,

[REDACTED] Jan. 2019, 1:29pm

ok

Tyler, 03 Jan. 2019, 1:30pm

We are sorry to hear that you're having this experience with the vehicle. Are you going to authorize the repair so the dealership can repair the vehicle?

[REDACTED], 03 Jan. 2019, 1:30pm

I was almost in a wreck today because the brakes failed to stop

Tyler, 03 Jan. 2019, 1:30pm

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

██████ 03 Jan. 2019, 1:30pm

Yes they have my truck now

██████ 03 Jan. 2019, 1:31pm

I was told the vacuum pup failed by two Tech,s

Tyler, 03 Jan. 2019, 1:31pm

I would be happy to look into this for you and check for open recalls. However, if the dealership has provided you with a repair cost there may not be any recalls on the vehicle for this specific concern. May I have your VIN and current mileage?

Tyler, 03 Jan. 2019, 1:31pm

We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

██████ 03 Jan. 2019, 1:31pm

pump

Tyler, 03 Jan. 2019, 1:32pm

I see above where you stated it has failed, ██████ Any component on the vehicle has the ability to fail and will fail at some point in the vehicle's lifetime. Sadly, General Motors is not able to control when a part would fail.

██████, 03 Jan. 2019, 1:32pm

This issue seems to be huge

██████, 03 Jan. 2019, 1:32pm

The brakes are kind of key

Tyler, 03 Jan. 2019, 1:33pm

I understand and I would be happy to look into this for you. May I have your VIN and current mileage?

██████ 03 Jan. 2019, 1:33pm

there was another tuck in front of me with the same problem

██████, 03 Jan. 2019, 1:33pm

at the dealership

██████ 03 Jan. 2019, 1:34pm

3GCUKSEC6GG ██████

██████ 03 Jan. 2019, 1:35pm

70,000

██████, 03 Jan. 2019, 1:35pm

MODEL Silverado

██████, 03 Jan. 2019, 1:35pm

year 2016

Tyler, 03 Jan. 2019, 1:35pm

May I have the name of the involved dealership?

██████, 03 Jan. 2019, 1:36pm

5 Star

Tyler, 03 Jan. 2019, 1:36pm

While I'm looking into this for you, can you verify your full name, email address, phone number, and full home mailing address?

[REDACTED], 03 Jan. 2019, 1:36pm

[REDACTED]

[REDACTED], 03 Jan. 2019, 1:36pm

[REDACTED]

[REDACTED], 03 Jan. 2019, 1:37pm

[REDACTED]

[REDACTED] 03 Jan. 2019, 1:38pm

[REDACTED]

[REDACTED], 03 Jan. 2019, 1:38pm

[REDACTED]

[REDACTED] 03 Jan. 2019, 1:39pm

Standing by

Tyler, 03 Jan. 2019, 1:40pm

Thanks for this information; the case number for this concern is [REDACTED]. There are no open recalls on your vehicle at this time. I understand this isn't what you wanted to hear, but these repairs would be an out-of-pocket expense. The applicable factory warranty ended at 36,000 miles. Our warranty parameters are set to end when the components become subject to wear-and-tear. While I understand that you would like this repair to be covered, General Motors is not able to warranty vehicles indefinitely.

██████, 03 Jan. 2019, 1:41pm

So this is an acceptable failure risk?

██████, 03 Jan. 2019, 1:42pm

No brakes after 3 years

Tyler, 03 Jan. 2019, 1:42pm

Any component on the vehicle will fail at some point in the vehicles lifetime, ██████

██████ 03 Jan. 2019, 1:42pm

on a 7500.00 truck

██████ 03 Jan. 2019, 1:43pm

a warning system would have negated the risk factor for the brake system

Tyler, 03 Jan. 2019, 1:44pm

I can definitely note that as a design suggestion.

██████ 03 Jan. 2019, 1:45pm

So if I would have died today because the brakes failed your saying that the manufacture, that I should have known the brakes will fail

Tyler, 03 Jan. 2019, 1:46pm

I'm not able to speak on hypothetical questions.

██████ 03 Jan. 2019, 1:47pm

well it almost was not hypothetical

03 Jan. 2019, 1:47pm

I think my cost for this should be reimbursed.

Tyler, 03 Jan. 2019, 1:47pm

We are happy that you're still with us, [REDACTED]

Tyler, 03 Jan. 2019, 1:47pm

Sadly, reimbursement is not an option available.

██████████, 03 Jan. 2019, 1:48pm

Please have a manager look at my case, talk to 5 Star I think something can be done

Tyler, 03 Jan. 2019, 1:48pm

Although you may have seen others with similar concerns, there may not be enough evidence to show that the vehicle does not meet government standards to constitute the releasing of a recall. If further repairs and complaints indicate the need for further investigation or eventual issue of a recall for the concern, you should save any repair receipts to be eligible for possible reimbursement consideration. For further assistance, you may find [REDACTED]

_____ in mind that General Motors neither endorses nor maintains this site and will not be responsible for any of its content.

Tyler, 03 Jan. 2019, 1:49pm

I completely understand your reasoning behind wanting to be reimbursed for the repair cost. My manager and I follow the same policies and procedures. This means he would also be informing you of the same information that I have provided you.

Tyler, 03 Jan. 2019, 1:50pm

What I have done today is thoroughly documented your concern with the vehicle. Do you have any additional questions or information you would like added to the case?

03 Jan. 2019, 1:50pm

No more question

██████, 03 Jan. 2019, 1:50pm

thank you for responding

Tyler, 03 Jan. 2019, 1:51pm

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.

██████, 03 Jan. 2019, 1:51pm

I do think a follow up with the dealership is the right thing to do

Tyler, 03 Jan. 2019, 1:52pm

I can call the dealership, but that will not change the price for the repair.

██████, 03 Jan. 2019, 1:52pm

this is where you will get the results and will prove I'm right,

██████, 03 Jan. 2019, 1:52pm

before this gets out of hand

██████, 03 Jan. 2019, 1:52pm

and someone does die

██████, 03 Jan. 2019, 1:53pm

ok I tried here today to do the right thing

Tyler, 03 Jan. 2019, 1:53pm

All repairs are documented by the dealership and submitted to General Motors. If we notice a trend we would investigate the concern and provide a resolution if needed.

[REDACTED], 03 Jan. 2019, 1:53pm

I don't think I should have to pay this amount,

Tyler, 03 Jan. 2019, 1:54pm

It would be your choice if you would want to pay for the repair, [REDACTED]

[REDACTED], 03 Jan. 2019, 1:54pm

Ok thanks have a great day

[REDACTED], 03 Jan. 2019, 1:55pm

[REDACTED]

Tyler, 03 Jan. 2019, 1:55pm

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], 03 Jan. 2019, 1:55pm

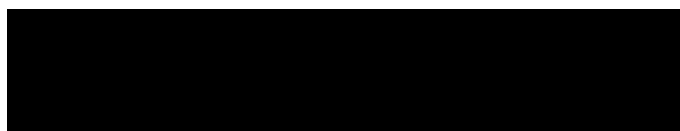
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3




GMC


General Motors - Policy Evaluation Tool

Date: 01/08/2019

Fir La: Ph	Agent Information Agent Name: Siebel Service Agent Role:

Vehicle/Coverage Information VIN: 3GCUKREC6GG Component Warranty Coverage: Bumper to Bumper Coverage Ownership Status Message:	
Time Component's Warranty End Date: 10/07/2019 Job Card Date: 01/04/2019 Days out of Warranty: 0	Mileage Component's Warranty End Mileage (Miles): 36,024 Current Mileage: 44,435 Miles out of Warranty: 8,411

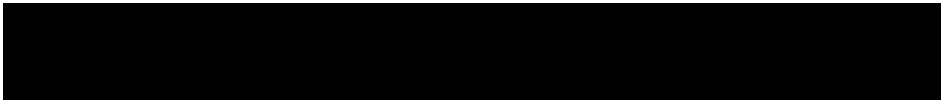
Repair Total Repair Cost At Warranty Rates: \$648.62 Repair Group: Brakes	Job Card / Repair Order

Reasons For Policy Adjustment Primary reason for policy adjustment: Product quality concern (known issue)	
Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY GM Participation Amount: \$324.31 Agreed upon Customer/Dealer Participation Amount:	
Cust/Dlr Participation Amount: \$324.31 / 50%	

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 5/11 to validate warranty coverage end (time and mileage) of the component under consideration.

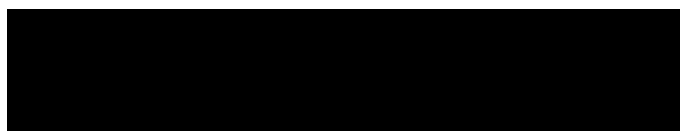


PE18-012

GM

3-27-2019

Q3



COML 10/31/2018 TO 10/31/2019 31 TYPE [REDACTED]

REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER [REDACTED]
3GCUKREC6G

MAKE
CHEV

DATE FIRST SOLD 00/00/2016 CLASS JR 2018 2016

DATE ISSUED 11/04/2018

TYPE VER	MP	AX	WC	UNLADEN/GCGW	TOTAL FEES PAID
32P	G	2	E	05376	\$585

3300

REGISTERED

L I E N H O L D E R

UNIFY FNCL CU
PO BX 276647

SACRAMENTO



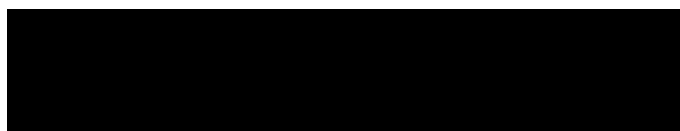


PE18-012

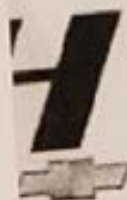
GM

3-27-2019

Q3



INLAND CHEVROLET
400 CARRIAGE CIRCLE
HEMET, CA 92545
(951) 658-3181



On
400 Car
Phone # 95
Hours M-F 7:00 A
S
BAR# ARD016008

SALE

TID: 007
Batch #: 114
01/04/19
Invoice #: 17
Cust Ref#: [REDACTED]
APPR CODE: 042041
VISA
***** [REDACTED]

REF#: [REDACTED]

16:23:57

One (W):

One Oth:

Code 1500

Chip

Mileage In: 44435

Mileage Out: 44439

AMOUNT**\$648.62**

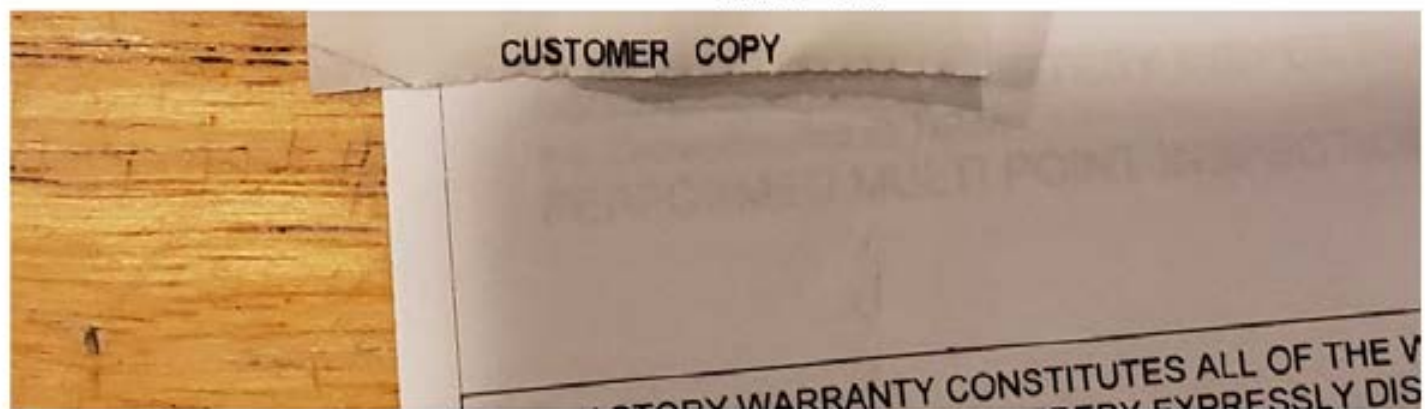
Original Estimate: \$125.00

<u>Time</u>	<u>Person Cont.</u>
1:54PM	

APPROVED

VISA DEBIT
AID: A0000000031010
TVR: 80 80 00 80 00
TSI: 68 00

THANK YOU
PLEASE COME AGAIN

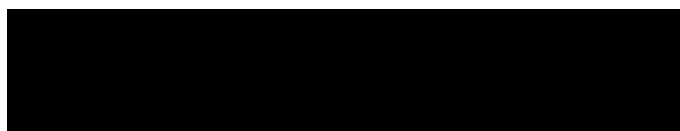


PE18-012

GM

3-27-2019

Q3





Online: www.GOSchAuto.com
 400 Carriage Circle Hemet, CA 92345
 Phone # 951-658-4401 | Fax # 951-765-7821
 Hours M-F 7:00 AM to 8:00 PM | Sat 8:00 AM to 5:00 PM
 Sunday 9:00 AM to 2:00 PM
 BAR# ARD0160080 BAR# AD1600080 EPA# CAL0004045

Year/Make/Model: 2016 Chevrolet Silverado 1500		A/R Number:	Invoice Number:
VIN: 3GCUKREC6G		Customer Number:	Printed: 01/04/2019 1:54 PM
License Number:		PO Number:	Copy # 1
Stock Number:		Auth Number:	Date Opened: 01/04/19
Tag Number:		Service Writer: Dean Page	Date Notified: 01/04/19
Mileage In: 44435		Terms & Conditions:	Date Delivered:
Mileage Out: 44439		Type of Sale: Retail	
		Customer Signature:	

Ins. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
650.00	775.00	01/04/19	1:54PM					

Description	Hrs or Qty	List	Ext Total	Grand Total
Sub Total Parts				0.00
SubTotal Job # 4				0.00

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

PLEASE READ IMPORTANT WARRANTY INFORMATION ON THE BACK.

Our charges are not based on actual technicians time. Factors which influence labor charges may include job complexity, specialized training and equipment, and length of time required for a specific job. You will be charged no more than the estimated price approved by you.

"I acknowledge notice and oral approval of an increase in the original estimated price. (signature or initials)"

Total Labor	365.87
Total Parts	260.00
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	22.75

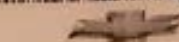
AMOUNT DUE 648.62



Sch

CHEVROLET

Online: www.SoschAuto.com
 400 Carriage Circle Hemet, CA 92345
 Phone # 951-658-4401 | Fax # 951-765-7821
 Hours M-F 7:00 AM to 8:00 PM | Sat 8:00 AM to 5:00 PM
 Sunday 9:00 AM to 2:00 PM
 BARR ARD0160080 BARR AD160080 EPAB CAL000404539



Certified Service

2

Year/Make/Model: 2016 Chevrolet Silverado 1500 VIN: 3GCUKREC6G [REDACTED] License Number: [REDACTED] Stock Number: [REDACTED] Tag Number: [REDACTED]		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: [REDACTED] Auth Number: [REDACTED] Service Writer: Dean Page Terms & Conditions: Type of Sale: Retail Customer Signature: [REDACTED]	Invoice Number: [REDACTED] Printed: 01/04/2019 1:54 PM Copy #: 1 Date Opened: 01/04/19 Date Notified: 01/04/19 Date Delivered:

Incr. Amt		New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
650.00		775.00	01/04/19	1:54PM					

Description	Hrs or Qty	List	Ext Total	Grand Total
3. Customer Concern				
PERFORM GM MULTIPLE POINT VEHICLE INSPECTION				
1 - Cause/Action to Take				
96CVZGMPVI - COURTESY INSPECTION.				
1 - Correction/Action Taken				
PERFORMED MULTI POINT INSPECTION.				
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	
			0.00	

4. Customer Concern

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, email address or other telephone number I have provided or was provided on my behalf, including telephone calls, text messages and emails to my cellular or mobile telephone and / or device."

By providing my communication information, including but not limited to email addresses, cellular phone numbers, or other phone numbers, I am giving my express consent to be contacted and communicated with (including automated telephone dialing systems) via any of these means, by you, any related insurance company and your service providers, as it relates to the services being provided. Providing cellular or mobile telephone number, email address or other telephone number is not a required condition of the above service.

1 - Cause/Action to Take
 TCPA - N/A
 1 - Correction/Action Taken

0.00



Online: www.GoschAuto.com
 400 Carriage Circle Hemet, CA 92545
 Phone # 951-658-4401 | Fax # 951-765-7821
 Hours M-F 7:00 AM to 8:00 PM | Sat 8:00 AM to 5:00 PM
 Sunday 9:00 AM to 2:00 PM
 BAR# ARD0160080 (BAR# AD1600080 EPA# CAL000404539)



Certified Service

VIN: 3GCUKREC6G		A/R Number:	Invoice Number:
License Number:		Customer Number:	Printed: 01/04/2019 1:54 PM
Stock Number:		PO Number:	Copy # 1
Tag Number:		Auth Number:	Date Opened: 01/04/19
Mileage In: 44435		Service Writer: Dean Page	Date Notified: 01/04/19
Mileage Out: 44439		Terms & Conditions:	Date Delivered:
		Type of Sale: Retail	
		Customer Signature	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
630.00	775.00	01/04/19	1:54PM		Phone			
Description	Hrs or Qty	List	Ext Total	Grand Total				

1. Customer Concern

BRAKES customer states while driving the brake pedal got real hard and had no brakes

1 - Cause/Action to Take

34 - Inspected brake booster vacuum, vacuum at -7psi. Vacuum pump failure, not producing required amount of vacuum for brake assist.

1 - Correction/Action Taken

Removed vacuum pump belt and vacuum pump. Cleaned pump gasket mating surface and installed new pump and gasket. Reinstalled vacuum pump belt and inspected brake booster vacuum, vacuum within specifications at -13.4psi. Test drove vehicle and verified proper operation of the brake system, vehicle working as designed.

Part Number	Failed	Description
12669488		PUMP

Sub Total Parts

SubTotal Job # 1

1	260.00	260.00	260.00
			625.87

2. Customer Concern

INSPECT AND INFLATE TIRE PRESSURE AS PER VEHICLE MANUFACTURER'S SPECIFICATION.

1 - Cause/Action to Take

00CVZPSI - SET TIRE PRESSURE

1 - Correction/Action Taken

TIRE PRESSURES SET AS FOLLOWS FRONT TIRES: REAR TIRES:

Sub Total Parts

SubTotal Job # 2

0.00

0.00

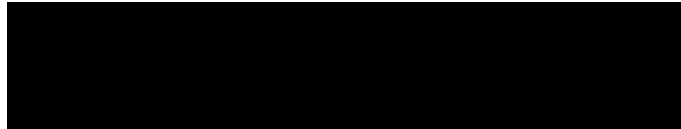
0.00

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 01/15/2019

Customer Information

First Name [REDACTED]

Phone:

VIN: 3GTU2VEC8FG [REDACTED]

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Agent Information

Agent Name: Siebel Service

Agent Role:

Vehicle/Coverage Information

Make: GMC

Time

Component's Warranty End Date: 08/28/2018

Job Card Date: 01/15/2019

Days out of Warranty: 140

Mileage

Component's Warranty End Mileage (Miles): 36,003

Current Mileage: 34,000

Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: \$413.79

Repair Group: Brakes

Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: \$206.89

Cust/Dir 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 amounts, contact your DMA using the DMA Pre-Approval form.

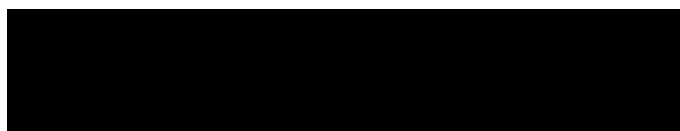
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3





General Motors Policy Evaluation Tool

Date: 01/14/2019

Owner Information

First Name

Last Name

Phone:

Agent Information

Agent Name: Siebel Service

Agent Role:

Vehicle/Coverage Information

VIN 1GNSK2EC7FR

Make Chevrolet

Component Warranty Coverage: Bumper to Bumper Coverage

Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 06/26/2018

Job Card Date: 01/11/2019

Days out of Warranty: 199

Mileage

Component's Warranty End Mileage (Miles): 36,000

Current Mileage: 32,500

Miles out of Warranty: 0

Repair

Total Repair Co t At Warranty Rate \$1,000.00

Repair Group: Body Systems

Job Card / Repair Order cac2

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 \$500.00

Cu t/Dir Participation Amount \$500.00 / 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.

PE18-012

GM

3-27-2019

Q3



info [Automated], 10 Jan. 2019, 11:32am

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

info [Automated], 10 Jan. 2019, 11:32am

You are now chatting with GMC.

GMC, 10 Jan. 2019, 11:32am

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

 10 Jan. 2019, 11:32am

GMC, 10 Jan. 2019, 11:32am

[Rich Content]

GMC, 10 Jan. 2019, 11:32am

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

 10 Jan. 2019, 11:32am

GMC, 10 Jan. 2019, 11:33am

Please select one of the options above.

 10 Jan. 2019, 11:33am

Vehicle Service or Warranty

GMC, 10 Jan. 2019, 11:33am

Just a moment...

info [Automated], 10 Jan. 2019, 11:33am

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

GMC [Private], 10 Jan. 2019, 11:33am

US_CS_Services

info [Automated], 10 Jan. 2019, 11:33am

You are now chatting with Tory.

Tory, 10 Jan. 2019, 11:33am

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

[REDACTED] 10 Jan. 2019, 11:34am

Hello, I was speaking with a rep earlier ref # [REDACTED]

Tory, 10 Jan. 2019, 11:34am

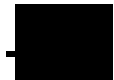
Thank you for that! Please allow me 2-3 minutes to review that for you.

Tory, 10 Jan. 2019, 11:36am

Alright, thank you so much for being patient with me.

Tory, 10 Jan. 2019, 11:37am

I see you're experiencing a brake concern. Have you visited a dealership regarding this yet?

 10 Jan. 2019, 11:37am

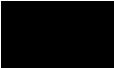
Yes, I have. The vehicle was diagnosed to have insufficient vacuum pressure @ the brake booster

Tory, 10 Jan. 2019, 11:38am

Which dealership did the diagnosis, and do you remember when?

Tory, 10 Jan. 2019, 11:40am

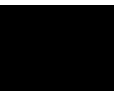
I have not heard from you for some time. Do you wish to continue to chat?

 10 Jan. 2019, 11:41am

Yes I do, one moment

Tory, 10 Jan. 2019, 11:41am

Okay, I was just making sure you're still here. I can wait!

 10 Jan. 2019, 11:43am

thank you for waiting

 10 Jan. 2019, 11:44am

The diagnosis was performed at Marion Automotive Group in Marion, VA around 12/20/18

Tory, 10 Jan. 2019, 11:44am

Thank you for that. Have they performed any repairs yet, or did they just diagnose it?

 Jan. 2019, 11:45am

Just diagnosed the issue. I was quoted ~\$600 for the repair.

Tory, 10 Jan. 2019, 11:45am

Okay, I understand. You stated before you have about 52,200 miles on the vehicle, is that correct?

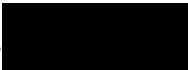
 10 Jan. 2019, 11:46am

That is the current mileage, yes. Mileage was less than that at time of diagnosis; estimated approx 50,000 miles at time of diagnosis.

Tory, 10 Jan. 2019, 11:48am

Thank you for that information,  I will document this concern for you and escalate it to one of our senior advisers to see what kind of assistance GM can offer with this repair. It will be 2 business days before you receive a call back. What is a good number to contact you at, as well as the best time to reach you?

 10 Jan. 2019, 11:50am

My number is  I am available most any time; but I am off work and able to give my undivided attention after about 4:30 PM Eastern

Tory, 10 Jan. 2019, 11:51am

Perfect, I will add that into my documentation. Would you also like to put your home or mailing address on file today?

 10 Jan. 2019, 11:51am

Would the addition of my address be beneficial to resolving this matter?

Tory, 10 Jan. 2019, 11:52am

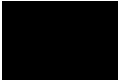
It wouldn't affect the case, it just ensures we have the most up to date contact information for you. It's alright if you do not feel comfortable with it.

 10 Jan. 2019, 11:53am

I will pass for now. Thank you for your help!

Tory, 10 Jan. 2019, 11:53am

You're welcome! Do you have any other questions that I may assist you with today?

 10 Jan. 2019, 11:54am

So I should be expecting a call in 2 business days? Also, is the reference number for this conversation the same as the previous chat or can you provide me a ref # if there is a new one

Tory, 10 Jan. 2019, 11:55am

Yes, it should be Monday. And it is the same reference number Darian provided you, 

 10 Jan. 2019, 11:55am

okay; thank you!

Tory, 10 Jan. 2019, 11:55am

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

info [Automated], 10 Jan. 2019, 11:55am

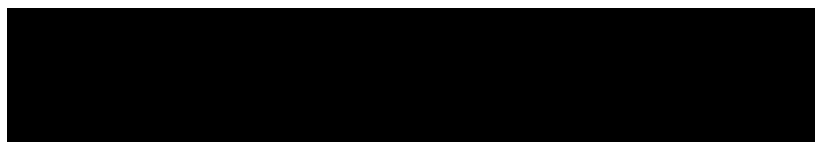
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



**EAST HILLS CHEVROLET
OF DOUGLASTON**240-02 NORTHERN BLVD - DOUGLASTON, NY 11362
PHN: 718-279-5300 FAX: 718-224-1615EAST HILLS CHEVROLET OF DOUGLASTON
240-02 NORTHERN BLVD
DOUGLASTON NY 11362
718 279 5300
NYS SHOP # 7105766

HUD

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCF		37895	37895	01/11/19 09:14	01/11/19	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2015 CHEVROLET TAHOE LT					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
		140.0				
WORK PHONE		CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE/TRANS
				AMANA RAMBARAN (AR)		

SERVICE HOURS:
MON - FRI 7:30AM - 5:30PM
SATURDAY HOURS 7:30AM - 2:00PMOUR GOAL IS 100% SATISFACTION, PLEASE CALL YOUR SERVICE ADVISOR IF
ANY COMMENTS OR CONCERNS AT 718-279-5300

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	9103855		A42		Warranty	
Concern	18289: ZPSR - Product Safety Recall - EPS Loss of Steering Assist - (09/07/2018) (Open)					
Cause	18289: ZPSR - Product Safety Recall - EPS Loss of Steering Assist - (09/07/2018) (Open)					
Correction	Power Steering Control Module Reprogramming with SPS					
B	9102276		A42		Warranty	
Concern	16007: ZPSR - Product Safety Recall - Frontal Airbag And Pretensioner Non Deploy - (09/08/2016) (Open)					
Cause	16007: ZPSR - Product Safety Recall - Frontal Airbag And Pretensioner Non Deploy - (09/08/2016) (Open)					
Correction	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations					
C	SPLOF		A42		Customer	\$42.02
Concern	CUSTOMER REQUESTS OIL CHANGE AND FILTER SPECIAL \$89.95 plus tax					
Correction	PERFORMED OIL CHANGE AND FILTER					
Part Number		Description	Qty.	Unit Price	Ext. Price	
KIT63E		DEXOS 0W20 OIL CHANGE	1	\$0.00	\$0.00	
88865698		OIL	8	\$4.63	\$37.04	
19383806		FILTER	1	\$4.44	\$4.44	
EOS		SUPL.	1	\$2.68	\$2.68	
PRE MIX		WW SOLVENT	1	\$0.99	\$0.99	
WL		CLEANER/LUBE	1	\$2.68	\$2.68	
Parts Total...					\$47.83	
Line Total...					\$89.85	
D	ELECTRIC		A42		Customer	\$189.99

VEHICLE ID		MILES IN	MILES OUT	DATE/T ME IN	DATE OUT	INVOICE NO.
1GNSKBKCF [REDACTED]		37895	37895	01/11/19 09:14	01/11/19	[REDACTED]
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2015 CHEVROLET TAHOE LT					COMPLETE	
CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
140.0					Cash	
CELL PHONE		STOCK NO.	SERV. ADV.			ENGINE/TRANS
			AMANA RAMBARAN (AR)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
D	Continued					
Concern	CUSTOMER STATES THE INTERIOR LIGHTS IN THE BACK (SECOND AND THIRD ROW) FLICKERS. CHECK AND REPORT \$189.99 DIAGNOSTIC FEE APPROVED.					
Correction	recommended interior lights with switch parts \$103.18 labor \$280.00 total 383.18 plus tax customer declined.					
Line Total...						\$189.99
E	DIAG		A42		Customer	\$0.00
Concern	CUSTOMER STATES HARD TO PUSH ON THE BRAKE PEDAL. CHECK AND REPORT.					
Correction	recommended brake vacuum pump parts \$242.13 labor \$560.00 total: \$802.13 plus tax customer declined					
Line Total...						\$0.00
F +	MPI		A42		Customer	\$0.00
Concern	PERFORM FREE G.M.GOODWRENCH MULTI-POINT INSPECTION (\$39.95 VALUE) ***** FREE *****					
Correction	PERFORMED MULTI POINT INSPECTION RECOMMENDED: REAR PADS AND ROTORS \$589.99 FRONT PADS AND ROTORS \$589.99 BRAKE FLUID FLUSH \$239.99 COOLANT FLUSH \$239.99 EMISSION SERVICE \$239.99 TRANSMISSION SERVICE \$349.99 CUSTOMER DECLINED RECOMMENDED REPAIRS. RECOMMENDED PRICES VALID FOR 30 DAYS. SEE AMANA					
Line Total...						\$0.00

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXF [REDACTED]		37895	37895	01/11/19 09:14	01/11/19	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS
2015 CHEVROLET TAHOE LT					[REDACTED]	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
[REDACTED]		140.0				
WORK PHONE		CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE/TRANS
[REDACTED]				AMANA RAMBARAN (AR)		

Totals

	Amount
Labor	\$232.01
Parts	\$42.47
SalesTax	\$24.84
Parts-Other	\$5.36
Total Amount Due	\$304.68
TOTAL CASH	\$304.68

STATEMENT OF DISCLAIMER

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

on behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.

CUSTOMER SIGNATURE

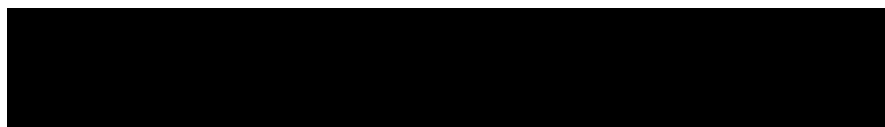
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

PE18-012

GM

3-27-2019

Q3



info [Automated], 14 Jan. 2019, 12:01pm

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

info [Automated], 14 Jan. 2019, 12:01pm

You are now chatting with Chevrolet.

Chevrolet, 14 Jan. 2019, 12:01pm

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

14 Jan. 2019, 12:01pm

Chevrolet, 14 Jan. 2019, 12:01pm

[Rich Content]

Chevrolet, 14 Jan. 2019, 12:01pm

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

, 14 Jan. 2019, 12:05pm

Hi - we have a 2015 Suburban- have had numerous Suburbans over the years- always happy. On this one we have a Brake issue- several times at slow speeds the brakes simply are very stiff or hard to press down- and it is difficult to stop the car. I did some research-

apparently there are issues with the 2015 vacuum pump ? I took it to the dealer- and they could not "reproduce" the brake failure- said they could put new vacuum pump in but expensive and might not fix the problem.

Chevrolet, 14 Jan. 2019, 12:05pm

Please select one of the options above.

■ 14 Jan. 2019, 12:06pm

is this a recall issue- seems very dangerous - ?

Chevrolet, 14 Jan. 2019, 12:06pm

Please select one of the options above.

■ 14 Jan. 2019, 12:06pm

Vehicle Recall

Chevrolet, 14 Jan. 2019, 12:06pm

Just a moment...

info [Automated], 14 Jan. 2019, 12:06pm

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

Chevrolet [Private], 14 Jan. 2019, 12:06pm

US_CS_Recall

info [Automated], 14 Jan. 2019, 12:06pm

You are now chatting with Marco.

Marco, 14 Jan. 2019, 12:07pm

Welcome to Chevrolet Customer Assistance. My name is Marco. May I have two to three minutes of your time to review your concern?

14 Jan. 2019, 12:07pm

yes thank you

Marco, 14 Jan. 2019, 12:07pm

I am so sorry to hear that you are having brake issues on your vehicle, Pat. I will be more than happy to check here what we can do to help you fix it.

Marco, 14 Jan. 2019, 12:08pm

You're welcome!

Marco, 14 Jan. 2019, 12:08pm

Can you give me a good callback number? So I can call you if we get disconnected?

14 Jan. 2019, 12:09pm

Marco, 14 Jan. 2019, 12:09pm

Thank you! Can you give me the VIN and how many miles does the vehicle have now?

Marco, 14 Jan. 2019, 12:10pm

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

█ 14 Jan. 2019, 12:11pm

1GNSKJKCXHR█ 75,000 miles

Marco, 14 Jan. 2019, 12:11pm

Thank you so much!

Marco, 14 Jan. 2019, 12:11pm

What is the dealer's name where you took the vehicle?

█, 14 Jan. 2019, 12:12pm

grossinnger chevrolet palatine il

Marco, 14 Jan. 2019, 12:13pm

Alright! Please give me 2-3 minutes to check here what we can do to help you.

█, 14 Jan. 2019, 12:13pm

thanks

Marco, 14 Jan. 2019, 12:14pm

You're welcome!

Marco, 14 Jan. 2019, 12:17pm

Upon checking your vehicle profile, I see that the Bumper to Bumper which is supposed to cover the brake issues has expired on 02/11/2018 or upon reaching 36,009 miles, whichever came first. I can also see that there is no recall or special coverage on it. So technically, the repair for this is going to be an out of pocket expense.

Marco, 14 Jan. 2019, 12:17pm

Since you mentioned that the dealership was not able to replicate the issue, we are going to ask for repair assistance with GM.

Marco, 14 Jan. 2019, 12:17pm

I need to transfer your case to a Senior Advisor who will work directly with you and your dealership to review your vehicle and concerns. All the information you have provided me will be available to both your dealer and Senior Advisor. I will forward your case to them and they will review your case and vehicle details, and one of them will contact you within 2 business days to assist you further.

Marco, 14 Jan. 2019, 12:18pm

I would just like to properly set your expectations that it is going to be an out of pocket expense for the diagnosis and the repair.

Marco, 14 Jan. 2019, 12:18pm

I have generated a case file for you and your case number is [REDACTED]

[REDACTED] 14 Jan. 2019, 12:18pm

i can email you similar complaints I found on line- would that help?

Marco, 14 Jan. 2019, 12:20pm

I am so sorry I can't receive emails. You can send us an email here in Chevrolet. I understand that there are several complaints about some 2015 Chevrolet Suburbans but recalls or special coverage are VIN specific, so not all vehicles would have one.

[REDACTED] 14 Jan. 2019, 12:21pm

yes- dealer said they could not duplicate concern- however it has been a problem and the fix was expensive- like \$850 - this should be a recall for safety issue in my opinion.

Marco, 14 Jan. 2019, 12:22pm

I understand your point and of course, if this is going to happen to me, I would be concerned about my safety as well. I understand that this has been an ongoing issue and we want to help you as much as possible.

Marco, 14 Jan. 2019, 12:22pm

I assure you that this conversation is fully documented and will be discussed with you by our senior advisor that is going to be assigned on your case.

■, 14 Jan. 2019, 12:23pm

I am concerned the car is dangerous to drive - so need to hear back soon

Marco, 14 Jan. 2019, 12:25pm

Definitely, ■. If you don't get a callback within 2 business days, you can chat us back or call us at 866-790-5600 and request for the senior advisor assigned on your case. You can use this case number ■ for your reference, alright?

Marco, 14 Jan. 2019, 12:26pm

Is there anything else that I can assist you with?

Marco, 14 Jan. 2019, 12:27pm

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

■, 14 Jan. 2019, 12:28pm

do we have to wait 2 days ? should I can the advisor?

Marco, 14 Jan. 2019, 12:28pm

I understand that this is an urgent request as this concerns your safety but as of now, we don't have a direct number for our senior advisor's department. We will have a contact once the case has been assigned to a senior advisor.

Marco, 14 Jan. 2019, 12:30pm

For now, we really need to wait for them because they are the ones who can directly work with you and the dealership.

█ 14 Jan. 2019, 12:30pm

OK Thanks

Marco, 14 Jan. 2019, 12:30pm

You're welcome!

Marco, 14 Jan. 2019, 12:31pm

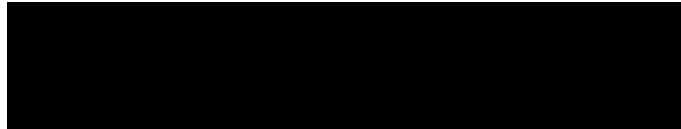
Is there anything else that you want me to check for you?

PE18-012

GM

3-27-2019

Q3



CAUSE: Vehicle Shop Customer States vehicle has
A braking noise when applied, researched TSB # [redacted]
 CORRECTION: # P115361C See attached sheet. Complete vehicle
inspection, none of the TSB concerns apply to this vehicle.

Upon Inspection Front Brakes wearing evenly 8mm Front
CAUSE: Pads and 7-8mm rear pads, when slowing down

B a rumble type noise can be heard and gets louder when
braking close to stop. The front tires have inside cupped
tire wear caused by - camber and (Toe-in) being slightly
off. over time caused flat-spotted, cupping on inside edges.
This causes the noise that can be heard when stopping.

C If you rotate to rear, the noise will sound like a
DIFFERENTIAL is bad rubbing. heard rumble type
sound. needs new tires
and alignment + proper rotation
CAUSE: because below 5,000 miles

D CORRECTION: ~~needed rear tires~~
Best tires are in the rear!

E CAUSE: Performed Tire
rotation + Test
drive with Shop Foreman

ENGINE: CID _____
 4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐
 TRANSMISSION:
 3 SPD ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____
 AXLE TYPE: YES NO
 LOCKING AXLE ☐ ☐
 FLOATING AXLE ☐ ☐
 ACCESSORIES:
 P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____
 BRAKE CONDITION

FRONT _____ /32 REAR _____ /32

FUEL GAUGE
 1/4 1/2 FULL
 QUALITY _____ TECH _____
 CONTROL _____ ASM _____
 MILEAGE _____

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAG RATE	R/O NO	OPER NO	EMP NO	ON	OFF
W	Check with Vehicle			855		

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAG RATE	R/O NO	OPER NO	EMP NO	ON	OFF
W	Inspection + Info			855		

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAG RATE	R/O NO	OPER NO	EMP NO	ON	OFF

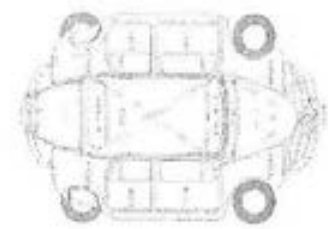
FLAG SHEET

STRAIGHT TIME (HOURS)	FLAG RATE	R/O NO	OPER NO	EMP NO	ON	OFF

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAG RATE	R/O NO	OPER NO	EMP NO	ON	OFF

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐
 FL ☐ RL ☐
 LF ☐ LR ☐



COACHELLA VALLEY BUICK GMC

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington
Phone: 760-772-9788
Fax: 760-772-9799
www.i10gm.com

BAR# ARD207992 EPA# CAL000271524

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JESSE MONTANEZ	TAG NO. 420	INVOICE DATE 12/20/17	MO
	LABOR RATE	LICENSE NO.	27,499	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143	DELIVERY DATE 02/26/16	STOCK NO.	DELIVERY MILES 135
	VEHICLE ID. NO. 3 G T P 1 M E C 2 G G	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO. 73080	P.D. DATE 12/19/17	
COMMENTS				

MO: 27527

JOB# 1 CHARGES			
LABOR	TECH(S):855		
J# 1 40PNZ	BRAKES	WARRANTY	
CUSTOMER STATES THAT THE BRAKES FEEL LIKE THEY ARE NOT WORKING PROPERLY,FEEL LIKE THEY WANT TO LOCK UP AND MAKE A CLANKING NOISE INTERMITTENTLY CHECKED AND UNABLE TO REPLICATE CUSTOMER CONCERN AT THIS TIME,PERFORM BRAKE INSPECTION AND FOUND FRONT AND REAR BRAKES TO BE WELL WITHIN SPEC'S (8mm FRONT AND 7mm REAR).NO ABNORMAL WEAR. UPON FURTHER INSPECTION FOUND BOTH FRONT TIRES HAVE FLAT SPOTS WITH INSIDE CUPPING WHICH CREATES A RUMBLE NOISE WHEN BRAKES ARE APPLIED.RECHECKED FOLLOWING DAY ON COLD START WITH MANAGER AND STILL UNABLE TO REPLICATE ANY ABNORMAL OPERATION OF BRAKES. ROTATION TIRES TO REAR AND NOISE/RUMBLE MOVES TO REAR;RECOMMEND TWO TIRES AND ALIGNMENT CUSTOMER DECLINED REPAIR AT THIS TIME.			
SUBLET-----POW-----VEND INV#-INV.DATE-DESCRIPTION-----			
73080 12/20/17 RENTAL CAR			
TOTAL - SUBLET			WARRANTY 0.00
JOB# 1 TOTALS-----			
JOB# 1 JOURNAL PREFIX GCCS			JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----			
LABOR	TECH(S):855		
J# 2 46PNZPSI	TIRE PRESSURE	WARRANTY	
CUSTOMER ACCEPTS RECOMMENDATION FOR TIRE PRESSURE RE-SET RE-SET TIRES TO FACTORY SPEC PRESSURES			
JOB# 2 TOTALS-----			
JOB# 2 JOURNAL PREFIX GCCS			JOB# 2 TOTAL 0.00
ESTIMATE-----			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)			

GMC



COACHELLA VALLEY

BUICK GMC

78960 Varner Rd., Indio, CA 92203

I-10 Auto Mall at Washington

Phone: 760-772-9788

Fax: 760-772-9799

www.i10gm.com

BAR# ARD207992

EPA# CAL000271524

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JESSE MONTANEZ	YAG NO. 420	INVOICE DATE 12/20/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	LEASE 27,499	COLOR SUMMIT WHT/
[REDACTED]	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143	DELIVERY DATE 02/26/16	DELIVERY MILES 135	STOCK NO.
[REDACTED]	VEHICLE ID. NO. 3 G T P 1 M E C 2 G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO. 73080	R.O. DATE 12/19/17	
[REDACTED]	COMMENTS			

MO: 27527

BAR # AL207992
EPA # CAL000271524

***** USED CARS WANTED *****
***** SEE SALES DEPARTMENT FOR INFORMATION *****
***** THANK YOU *****
***** CUSTOMER SATISFACTION IS OUR BUSINESS *****

ASK ABOUT OUR EXPRESS LUBE SERVICE

***** 100% COMPLETELY SATISFIED *****
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.

104

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

DEC 20 2017

GMC



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RECOMMENDED SERVICES

BAR# ARD207992

EPA# CAL000271524

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ008	REPLACE AIR FILTER	MI	45.00	47PNZ01	FRT/DIFFERENTIAL SER	MI	135.00
00PNZ03	TRANSMISSION SERVICE	MI	179.95	40PNZ04	BRAKE INSPECTION	MI	35.00
00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95	40PNZ03	BRAKE FLUID EX- CARS	MI	109.95
00PNZ01	AUTO TRANS FLUID EXC	MI	179.95	40PNZ031	BRAKE FLUID EX-TRUCK	MI	139.95
01PNZ030	MAJOR SERVICE	MI	549.95	01PNZ030T	TRUCK MAJOR SERVICE	MI	714.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/22/18		34278	721	815	W	40PNZ	BRAKES
02/26/18		30650	783	815	C	46PNZPSI	TIRE PRESSURE
12/19/17		27499	420	818	C	00PNZ1004	2014 DEXO LOF/ROT
				855	W	46PNZPSI	TIRE PRESSURE
				855	W	40PNZ	BRAKES
						46PNZPSI	TIRE PRESSURE

SALESPERSON NO. 677

CARLOS RODRIGUEZ

S E R V I C E

STATE REG# 2

VEHICLE ID NO. 3GTP1MEC2G0		YEAR/MAKE/MODEL 16/GMC/SIERRA 1500/CREW CAB 2WD 143		PRODUCTION DATE	STOCK NO.	LICENSE NO.
ALL PARTS WILL BE DISCARDED UNLESS INSTRUCT OTHERWISE. (SAVE ALL PARTS ARE NOW UNLESS SPECIFIED)		CUSTOMER NO. SUMMIT WHT/		DELIVERY DATE 02/26/16	DELIVERY MILES 135	SELLING DEALER NO. 05/25/18
CALL WHEN READY ☐ YES ☐ NO		COLOR PNZZ		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TIME RECEIVED 08:42am		DATE/TIME PROMISED 05/25/18 06:00pm		ADVISOR NO. 721	ADVISOR RAYMOND GAMBOA	
APPOINTMENT ☒ Yes ☐ No		LABOR RATE		I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 on streets, highways or elsewhere for the purpose of testing and/or inspection.		
CELL: [REDACTED]		CUSTOMER ACKNOWLEDGE		SIGNED AND RECEIVED X		

ORIGINAL CUSTOMER ESTIMATE:		TOTAL	
0.00	0.00	0.00	
1. W 51PNZ BODY ELECTRICAL		716	
CUSTOMER STATES THAT VEHICLE HAS A WEAK CRANK,			
2. C * 46PNZPSI TIRE PRESSURE		716	
CUSTOMER ACCEPTS RECOMMENDATION FOR TIRE PRESSURE RE-SET			
3. W 51PNZ15 POWER ACCESSORIES		716	
CUSTOMER STATES RADIO STATIONS ARE NOT PROGRAMMING AND HOLDING ITS STATION, ALL RADIO STATIONS ARE ERASED.			



MAY 25 2018

STRAIGHT TIME (HOURS)	FLAT RATE	R/D NO.	OFF	2
			ON	25 10.
			ON	25 9.

CAUSE: Verified lost concern weak-crank
A Test Battery w/68-8 Results indicated
 CORRECTION: Bad Cell in Battery Replace Battery
 No CCA / volts 10.65 / state of health very low.
 Replace Battery.

FLAG SHEET

FLAG SHEET

FLAG SHEET

CAUSE: lost concern Radio Stations are not programming
B and holding. (Check for DTC No DTC Set, Check for
 Bulletin Transmittal ST Form Doc# 17-NA-025 For several Radio Concerns.
 W/cade # 8F767 Per Bulletin check-HMI current program on
 Doc# 460859 / #17-NA-025 HMI 15.2B033

FLAG SHEET

FLAG SHEET

FLAG SHEET

program listed on Doc. 17-NA-025 per Bulletin
C Reprogram HMI module w/ SPS.

FLAG SHEET

CORRECTION: 9800003 0.6

ENGINE: CID
 4 CYL 6 CYL V8 V10 DIESEL
 TRANSMISSION:
 3 SPEED 5 SPEED 6 SPEED AUTO TYPE
 CAUSE: AXLE TYPE YES NO
 LOCKING AXLE ☐ ☐
 FLOATING AXLE ☐ ☐
 CORRECTION: ACCESSORIES:
 PS ☐ PG ☐ A/D ☐ AIR ☐ OT
 BRAKE CONDITION

STRAIGHT TIME (HOURS)	FLAT RATE	R/D NO.	OFF	1
	0.6		ON	25 9.7
			ON	25 8.2

FLAG SHEET

D CAUSE: FUEL GAUGE
 CORRECTION: FULL TECH

E CAUSE: FUEL GAUGE
 CORRECTION: FULL TECH

CCO 720
 OUT OF VEHICLE
 FLOODED

WARRANTY CODE
 FME9D-5D002-NU002

User ID: UNREG

VERSION: 192-675P

RD #: 184066

LAST 8 OF VIN
 0513924
 WARRANTY CODE
 FME9D-5D002-NU002
 N10 SNFO
 715000-180000-00000000

RESULTS
 B20 CELL-REPLACE
 PARTED: 728 008
 MEASURED: 10.65
 CHARGE TIME: 00:00:00
 BIP HOURS: 0.8

STATE OF HEALTH (SOH)
 LOW HIGH



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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	721	TAG NO.	INVOICE DATE	05/28/18
LABOR RATE	LICENSE NO.	34,354	COPIES	SUMMIT WHT/	STOCK NO.
TRAILER / MAKE / MODEL	16/GMC/SIERRA 1500/CREW CAB 2WD 143.	DELIVERY DATE	02/26/16	DELIVERY MILES	135
VEHICLE I.D. NO.	3GT P 1 M E C 2 G G	SELLING DEALER NO.	PRODUCTION DATE		
F.T.B. NO.	P.O. NO.	R.O. DATE	05/25/18		
COMMENTS					

MO: 34362

JOB# 1 CHARGES-----

LABOR-----

J# 1 51PYZ BODY ELECTRICAL HOURS: 0.70 TECH(S):716 78.46

CUSTOMER STATES THAT VEHICLE HAS A WEAK CRANK, CHECKED AND FOUND BATTERY WITH A BAD CELL,REC: TO REPLACE BATTERY. REMOVED AND REPLACED BATTERY.

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----U/COST---E/COST---U/PRICE

1 88865934 94RPG BAT 2330 133.34 133.34 186.68 186.68

COST TOTAL 133.34

TOTAL - PARTS 186.68

SUBLET-----PO#-----VEND INV#-INV,DATE-DESCRIPTION-----

74514 05/25/18 LOANER CAR

TOTAL - SUBLET 21.00

JOB# 1 TOTALS-----

LABOR 78.46

PARTS 186.68

SUBLET 21.00

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 286.14

JOB# 3 CHARGES-----

LABOR-----

J# 3 51PN215 POWER ACCESSORIES HOURS: 0.60 TECH(S):716 67.25

CUSTOMER STATES RADIO STATIONS ARE NOT PROGRAMMING AND HOLDING ITS STATION,ALL RADIO STATIONS ARE ERASED. CHECKED AND DUPLICATED CUSTOMER CONCERN,FOUND DOC #17-NA-025 WHICH STATES TO RE PROGRAM HMI MODULE. RE PROGRAMMED HMI MODULE,SYSTEM OPERATES AS DESIGNED.

JOB# 3 TOTALS-----

LABOR 67.25

JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL 67.25

R/O TAX 0.00

R/O TOTALS 353.39

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM# TOTAL....

286.14

67.25

CLAIM TOTALS 353.39

APPROVED BY SIGNATURE

WARRANTY PAID



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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	DATE
[REDACTED]	RAYMOND GAMBOA	721	05/28/18	[REDACTED]
	LABOR RATE	LICENSE NO.	RELEASE	COLOR
			34,354	SUMMIT WHT/
	YEAR / MAKE / MODEL	VEHICLE ID NO.	DELIVERY DATE	DELIVERY MILES
	16/GMC/SIERRA 1500/CREW CAB 2WD 143	3 G T P 1 M E C 2 G	02/26/16	135
	F.T.E. NO.	INS. DEALER NO.	PRODUCTION DATE	
			05/25/18	
COMMENTS				

MO: 34362

DCS AUDIT SLIP

JOB CARD

VIN 3GTP1HEC20 [REDACTED] REPAIRING BAC 166 [REDACTED]
ODOMETER INDICATOR M JOB CARD OPEN DATE 05/25/2018
ODOMETER 34354 SERVICE ADVISOR GMIN 127559244
NON-GM VEHICLE N FOREIGN TOURIST
REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[REDACTED]	001367251845	0001

JOB COMPLETION DATE: 05/28/2018
TECHNICIAN GMIN: 077565043

LABOR OPERATION	BASE HOURS	DIAGNOSIS
4041510	0.4	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322

COMPLAINT DESCRIPTION: CUSTOMER STATES THAT VEHICLE HAS A WEAK CRANK,

CAUSE CODE: 6581

CAUSE DESCRIPTION: CHECKED AND FOUND BATTERY WITH A BAD CELL, REC; TO REPLAC E BATTERY.

CORRECTION DESCRIPTION: REMOVED AND REPLACED BATTERY.

CAUSAL PART: 88865934

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
88865934	1	133.34			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
21.00	NIC			1GTG5CEN1J [REDACTED]	1	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	53.34		
PARTS	133.34	0.00	186.68
LABOR	78.46	0.00	78.46
NET ITEMS	21.00	0.00	21.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	286.14	0.00	286.14



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CELL: [REDACTED]

RAYMOND GAMBOA		721	INVOICE DATE	05/28/18
LABOR RATE	LICENSE NO.	MILEAGE	34,354	SUMMIT WHT/
16/GMC/SIERRA 1500/CREW CAB 2WD 143			DELIVERY DATE	02/26/16
VEHICLE NO. 35 P 1 M E C 2 G G			DELIVERY MILES	135
P.T.E. NO.		P.O. NO.	DATE	05/25/18
COMMENTS		MO: 34362		

DCS AUDIT SLIP

JOB CARD [REDACTED]
VIN 3GTP1MEC2G [REDACTED] REPAIRING BAC 160 [REDACTED]
ODOMETER INDICATOR M [REDACTED] JOB CARD OPEN DATE 05/25/2018
ODOMETER 34354 SERVICE ADVISOR GMIN 127559244
NON-GM VEHICLE N FOREIGN TOURIST
REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[REDACTED]	001367251943	0002

JOB COMPLETION DATE: 05/28/2018
TECHNICIAN GMIN: 077565043

LABOR OPERATION BASE HOURS
9800003 0.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0290

COMPLAINT DESCRIPTION: CUSTOMER STATES RADIO STATIONS ARE NOT PROGRAMMING AND HOLDING ITS STATION, ALL RADIO STATIONS ARE ERASED.

CAUSE CODE: 9090

CAUSE DESCRIPTION: CHECKED AND DUPLICATED CUSTOMER CONCERN, FOUND DOC #17-NA-025 WHICH STATES TO RE PROGRAM HMI MODULE.

CORRECTION DESCRIPTION: RE PROGRAMMED HMI MODULE, SYSTEM OPERATES AS DESIGNED.

WAIVE DEDUCTIBLE (Y/N) N

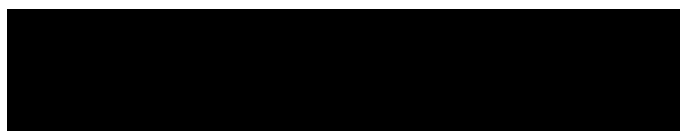
	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	67.25	0.00	67.25
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT		(	0.00)
TRANSACTION	67.25	0.00	67.25

PE18-012

GM

3-27-2019

Q3



A Public Service Agency

REGISTRATION CARD VALID FROM: 02/28/2018 TO: 02/28/2019

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LI
GMC	2016	2016	LK	32P	31	
BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUM
PC	G	ZN	2	E	05101	3GTP1MEC2G
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISS	
COMMERCIAL	02/26/18	33	02/26/18	8		

PR EXP DATE: 02/28/2018

AMOUNT PAID
\$ 581.00

AMOUNT DUE
\$ 581.00

AMOUNT RECVD
CASH :
CHCK : 581.00
CRDT :

LIENHOLDER

GOLDEN 1 CU
PO BX 15966

SACRAMENTO
CA

95852

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code) 	Co-Buyer Name and Address (Including County and Zip Code) 	Seller-Creditor (Name and Address) COACHELLA VALLEY BUICK GMC 78960 VARNER RD INDIO CA 92203 RIVERSIDE

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 agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	GMC SIERRA 1500	135	3GTP1HEC2G6	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
2.99 %	\$ 4258.07(e)	\$ 38391.25	\$ 42649.37(e)	\$ 8000.00 is \$ 50649.37(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	507.73	Monthly beginning 04/11/2016
N/A	N/A	N/A
One final payment	507.73	DUE ON 03/11/2023

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

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer _____
 Co-Buyer _____
 Seller _____

If any insurance is shown, check, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ 41147.98(A)
 1. Cash Price Vehicle \$ 41147.98
 2. Cash Price Accessories \$ N/A
 3. Other (Nontaxable)
 Describe N/A \$ N/A
 Describe N/A \$ N/A
 B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)
 C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)
 D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)
 E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
 F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
 G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
 H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
 I. EV Charging Station (to whom paid) N/A \$ N/A (I)
 J. Sales Tax (on taxable items in A through I) \$ 3710.52 (J)
 K. Electronic Vehicle Registration or Transfer Charge
 (not a governmental fee) (to whom paid) GENERAL SYS SOLUTIONS \$ 26.00 (K)
 L. (Optional) Service Contract (to whom paid) N/A \$ N/A (L)
 M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)
 N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)
 O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)
 P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)
 Q. Prior Credit or Lease Balance paid by Seller to
 N/A (e) \$ N/A (Q)
 (see downpayment and trade-in calculation)
 R. (Optional) Gap Contract (to whom paid) AMERICAN FINANCIAL \$ 895.00 (R)
 S. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (S)
 T. Other (to whom paid) N/A
 For N/A \$ N/A (T)
Total Cash Price (A through T) \$ 45859.51(1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED \$ 267.00 (A)
 B. Registration/Transfer/Titling Fees ESTIMATED \$ 256.00 (B)
 C. California Tire Fees \$ 8.75 (C)
 D. Other N/A \$ N/A (D)
Total Official Fees (A through D) \$ 531.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)
 4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee \$ N/A (4)
 5. Subtotal (1 through 4) \$ 46391.25 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2003 Make CHEVROLET TR \$ 3000.00 (A)
 Model TAHOE Odom 198097
 VIN 1GNEC13V73R [REDACTED]
 B. Less Prior Credit or Lease Balance (e) \$ N/A (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 3000.00 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 2000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash \$ 3000.00 (G)
Total Downpayment (C through G) \$ 8000.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) \$ 38391.25(7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND
 WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS
 RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

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

☐ Name of autobroker receiving fee, if
 applicable:
 N/A

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

Term Exp Premium
 Credit Life N/A Mos. N/A \$ N/A
 Credit Disability N/A Mos. N/A \$ N/A
 Total Credit Insurance Premiums \$ N/A (b)
 Insurance Company Name N/A
 N/A
 Home Office Address N/A
 N/A

Credit life insurance and credit disability insurance are not
 required to obtain credit. Your decision to buy or not buy credit
 life and credit disability insurance will not be a factor in the
 credit approval process. They will not be provided unless you
 sign and agree to pay the extra cost. Credit life insurance is
 based on your original payment schedule. This insurance may
 not pay all you owe on this contract if you make late payments.
 Credit disability insurance does not cover any increase in your
 payment or in the number of payments. Coverage for credit life
 insurance and credit disability insurance ends on the original
 due date for the last payment unless a different term for the
 insurance is shown above.

You are applying for the credit insurance marked
 above. Your signature below means that you agree
 that: (1) You are not eligible for insurance if you have
 reached your 65th birthday. (2) You are eligible for
 disability insurance only if you are working for wages
 or profit 30 hours a week or more on the Effective
 Date. (3) Only the Primary Buyer is eligible for
 disability insurance. **DISABILITY INSURANCE MAY
 NOT COVER CONDITIONS FOR WHICH YOU HAVE
 SEEN A DOCTOR OR CHIROPRACTOR IN THE
 LAST 6 MONTHS (Refer to "Total Disabilities Not
 Covered" in)**

You want to
 Date Age
 Date Age

OPTIONAL GAP CONTRACT A gap contract (debt cancella-
 tion contract) is not required to obtain credit and will not be
 provided unless you sign below and agree to pay the extra
 charge. If you choose to buy a gap contract, the charge is shown
 in item 1R of the Itemization of Amount Financed. See your gap
 contract for details on the terms and conditions it provides. It is
 a part of this contract.

Term 84 Mos. AMERICAN FINANCIAL
 Name of Gap Contract

I want to buy a gap contract
 Buyer Signs [REDACTED]

OPTIONAL S to
 purchase the se
 company(ies) for the term(s) shown below for the charge(s)
 shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company N/A
 Term N/A Mos. or N/A/Miles
 1M Company N/A
 Term N/A Mos. or N/A/Miles
 1N Company N/A
 Term N/A Mos. or N/A/Miles
 1O Company N/A
 Term N/A Mos. or N/A/Miles
 1P Company N/A
 Term N/A Mos. or N/A/Miles
 Buyer X [REDACTED]

HOW THIS D. This
 contract co
 and us relating to this contract. Any change to the
 contract must be in writing and both you and we
 must sign it. No oral changes are binding.

Buyer Signs X [REDACTED]
 Co-Buyer Signs [REDACTED]

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

FOR A [REDACTED] WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE/ YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER [REDACTED] EDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS.

S/S X [REDACTED] X [REDACTED]

Trade-In Payment [REDACTED] Information from you and/or the lender or lessor of your trade-in vehicle [REDACTED] amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lender or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lender/lessor. Except as stated in the "NOTICE" on the back of this contract, [REDACTED] obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund [REDACTED]

Buyer Signature X [REDACTED] Co-Buyer Signature X [REDACTED]

Notice to buyer: (1) [REDACTED] 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 [REDACTED] all amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing [REDACTED] to agree to any change, and it is an unfair or [REDACTED] make a unilateral change.

Buyer Signature X [REDACTED] Co-Buyer Signature X [REDACTED]

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. See the vehicle contract cancellation option agreement for [REDACTED]

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN CONTRACT WHEN YOU SIGNED IT.

Buyer Signature X [REDACTED] Date 02/25/16 Co-Buyer Signature X [REDACTED] Date 02/25/16

Co-Buyers and Other Owners [REDACTED] responsible for paying the entire debt. An other owner [REDACTED] interest in the vehicle given to us in this contract.

Other Owner Signature X [REDACTED] Address [REDACTED]

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

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

Guarantor X [REDACTED] Date [REDACTED] Guarantor X [REDACTED] Date [REDACTED]

Address [REDACTED] Address [REDACTED]

Seller Signs [REDACTED] Date 02/26/16 Title [REDACTED]

LAW FORM NO. 553-CA (REV. 2013) U.S. PATENT NO. 6,962,062
©2013 The Reynolds and Reynolds Company. TO ORDER: www.reynolds.com; 1-800-364-0990; fax 1-800-531-9225
THE PRINTED MARKED NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

DATE	THE COST OF your credit as a yearly rate.	THE QUOTE amount the credit will cost you.	THE AMOUNT OF credit provided to you or on your behalf.	THE AMOUNT you will have paid after you have made all payments as scheduled.	THE TOTAL COST of your purchase on credit, including your down payment of
	2.99 %	\$ 4258.07(e)	\$ 38391.25	\$ 42649.37(e)	\$ 8000.00 as \$ 50649.37(e)

(e) means an estimate

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 Ded. Collision	N/A	Mos. \$
Bodily Injury \$ N/A Limits	N/A	Mos. \$
Property Damage \$ N/A Limits	N/A	Mos. \$
Medical \$ N/A	N/A	Mos. \$
\$ N/A	N/A	Mos. \$
Total Vehicle Insurance Premiums		\$

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. [REDACTED] in credit.

Buyer [REDACTED]

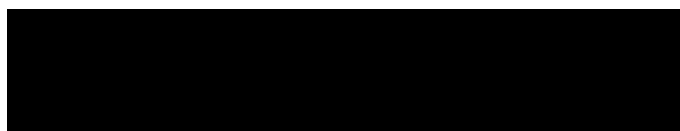
YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	507.73	Monthly beginning 04/11/2016
N/A	N/A	N/A

PE18-012

GM

3-27-2019

Q3



2016 SIERRA 1500 2WD CREW CAB SLE
/ V8G
H0U JET BLACK
ORDER NO. / TRE STOCK NO.
VIN 3GT P1ME C2 GG
*****7497*****48*40133S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
TC15543 SIERRA 1500 2WD CREW CAB 39040.00 36307.20 INVOICE 11/09/15
C5W GVW RATING -7,000 LBS N/C N/C SHIPPED 11/07/15
GU6 REAR AXLE, 3.42 RATIO N/C N/C EXP I/T 11/23/15
JL1 TRAILER BRAKE CONTROLLER 275.00 250.25 INT COM 11/23/15
L83 ENGINE, 5.3L V8 ECOTEC3 1095.00 996.45 PRC EFF 11/07/15
MYC TRANSMISSION, 6 SPD AUTOMATIC N/C N/C KEYS V1815 V1815
PDU SLE VALUE PACKAGE 2280.00 2074.80 WFP-S QTR OPT-1
*TRAILERING EQUIPMENT PKG INCL:
AUTO LOCKING REAR DIFFERENTIAL CHG-TO 40-133
* PWR SEAT ADJUSTER, DRIVER SHIP WT: 5101
* REMOTE VEHICLE START HP: 45.7
* LED FRONT FOG LAMPS GVWR: 7000
* REAR WINDOW DEFROSTER GAWR.FT: 3850
* STEERING COLUMN TILT & TELESCOPING GAWR.RR: 3950
* POWER OUTLET, 110-VOLT AC EMPLOY: 38842.87
* UNIVERSAL HOME REMOTE SUPPLR: 40403.20
* AIR CONDITIONING, DUAL ZONE NTR: 1/2
CLIMATE CONTROL DAN: CAP2X
R6J CUSTOMER DIALOGUE NETWORK 0.00 16.50 EMPINC: 2356.75
YF5 50-STATE EMISSIONS N/C N/C SUPINC: 796.43
1SZ SLE VALUE PACKAGE DISCOUNT 700.00- 637.00-

TOTAL MODEL & OPTIONS 41990.00 39008.20 ACT 237 38943.50
DESTINATION CHARGE 1195.00 1195.00 H/B 261 1259.70
DEALER IMR CONTRIBUTION 419.90 ADV 261 419.90
LMA GROUP CONTRIBUTION 524.88 EXP 65A 524.88
TOTAL 43185.00 41147.98 PAY 310 41147.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 39302.68

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.

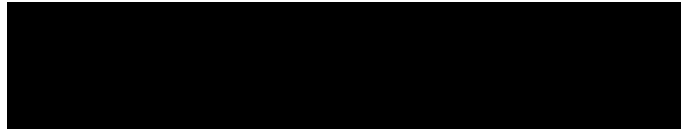
NORTH COUNTY BUICK GMC CADILLAC
REMIT TO ALLY NO. 061
VIN 3GTP1MEC2GG
\$ 41147.98 INV
DUE 11/23/15 DEALER 40-133

PE18-012

GM

3-27-2019

Q3



January 25, 2019

RE: Repurchase Offer Letter

Service Request: [REDACTED]

[REDACTED]

The purpose of this correspondence is to advise you that General Motors is offering to replace or repurchase your vehicle 2016 GMC Sierra 1500 with VIN 3GTP1MEC2GG [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:

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

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,

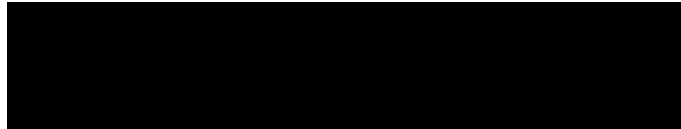
General Motors
cc: FILE

PE18-012

GM

3-27-2019

Q3



**Case Number:** [REDACTED]**Originator Name:** Adrianna Narvaiz 866-790-5600X5930634 adrianna.narvaiz@gm.com**Created Date:** 02/04/2019**Vehicle Info*****VIN:** 3GTP1MEC2GG [REDACTED]**Year:** 2016**MSRP:** 43185.0**Make:** GMC***TAC #:** [REDACTED]**Model:** Sierra**Vehicle Comments & TAC Explanation:**

open: 05/23/2018; closed: 05/25/2018

TAC desc: customer states brake pedal stiff

Date Reviewed with Customer:** 01/24/2019Repurchase Mileage:** 44000**Original Purchase Date:** 02/26/2016***Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Joint Owners*** Names(s) on Title:** [REDACTED] *** Title State** [REDACTED]*** Primary Owner:** [REDACTED] *** Secondary Owner:** [REDACTED]*** Address** [REDACTED]*** City** [REDACTED] *** State** [REDACTED]*** Day Phone:** [REDACTED] *** Home Phone:** [REDACTED]*** E-mail:** [REDACTED] *** Fax Phone:** [REDACTED]*** ZIP Code:** [REDACTED]*** Cell Phone:** [REDACTED]*** Exec Init Repurchase:** N*** Reason Repurchase** Brake pedal stiffens/hard to apply. Vacuum pump replacement.**UCC Codes** (H0106) Brakes - General - Inoperative
(P7502) Engine Diesel - Vacuum Pump - Inoperative**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien*** Company:** Golden 1 CU**Account #:****Contact or Attention:****Address****City** [REDACTED] **State** CA**Day Phone:** (877) 465-3361 **Fax:****ZIP Code:****E-mail:****Original Selling Dealer***** Dealer #:** [REDACTED]**Dealer Name:** COACHELLA VALLEY BUICK GMC**Region:** 10**District:** 1212*** Phone:** (760) 772-9788**Fax:** (760) 772-9799*** Contact Name:** Ambriz Ramiro*** Contact Title:** CEM**E-Mail:** ambriz@i10gm.com**Repurchasing Dealer:** -**Repair***** Contact Name:***** Contact Title:****Vehicle Location:** -



Case Number: [REDACTED]
Originator Name: Adrianna Narvaiz 866-790-5600X5930634 adrianna.narvaiz@gm.com
Created Date: 02/04/2019

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	[REDACTED]	* Type:	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		Compliance Type:	
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:** GMC recommends straight repurchase with usage based on service event at 27499 miles, less mileage on vehicle when purchased.

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

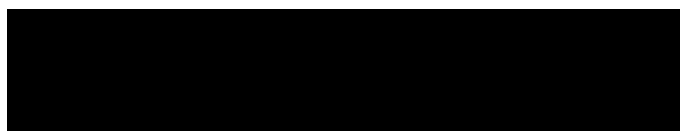
<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>

PE18-012

GM

3-27-2019

Q3





Contact us at:
P.O. BOX 15966
SACRAMENTO, CA 95852

golden1.com

1(877) GOLDEN 1
1(877) 465-3361

Account Number

Statement Period

From 04/01/2016 To 06/30/2016

Page 1 of 2

#BWNHWLR

REWARD YOURSELF

With a Golden 1 Platinum Rewards credit card you get cash back rewards on every purchase. Get the things you need and the rewards you want. Apply online at golden1.com/creditcards or visit any Golden 1 branch.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance April 01, 2016	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on June 30, 2016	\$	2.00
New Auto (1)	Beginning balance April 01, 2016	\$	38,391.25
	Total payments and other credits	\$	1,530.00
	Total withdrawals and other debits	\$	0.00
	Finance charges this period	\$	358.24
	Ending balance on June 30, 2016	\$	37,219.49

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
04/01		Beginning Balance			2.00
06/30		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01JUL16 \$ 0.00
Dividends Paid To You in 2016 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
04/01	Beginning Balance				38,391.25
	2.99% *** ANNUAL PERCENTAGE RATE***				
	.008192% Daily Periodic Rate				
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
04/06	Payment-ACH-1017724	510.00	125.80	384.20	38,007.05

** Continued on page 2. Financial and Tax Summary on last page **



Federally insured by NCUA.

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
05/17		The Golden 1 ECM (ECM PAY) Payment-ACH-1017724	510.00	127.65	37,624.70
06/20		GOLDEN 1 CC ECM (ECM PAY) Payment-ACH-1017724	510.00	104.79	37,219.49
		GOLDEN 1 CC ECM (ECM PAY) Your new Balance on 30JUN16			37,219.49
		FINANCE CHARGES PAID IN 2016 LOAN 1	\$ 358.24		
Your Financial Summary			Your total Savings balances	\$	2.00
			Your total Loan balances	\$	37,219.49

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 358.24

Privacy Notice

Federal law requires us to tell you how we collect, share, and protect your personal information. Our privacy policy has not changed and you may review our policy and practices with respect to your personal information at www.golden1.com/pdf/privacy.pdf or we will mail you a free copy upon request if you fax us at 1-800-372-4411.





Contact us at:
P.O. BOX 15966
SACRAMENTO, CA 95852

golden1.com

1(877) GOLDEN 1
1(877) 465-3361

Statement Period

From 07/01/2016 To 09/30/2016

Page 1 of 2

#BWNHWLR

WE'RE CELEBRATING YOU!

Member Appreciation Week is
October 17-21 and we're celebrating
by giving away exciting prizes.
Enter to win during the week of
October 17 at golden1.com
or on our Facebook page at
www.facebook.com/golden1cu.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance July 01, 2016.....	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on September 30, 2016	\$	2.00
New Auto (1)	Beginning balance July 01, 2016.....	\$	37,219.49
	Total payments and other credits	\$	1,530.00
	Total withdrawals and other debits	\$	0.00
	Finance charges this period.....	\$	280.08
	Ending balance on September 30, 2016	\$	35,969.57

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
07/01		Beginning Balance			2.00
09/30		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01OCT16 \$ 0.00
Dividends Paid To You in 2016 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
07/01	Beginning Balance				37,219.49
	2.99% *** ANNUAL PERCENTAGE RATE***				
	.008192% Daily Periodic Rate				
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
07/19	Payment-ACH-1017724	510.00	88.42	421.58	36,797.91

** Continued on page 2. Financial and Tax Summary on last page **



Federally insured by NCUA.

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
08/16		GOLDEN 1 IVR ECM (ECM PAY) Payment-ACH-1017724	510.00	84.40	36,372.31
09/21		GOLDEN 1 IVR ECM (ECM PAY) Payment-ACH-1017724	510.00	402.74	35,969.57
		The Golden 1 ECM (ECM PAY) Your new Balance on 30SEP16			35,969.57
		FINANCE CHARGES PAID IN 2016 LOAN 1	\$ 638.32		
Your Financial Summary			Your total Savings balances	\$	2.00
			Your total Loan balances	\$	35,969.57

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 638.32

We're Celebrating You!

We're celebrating you during Member Appreciation Week, October 17-21. We know you have choices when it comes to your financial institution and we thank you for continuing to choose Golden 1.

As a token of our appreciation, we're giving away exciting prizes. Enter to win during the week of October 17 at golden1.com or on our Facebook page at www.facebook.com/golden1cu.

We hope you'll join in the excitement of Member Appreciation Week. Thank you for being a member and placing your trust with Golden 1.





Contact us at:
P.O. BOX 15966
SACRAMENTO, CA 95852

golden1.com

1(877) GOLDEN 1
1(877) 465-3361

Account Number

Statement Period

From 10/01/2016 To 12/31/2016

Page 1 of 2

#BWNHWLR

IMPORTANT NOTICE:

This statement contains
interest and dividend information
you may need when filing your
2016 income tax return.
SAVE FOR FUTURE REFERENCE.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance October 01, 2016	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on December 31, 2016	\$	2.00
New Auto (1)	Beginning balance October 01, 2016	\$	35,969.57
	Total payments and other credits	\$	1,525.00
	Total withdrawals and other debits	\$	0.00
	Finance charges this period	\$	268.34
	Ending balance on December 31, 2016	\$	34,712.91

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
10/01		Beginning Balance			2.00
12/31		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01JAN17	\$	0.00
Dividends Paid To You in 2016 on Suffix 0	\$	0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
10/01	Beginning Balance				35,969.57
	2.99% *** ANNUAL PERCENTAGE RATE***				
	.008192% Daily Periodic Rate				
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
10/25	Payment-ACH-1017724	508.00	100.18	407.82	35,561.75

** Continued on page 2. Financial and Tax Summary on last page **



Federally insured by NCUA.

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
11/28		GOLDEN 1 IVR ECM (ECM PAY) Payment-ACH-1017724	508.00	99.05	408.95
12/22		GOLDEN 1 CC ECM (ECM PAY) Payment-ACH-1017724	509.00	69.11	439.89
		GOLDEN 1 CC ECM (ECM PAY) Your new Balance on 31DEC16			34,712.91
		FINANCE CHARGES PAID IN 2016 LOAN 1	\$ 906.66		
Your Financial Summary			Your total Savings balances		\$ 2.00
			Your total Loan balances		\$ 34,712.91

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 906.66

You Can Save Thousands With Our Home Loans Buyer Advantage Program

When you purchase your home through a Golden 1 Credit Union Preferred Realtor, you'll receive up to 25% of your realtor's commission credited towards your closing costs. **For example:** On the sales price of a \$350,000 home, with a commission of 2.5% of the sales price, you could receive a closing cost discount of up to \$2,188! Working with a Golden 1 Preferred Realtor is easy and convenient. To get started, call us at **1-800-917-9000**.

Equal Housing Opportunity. The Golden 1 Home Loans Buyer Advantage Program ("Program") is made available to you by Golden 1 as a courtesy to our members. The Program involves third-party vendors. Golden 1 does not endorse or guarantee the products, information, or recommendations provided by third-party vendors or third-party linked sites. Program rebates are awarded to buyers and sellers who select and use a real estate agent in the Golden 1 Home Loans Buyer Advantage Program network of approved realtors. Home buyers or sellers are not eligible for the rebate if they use an agent outside this network. Using Golden 1 for a mortgage is not a requirement to earn a rebate. Rebate amounts are dependent on the commissions paid to the agent. Rebate incentives are void where prohibited by law. Please consult with Golden 1 to get details that may affect you.





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Statement Period

From 01/01/2017 To 03/31/2017

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LOOKING TO BUY A HOME?

You can save thousands on home buying costs with our Golden 1 Home Loans Buyer Advantage Program. Work with a Golden 1 Preferred Realtor and save! For more information call 1-800-917-9000. Equal Housing Opportunity

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance January 01, 2017	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on March 31, 2017	\$	2.00
New Auto (1)	Beginning balance January 01, 2017	\$	34,712.91
	Total payments and other credits	\$	1,527.00
	Total withdrawals and other debits	\$	0.00
	Finance charges this period	\$	269.90
	Ending balance on March 31, 2017	\$	33,455.81

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
01/01		Beginning Balance			2.00
03/31		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01APR17 \$ 0.00
Dividends Paid To You in 2017 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
01/01		Beginning Balance			34,712.91
2.99% *** ANNUAL PERCENTAGE RATE***					
.008192% Daily Periodic Rate					
			TRANSACTION	**FINANCE**	
			AMOUNT	**CHARGE**	PRINCIPAL
01/24		Payment-ACH-1248067	509.00	93.84	415.16
					34,297.75

** Continued on page 2. Financial and Tax Summary on last page **



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Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Golden 1 C U (8777233010)			
02/28		Payment-ACH-1248067	510.00	411.66	33,886.09
		Golden 1 C U (8777233010)			
03/28		Payment-ACH-1248067	508.00	430.28	33,455.81
		Golden 1 C U (8777233010)			
		Your new Balance on 31MAR17			33,455.81
		FINANCE CHARGES PAID IN 2017 LOAN 1	\$ 269.90		
Your Financial Summary			Your total Savings balances	\$	2.00
			Your total Loan balances	\$	33,455.81

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 269.90

Save Thousands on Your Home Buying Costs With Our Home Loans Buyer Advantage Program

When you purchase your home through a Golden 1 Credit Union Preferred Realtor, you'll receive up to 25% of your realtor's commission credited towards your closing costs. **For example:** On the sales price of a \$350,000 home, with a commission of 2.5%, you could receive a closing cost discount of up to \$2,188! Working with a Golden 1 Preferred Realtor is easy and convenient. For more information call us at 1-800-917-9000.

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From 04/01/2017 To 06/30/2017

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golden1.com/OnlineServices.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance April 01, 2017	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on June 30, 2017	\$	2.00
New Auto (1)	Beginning balance April 01, 2017	\$	33,455.81
	Total payments and other credits	\$	1,018.00
	Total withdrawals and other debits	\$	0.00
	Finance charges this period	\$	174.17
	Ending balance on June 30, 2017	\$	32,611.98

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
04/01		Beginning Balance			2.00
06/30		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01JUL17 \$ 0.00
Dividends Paid To You in 2017 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
04/01		Beginning Balance			33,455.81
2.99% *** ANNUAL PERCENTAGE RATE***					
.008192% Daily Periodic Rate					
			TRANSACTION	**FINANCE**	
			AMOUNT	**CHARGE**	PRINCIPAL
04/26		Payment-ACH-1248067	509.00	79.48	429.52
					33,026.29

** Continued on page 2. Financial and Tax Summary on last page **



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Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
05/31		Golden 1 C U (8777233010)			
		Payment-ACH-1248067	509.00	94.69	32,611.98
		Golden 1 C U (8777233010)		414.31	
		Your new Balance on 30JUN17			32,611.98
		FINANCE CHARGES PAID IN 2017 LOAN 1	\$ 444.07		
Your Financial Summary			Your total Savings balances		\$ 2.00
			Your total Loan balances		\$ 32,611.98
YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:					
Total non-IRA dividends earned					
(May be reported to IRS as interest for this calendar year)			\$	0.00	
Total finance charges paid on loans this calendar year			\$	444.07	

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Statement Period

From 07/01/2017 To 09/30/2017

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We Appreciate You!
Member Appreciation Week is
October 16-20 and we're celebrating
by giving away exciting prizes
on Facebook, Twitter and Instagram.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance July 01, 2017	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on September 30, 2017	\$	2.00
New Auto (1)	Beginning balance July 01, 2017	\$	32,611.98
	Total payments and other credits	\$	1,528.00
	Total withdrawals and other debits	\$	25.15
	Finance charges this period	\$	271.67
	Ending balance on September 30, 2017	\$	31,380.80

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
07/01		Beginning Balance			2.00
09/30		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01OCT17 \$ 0.00
Dividends Paid To You in 2017 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
07/01	Beginning Balance				32,611.98
	2.99% *** ANNUAL PERCENTAGE RATE***				
	.008192% Daily Periodic Rate				
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
07/05	Payment-ACH-1248067	509.00	93.50	415.50	32,196.48

** Continued on page 2. Financial and Tax Summary on last page **



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Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
08/08		Golden 1 C U (8777233010) Payment-ACH-1248067	510.00	89.67	420.33
09/11		Golden 1 C U (8777233010) Payment-ACH-1248067	509.00	88.50	395.35
		Golden 1 C U (8777233010) (25.15 Late charge)			
		Your new Balance on 30SEP17			31,380.80
		FINANCE CHARGES PAID IN 2017 LOAN 1	\$ 715.74		

Your Financial Summary	Your total Savings balances	\$ 2.00
	Your total Loan balances	\$ 31,380.80

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 715.74

We Appreciate You!

We know you have choices when it comes to your financial institution and we thank you for continuing to choose Golden 1.

To show our appreciation, we'll be giving away prizes all week long from October 16 through October 20 on Facebook, Twitter and Instagram.

We hope you'll join in the excitement of Member Appreciation Week. Thank you for being a member and placing your trust with Golden 1.





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Statement Period

From 10/01/2017 To 12/31/2017

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IMPORTANT NOTICE:

This statement contains
interest and dividend information
you may need when filling your
2017 income tax return.
SAVE FOR FUTURE REFERENCE.

NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance October 01, 2017	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on December 31, 2017	\$	2.00
New Auto (1)	Beginning balance October 01, 2017	\$	31,380.80
	Total payments and other credits	\$	1,524.00
	Total withdrawals and other debits	\$	25.08
	Finance charges this period	\$	215.62
	Ending balance on December 31, 2017	\$	30,097.50

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
10/01		Beginning Balance			2.00
12/31		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01JAN18 \$ 0.00
Dividends Paid To You in 2017 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
10/01		Beginning Balance			31,380.80
2.99% *** ANNUAL PERCENTAGE RATE***					
.008192% Daily Periodic Rate					
		TRANSACTION	**FINANCE**		
		AMOUNT	**CHARGE**	PRINCIPAL	
10/11		Payment-ACH-1248067	508.00	77.12	30,975.00

** Continued on page 2. Financial and Tax Summary on last page **



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Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Golden 1 C U (8777233010) (25.08 Late charge)			
11/06		Payment-ACH-1248067	508.00	65.97	442.03
		Golden 1 C U (8777233010)			30,532.97
12/05		Payment-ACH-1248067	508.00	72.53	435.47
		Golden 1 C U (8777233010)			30,097.50
		Your new Balance on 31DEC17			30,097.50
		FINANCE CHARGES PAID IN 2017 LOAN 1	\$ 931.36		
Your Financial Summary		Your total Savings balances			\$ 2.00
		Your total Loan balances			\$ 30,097.50

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 931.36

Prevent Direct Deposit Errors When Filing Your Tax Returns

Using direct deposit for your tax return? Make sure to double check the Golden 1 Credit Union routing number and your account number before filing. Please be careful to only authorize sending funds to an account on which you are an owner.





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From 01/01/2018 To 03/31/2018

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NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance January 01, 2018	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on March 31, 2018	\$	2.00
New Auto (1)	Beginning balance January 01, 2018	\$	30,097.50
	Total payments and other credits	\$	1,523.46
	Total withdrawals and other debits	\$	25.04
	Finance charges this period	\$	236.06
	Ending balance on March 31, 2018	\$	28,835.14

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
01/01		Beginning Balance			2.00
03/31		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01APR18 \$ 0.00
Dividends Paid To You in 2018 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
01/01		Beginning Balance			30,097.50
2.99% *** ANNUAL PERCENTAGE RATE***					
.008192% Daily Periodic Rate					
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
01/08		Payment-ACH-1248067	507.73	83.83	423.90
					29,673.60

** Continued on page 2. Financial and Tax Summary on last page **



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Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
02/12		Golden 1 C U (8777233010) Payment-ACH-1248067	507.73	85.08	397.61
		Golden 1 C U (8777233010) (25.04 Late charge)			29,275.99
03/12		Payment-ACH-1248067	508.00	67.15	440.85
		Golden 1 C U (8777233010)			28,835.14
		Your new Balance on 31MAR18			28,835.14
		FINANCE CHARGES PAID IN 2018 LOAN 1	\$ 236.06		
Your Financial Summary			Your total Savings balances		\$ 2.00
			Your total Loan balances		\$ 28,835.14

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 236.06

IT'S YOUR DREAM. MAKE IT HAPPEN!

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From 07/01/2018 To 09/30/2018

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at golden1.com/OnlineServices. Data
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NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance July 01, 2018	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on September 30, 2018	\$	2.00
New Auto (1)	Beginning balance July 01, 2018	\$	27,506.39
	Total payments and other credits	\$	1,548.96
	Total withdrawals and other debits	\$	49.93
	Finance charges this period	\$	217.39
	Ending balance on September 30, 2018	\$	26,224.75

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
07/01		Beginning Balance			2.00
09/30		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01OCT18 \$ 0.00
Dividends Paid To You in 2018 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

New Auto (1)					
07/01		Beginning Balance			27,506.39
2.99% *** ANNUAL PERCENTAGE RATE***					
.008192% Daily Periodic Rate					
		TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL	
07/05		Payment-ACH-1248067	508.00	69.85	438.15
					27,068.24

** Continued on page 2. Financial and Tax Summary on last page **



Federally insured by NCUA.

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
08/10		Golden 1 C U (8777233010) Payment-ACH-1248067	508.00	79.83	403.20
		Golden 1 C U (8777233010) (24.97 Late charge)			26,665.04
09/10		Payment-ACH-1248067	508.00	67.71	415.33
		Golden 1 C U (8777233010) (24.96 Late charge)			26,249.71
09/12	09/10	Credit-principal LNLCH	24.96	24.96	26,224.75
		Your new Balance on 30SEP18			26,224.75
		FINANCE CHARGES PAID IN 2018 LOAN 1	\$ 648.70		
Your Financial Summary			Your total Savings balances	\$	2.00
			Your total Loan balances	\$	26,224.75

YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:

Total non-IRA dividends earned	
(May be reported to IRS as interest for this calendar year)	\$ 0.00
Total finance charges paid on loans this calendar year	\$ 648.70

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From 10/01/2018 To 12/31/2018

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NOTICE: SEE ENCLOSED DISCLOSURE OF IMPORTANT INFORMATION REGARDING YOUR ACCOUNT

Your Statement Summary

Savings (0)	Beginning balance October 01, 2018	\$	2.00
	Total deposits and other credits	\$	0.00
	Total withdrawals and other debits	\$	0.00
	Dividends earned this period	\$	0.00
	Ending balance on December 31, 2018	\$	2.00
New Auto (1)	Beginning balance October 01, 2018	\$	26,224.75
	Total payments and other credits	\$	1,523.73
	Total withdrawals and other debits	\$	49.87
	Finance charges this period	\$	212.67
	Ending balance on December 31, 2018	\$	24,963.56

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
		Savings (0)			
10/01		Beginning Balance			2.00
12/31		Your New Balance			2.00

	Total for this period	Total year-to-date
Total Returned Item Fees	\$0.00	\$0.00

Dividends to be Paid on 01JAN19 \$ 0.00
Dividends Paid To You in 2018 on Suffix 0 \$ 0.00

For Direct Deposit and Automatic Payments use Routing Number (RTN): 321175261

For Direct Deposit verification, please call our automated Telephone Teller at (916)732-2770 or toll-free at (800)521-0137

10/01	New Auto (1)	
	Beginning Balance	26,224.75
	2.99% *** ANNUAL PERCENTAGE RATE*** .008192% Daily Periodic Rate	

** Continued on page 2. Financial and Tax Summary on last page **



Federally insured by NCUA.

03967 1/1



123



P.O. BOX 15966
SACRAMENTO, CA 95852

Account Number *

Statement Period

From 10/01/2018 To 12/31/2018

Page 2 of 2

Your Statement Details

Transaction Date	Effective Date	Transaction Description	Withdrawals (\$)	Deposits (\$)	Balance (\$)
			TRANSACTION AMOUNT	**FINANCE** **CHARGE**	PRINCIPAL
10/12		Payment-ACH-1248067 Golden 1 C U (8777233010) (24.95 Late charge)	508.00	68.74	414.31
10/30		Payment-ACH-1248067 Golden 1 C U (8777233010)	508.00	38.06	469.94
12/20		Payment-ACH-1248067 Golden 1 C U (8777233010) (24.92 Late charge)	507.73	105.87	376.94
		Your new Balance on 31DEC18			
		FINANCE CHARGES PAID IN 2018 LOAN 1	\$ 861.37		
Your Financial Summary			Your total Savings balances		\$ 2.00
			Your total Loan balances		\$ 24,963.56
YTD Tax Summary YEAR-TO-DATE INFORMATION FOR TAX PURPOSES:					
Total non-IRA dividends earned					
(May be reported to IRS as interest for this calendar year)					
			\$	0.00	
Total finance charges paid on loans this calendar year					
			\$	861.37	

Fee Changes

Effective March 15, 2019, the current fee "Check Deposits/Payments Returned" will be changed on the Fee Schedule to reflect the following:

Returned Deposits Fee* - \$12.00 per item

Returned Payments Fee** - \$12.00 per item

* Applies to all deposit products. Includes check and electronic returned items.

** Applies to lending products, excluding personal lines of credit, credit cards and real estate loans. Includes check and electronic returned items.



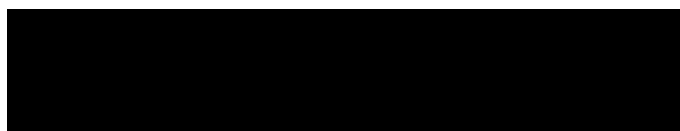
Federally insured by NCUA.

PE18-012

GM

3-27-2019

Q3



info [Automated], 14 Jan. 2019, 3:36pm

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

info [Automated], 14 Jan. 2019, 3:36pm

You are now chatting with GMC.

GMC, 14 Jan. 2019, 3:36pm

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

[REDACTED], 14 Jan. 2019, 3:36pm

[REDACTED]

GMC, 14 Jan. 2019, 3:36pm

[Rich Content]

GMC, 14 Jan. 2019, 3:36pm

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

[REDACTED], 14 Jan. 2019, 3:36pm

[REDACTED]

GMC, 14 Jan. 2019, 3:36pm

Please select one of the options above.

[REDACTED] 14 Jan. 2019, 3:36pm

Vehicle Service or Warranty

GMC, 14 Jan. 2019, 3:37pm

Just a moment...

info [Automated], 14 Jan. 2019, 3:37pm

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

GMC [Private], 14 Jan. 2019, 3:37pm

US_CS_Services

info [Automated], 14 Jan. 2019, 3:37pm

You are now chatting with Emma.

Emma, 14 Jan. 2019, 3:37pm

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

[REDACTED], 14 Jan. 2019, 3:38pm

Just very disappointed in GM, 3 times I have my vehicle has has breaking issues, I believe this is under investigation as it has been an radio and there are reports published.

[REDACTED], 14 Jan. 2019, 3:39pm

Yesterday I had my two kids in the car and luckily no one was injusred because we were going through a drive through but at the second window my car would not stop

Emma, 14 Jan. 2019, 3:39pm

I understand the inconvenience this may be causing you.

Emma, 14 Jan. 2019, 3:40pm

Have you been to a GM dealer to have the vehicle checked?

██████████, 14 Jan. 2019, 3:40pm

Took my car in first thing this morning they said 3 thing need to be replaced and they believe it to be the same issue as others are reporting.

Emma, 14 Jan. 2019, 3:40pm

May I know the name of the dealership that you went to?

██████████ 14 Jan. 2019, 3:41pm

Also adding ththat I will need to pay ouyt of pocket for the issue \$1000? Because no recall as of yet??????? Does someone need to be injured before GM steps up, or could they fix the problem?

Emma, 14 Jan. 2019, 3:43pm

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

██████████, 14 Jan. 2019, 3:43pm

I have a long line of GM people in my life and have always driven their cars but this is a saftey issue that needs to be taken care of and should not be at my cost!

██████████, 14 Jan. 2019, 3:44pm

Suburban Buick GM in Troy MI

██████████ 14 Jan. 2019, 3:44pm

I will be having my attorney file paperwork as well because it is a known issue

Emma, 14 Jan. 2019, 3:44pm

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

[REDACTED], 14 Jan. 2019, 3:45pm

53,000 GR [REDACTED]

Emma, 14 Jan. 2019, 3:45pm

Thank you! Let me just pull up the vehicle information.

Emma, 14 Jan. 2019, 3:47pm

I am just waiting on the vehicle information to pull up.

Emma, 14 Jan. 2019, 3:47pm

For the meantime, aside from your phone number and email address, may I also have your mailing address?

[REDACTED] 14 Jan. 2019, 3:48pm

[REDACTED]

[REDACTED], 14 Jan. 2019, 3:48pm

[REDACTED]

[REDACTED] 14 Jan. 2019, 3:48pm

[REDACTED]

Emma, 14 Jan. 2019, 3:48pm

Thank you.

Emma, 14 Jan. 2019, 3:50pm

Just a clarification, what you are seeking for is a type of cost assistance to get the issue fixed, correct?

[REDACTED], 14 Jan. 2019, 3:50pm

Yes, I believe that it should be fixed at GMs cost

Emma, 14 Jan. 2019, 3:51pm

I have this noted on a service request number, [REDACTED] .

[REDACTED], 14 Jan. 2019, 3:51pm

Because this is a known problem, they should probably be doing a recall

Emma, 14 Jan. 2019, 3:51pm

I have no guarantee over a full coverage; however, due to the nature of your concern, I will endorse this case to our senior advisor team for further review and assistance.

Emma, 14 Jan. 2019, 3:51pm

One of our senior advisor will contact you by phone within 2 business days.

[REDACTED], 14 Jan. 2019, 3:51pm

What if I would have stopped going on a main rd

Emma, 14 Jan. 2019, 3:51pm

What is the best time that you can be reached?

██████, 14 Jan. 2019, 3:52pm

Thank you, anytime is fine, morning is best

Emma, 14 Jan. 2019, 3:52pm

I have that noted.

Emma, 14 Jan. 2019, 3:52pm

Is there anything else I can assist you with?

Emma, 14 Jan. 2019, 3:53pm

Since I have not heard from you for some time, I will now end this chat. Please contact us again if we can be of further assistance.

info [Automated], 14 Jan. 2019, 3:53pm

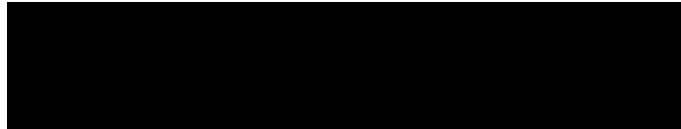
Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3



info [Automated], 21 Jan. 2019, 10:03am

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

info [Automated], 21 Jan. 2019, 10:03am

You are now chatting with GMC.

GMC, 21 Jan. 2019, 10:03am

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

[REDACTED], 21 Jan. 2019, 10:04am

[REDACTED]

GMC, 21 Jan. 2019, 10:04am

[Rich Content]

GMC, 21 Jan. 2019, 10:04am

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

[REDACTED], 21 Jan. 2019, 10:04am

Vehicle Recall

GMC, 21 Jan. 2019, 10:04am

Just a moment...

info [Automated], 21 Jan. 2019, 10:04am

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

GMC [Private], 21 Jan. 2019, 10:04am

US_CS_Recall

info [Automated], 21 Jan. 2019, 10:04am

You are now chatting with Ladd.

Ladd, 21 Jan. 2019, 10:04am

Thank you for contacting GMC Customer Assistance Center, (Customer Name). My name is Ladd. How may I assist you today?

[REDACTED], 21 Jan. 2019, 10:05am

My vacuum pump is going out on 14 Silverado with 80k miles. I have read on countless forums that this is a on going problem.

[REDACTED], 21 Jan. 2019, 10:06am

I had problems with ac condenser at 40k miles and had to change myself because dealer wouldn't cover.

[REDACTED] 21 Jan. 2019, 10:07am

Also lots of people had same problem with it

Ladd, 21 Jan. 2019, 10:07am

I can certainly understand how that issue can be very frustrating. I'm sorry for the inconvenience it caused you. I know you did not expect this issue to occur. We will figure out what we can do.

[REDACTED] 21 Jan. 2019, 10:08am

Ok thank you

Ladd, 21 Jan. 2019, 10:08am

Thank you also for taking time and checking that online.

Ladd, 21 Jan. 2019, 10:08am

In order to best assist you, I'll need to gather some information from you. Can I have your VIN, phone number, email and your mailing address, please?

[REDACTED], 21 Jan. 2019, 10:08am

The part is dealer item only and is 245 dollars plus tax

[REDACTED], 21 Jan. 2019, 10:10am

I was looking at trading in truck within next 20k miles but do not want to have to be working on a truck within 90k miles on major parts

Ladd, 21 Jan. 2019, 10:11am

I'd like to understand how I can best assist you. Can you tell me what kind of help you're looking for today?

[REDACTED], 21 Jan. 2019, 10:11am

3GCUKREC8EG [REDACTED]

[REDACTED] 21 Jan. 2019, 10:12am

If this is such a common issue why am I having to come out of pocket

[REDACTED], 21 Jan. 2019, 10:13am

I've been a chevy guy since I could drive but this is ridiculous

Ladd, 21 Jan. 2019, 10:13am

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

Ladd, 21 Jan. 2019, 10:14am

We recognize that you believe this problem to be a common occurrence, but we want to make you aware that 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.

Ladd, 21 Jan. 2019, 10:14am

Although you may have seen or heard a vehicle similar or exactly like yours has a recall, not all vehicles may have been involved in the recall.

[REDACTED], 21 Jan. 2019, 10:14am

My brakes went out going down the road and my mechanic looked at it and told me its vacuum pump. I almost totaled my truck out trying to stop

[REDACTED] 21 Jan. 2019, 10:15am

Brake pedal goes to floor before stopping

Ladd, 21 Jan. 2019, 10:16am

I can see that this issue is really concerning. Have you taken the vehicle to the dealership for this issue?

[REDACTED], 21 Jan. 2019, 10:17am

No I haven't they are double the price of any mechanic and said it will be a week or so before they can look at it.

[REDACTED] 21 Jan. 2019, 10:17am

I have a mechanic I have used for years

[REDACTED], 21 Jan. 2019, 10:18am

And he said also this is a dealer item

Ladd, 21 Jan. 2019, 10:19am

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

Ladd, 21 Jan. 2019, 10:19am

As your warranty is expired and there are not open recalls on your vehicle, we would urge you to visit your local dealer for diagnosis and assistance. Our dealers are specially trained and best equipped to review your vehicle concerns you are experiencing and any policies that may assist you.

Ladd, 21 Jan. 2019, 10:19am

Do you have a dealership in mind that you would like to work with?

[REDACTED], 21 Jan. 2019, 10:20am

Thank you for your help as I know this is not your fault but it seems I'm on my own with this issue. This will help with further purchasing a new vehicle

Ladd [Automated], 21 Jan. 2019, 10:23am

Thank you for waiting. I'll be with you in just a moment.

[REDACTED], 21 Jan. 2019, 10:24am

I dont expect to cover service but they could atleast cover part

Ladd, 21 Jan. 2019, 10:25am

That's a difficult statement to respond to. GMC takes comments like this very seriously. We value you as a customer, and we don't want to see you go. I am truly sorry we were unable to resolve your concerns to your satisfaction. Please know that we're here for you if you ever need assistance.

Ladd, 21 Jan. 2019, 10:26am

Typically, it would be covered under the based on the information located in your Warranty Manual on page, but a dealership diagnosis of the concern would be required to determine if the vehicle repair would be covered.

Ladd, 21 Jan. 2019, 10:26am

Is there anything else I may help you with today?

Ladd, 21 Jan. 2019, 10:26am

I created a case here for the vehicle's record. This case will serve as your reference on this issue. The case number is [REDACTED]

Ladd, 21 Jan. 2019, 10:28am

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

[REDACTED], 21 Jan. 2019, 10:28am

Thank u

Ladd, 21 Jan. 2019, 10:28am

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

info [Automated], 21 Jan. 2019, 10:28am

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