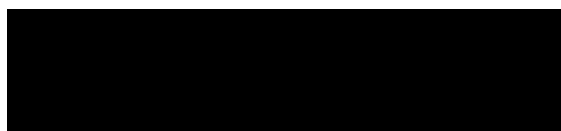


PE18-012

GM

3-27-2019

Q3



Jacqueline Gathing (C)

From: Cindy Hughes
Sent: Friday, March 18, 2016 6:22 AM
To: Jacqueline Gathing (C); Matt Brogan (Bill Buck Chevrolet Inc)
Subject: RE: Response Needed -BRC -Early Response Case, VIN: 1G1FB1RS7G0 [REDACTED]
BAC-114 [REDACTED] Name: [REDACTED] -SR Number [REDACTED]

Matt, please reply to agent today!

Thanks,
Cindy

From: Jacqueline Gathing (C)
Sent: Thursday, March 17, 2016 5:42 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>; Matt Brogan (Bill Buck Chevrolet Inc) <mbrogan@billbuckchevrolet.com>
Subject: RE: Response Needed -BRC -Early Response Case, VIN: 1G1FB1RS7G0 [REDACTED] BAC-114 [REDACTED] Name: [REDACTED] SR Number: [REDACTED]

Hello,

Please provide an update on this customer's vehicle concern at your earliest convenience. Thank you for your time.

Respectfully,

Jacqueline

From: Cindy Hughes
Sent: Monday, March 14, 2016 7:35 AM
To: Matt Brogan (Bill Buck Chevrolet Inc)
Cc: Jacqueline Gathing (C)
Subject: FW: Response Needed -BRC -Early Response Case, VIN: 1G1FB1RS7G0 [REDACTED] BAC-114 [REDACTED] Name: [REDACTED] -SR Number: [REDACTED]

Matt, please advise me on this vehicle? I am not aware of this customer concern.

From: Jacqueline Gathing (C)
Sent: Saturday, March 12, 2016 11:47 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Subject: Response Needed -BRC -Early Response Case, VIN: 1G1FB1RS7G0 [REDACTED] BAC-114 [REDACTED] Name: [REDACTED] -SR Number [REDACTED]

Cindy,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case.

VIN: 1G1FB1RS7G0 [REDACTED]

Vehicle: Chevrolet Camaro 2016

Mileage: 8000

SR Number: [REDACTED]

Customer's name: [REDACTED]

Involved Dealership: Bill Buck Chevrolet., BAC- 114 [REDACTED]

Customer's Concern: Transmission

Customer states:

This is the 4th time this lemon has left me stranded. The vehicle is currently at the dealership for the Transmission. Two weeks without my vehicle. Vehicle is doing the same thing and I don't want to go through that again Now the transmission needs to be replaced again. Customer is seeking a repurchase. Please advise. Thank you for your time.

I will prepare a case assessment including days down.

Thank you for your assistance and prompt attention in this matter. If it is more convenient for you to call, I may be reached by calling 866-522-0300, extension 5911531.

Sincerely,

Jacqueline

Jacqueline Gathing

General Motors

Early Response

Phone Number-1-866-522-0300 Ext. 5911531

Fax Number- 1-866-363-8694

Jacqueline.gathing@gm.com



Design, Build and Sell the World's Best Vehicles



GMC



Jacqueline Gathing (C)

From: Jacqueline Gathing (C)
Sent: Thursday, February 25, 2016 12:27 PM
To: 'rubeng@grandprizeauto.com'
Cc: 'craigp@grandprizeauto.com'
Subject: Response Needed -BRC -Early Response Case, VIN: 1GNSCBKC9FR [REDACTED]
BAC-114 [REDACTED] Name: [REDACTED] - SR Number- [REDACTED]

Dave and Mike,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

We have been notified that [REDACTED] has had more 2 or more cases open on their vehicle. I would like to offer our assistance and gain your agreement for us to contact the customer in order to help resolve the situation identified below.

- VIN: 1GNSCBKC9FR [REDACTED]
- Mileage: 22349
- SR Number- [REDACTED]
- Customers name: [REDACTED]

Customer's Concern: Brake Issue

Customer states this is the 4th time that the brakes went out. The brake assist light comes on and I have no brakes according to the customer. Customer states that she is looking to get out of the vehicle please advise.

Respectfully,

Jacqueline

Jacqueline Gathing
General Motors
Early Response
Phone Number-1-866-522-0300 Ext. 5911531
Fax Number- 1-866-363-8694
Jacqueline.gathing@gm.com



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Jacqueline Gathing (C)

From: Jacqueline Gathing (C)
Sent: Thursday, February 25, 2016 2:01 PM
To: 'todd.yorlano@gm.com'
Subject: Response Needed -BRC -Early Response Case, VIN: 1GNSCBKC9FR [REDACTED]
BAC-114 [REDACTED] Name: [REDACTED] - SR Number- [REDACTED]

Todd,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case.

VIN: 1GNSCBKC9FR [REDACTED]
Vehicle: Chevrolet Tahoe 2015
Mileage: 22349
SR Number: [REDACTED]
Customer's name: [REDACTED]
Dealership: Grand Prize Chevrolet BAC- 114 [REDACTED]

Customer's Concern: Brake Issue

Customer states this is the 4th time that the brakes went out. The brake assist light comes on and I have no brakes according to the customer. Customer states that she is looking to get out of the vehicle please advise

I will prepare a case assessment for your review with the days down and repair attempts.

Thank you for your assistance and prompt attention in this matter. If it is more convenient for you to call, I may be reached by calling 866-522-0300, extension 5911531.

Sincerely,

Jacqueline

Jacqueline Gathing
General Motors
Early Response
Phone Number-1-866-522-0300 Ext. 5911531
Fax Number- 1-866-363-8694
Jacqueline.gathing@gm.com



Design, Build and Sell the World's Best Vehicles



Jacqueline Gathing (C)

From: Jacqueline Gathing (C)
Sent: Monday, March 14, 2016 12:29 PM
To: 'todd.yorlano@gm.com'
Subject: Response Needed -BRC -Early Response Case, VIN: 1GNSCBKC9FR [REDACTED]
BAC-114 [REDACTED] Name [REDACTED] - SR Number- [REDACTED]

Todd,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case.

VIN: 1GNSCBKC9FR [REDACTED]
Vehicle: Chevrolet Tahoe 2015
Mileage: 22,349
SR Number: [REDACTED]
Customer's name: [REDACTED]
Involved Dealership: Grand Prize Chevrolet., BAC- 114794

Customer's Concern: Brakes

Customer states this is the 4th time that the brakes went out. The brake assist light comes on and I have no brakes according to the customer. Customer picked up vehicle on 2/27/16 with the 3rd brake repair. Customer just called today and stated that she almost rear ended another truck and she has dropped the vehicle back off at the dealership because the brakes failed. Customer states that she is looking to get out of the vehicle please advise.

I will prepare a case assessment including days down.

Thank you for your assistance and prompt attention in this matter. If it is more convenient for you to call, I may be reached by calling 866-522-0300, extension 5911531.

Sincerely,

Jacqueline

Jacqueline Gathing
General Motors
Early Response
Phone Number-1-866-522-0300 Ext. 5911531
Fax Number- 1-866-363-8694
Jacqueline.gathing@gm.com



Design, Build and Sell the World's Best Vehicles



Jacqueline Gathing (C)

From: Jacqueline Gathing (C)
Sent: Friday, March 18, 2016 8:56 AM
To: 'todd.yorlano@gm.com'
Subject: RE: Response Needed -BRC -Early Response Case, VIN: 1GNSCBKC9FR [REDACTED]
BAC-114 [REDACTED] Name: [REDACTED] - SR Number- [REDACTED]

Todd,

Have you had a chance to look into this case? Please provide an update at your earliest convenience. Thank you for your time.

Respectfully,

Jacqueline

From: Jacqueline Gathing (C)
Sent: Monday, March 14, 2016 12:29 PM
To: 'todd.yorlano@gm.com'
Subject: Response Needed -BRC -Early Response Case, VIN: 1GNSCBKC9FR [REDACTED] BAC-114 [REDACTED] Name: [REDACTED] SR Number- [REDACTED]

Todd,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case.

VIN: 1GNSCBKC9FR [REDACTED]
Vehicle: Chevrolet Tahoe 2015
Mileage: 22,349
SR Number: [REDACTED]
Customer's name: [REDACTED]
Involved Dealership: Grand Prize Chevrolet., BAC- 114794

Customer's Concern: Brakes

Customer states this is the 4th time that the brakes went out. The brake assist light comes on and I have no brakes according to the customer. Customer picked up vehicle on 2/27/16 with the 3rd brake repair. Customer just called today and stated that she almost rear ended another truck and she has dropped the vehicle back off at the dealership because the brakes failed. Customer states that she is looking to get out of the vehicle please advise.

I will prepare a case assessment including days down.

Thank you for your assistance and prompt attention in this matter. If it is more convenient for you to call, I may be reached by calling 866-522-0300, extension 5911531.

Sincerely,

Jacqueline

Jacqueline Gathing

General Motors

Early Response

Phone Number-1-866-522-0300 Ext. 5911531

Fax Number- 1-866-363-8694

Jacqueline.gathing@gm.com



Design, Build and Sell the World's Best Vehicles



GMC



GRAND PRIZE CHEVROLET

CASHIER DEPARTMENT

11701 SW 152nd STREET

KENDALL, FLORIDA 33177

(305) 235-8200 Extension 340 OR 347

FAX

Pages:

3

To: General Motors

Fax: (866) 363-8694

Date: 3/9/16

Ref: [REDACTED]

From: Craig Pierce, Grand Prize Champion

Fax: 305-256-3171

Phone: (305) 235-8200 Extension 340 OR

347

Marilyn, Cashier Department

Comments: As Requested:

Invoice # [REDACTED]

VIN # 1GN5CBKC9F [REDACTED]
WHITE TAHOE.Thank you,
Marilyn

☐	Urgent
☒	For Review
☒	Please Comment
☐	Please Reply
☐	Please Recycle

GRAND PRIZE

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
 11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
 www.grandprizeauto.com

MV# 30491 MVR# 94100685

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR DAVID SCHUMACHER	5996	INVOICE DATE 02/27/16
LABOR RATE	LICENSE NO.	MILEAGE 22,975	COLOR WHITE DIAMO
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE 10/19/14	DELIVERY MILES 25	
VEHICLE I.D. NO. 1GN5CBKC9FR	FLING DEALER NO. 26-306	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 02/23/16	
COMMENTS			MO: 22976

LABOR & PARTS

J# 1 41CV202 **WARRANTY**
 BRAKE CONCERN
 CUSTOMER STATES BRAKE ASSIST ON, WHEN BRAKING DOES NOT STOP,
 KEEPS GOING WITHOUT HARD BRAKING PEDAL PULSATES / VIBRATES.
 BRAKE PEDAL BOUNCES BACK
 DIG SYSEM AND FOUND THAT THE VACCUM PUMP INTERMITTEN NOT
 WORKING.
 REPLACE VACCUM PUMP ROAD TESTED NO MORE PROBLEMS FOUND.
 4023850 1.4

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	12669488	PUMP 3.280 Y			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 70CVWASH **INTERNAL**
 CAR WASH
 CAR WASH REQUESTED BY SERVICE ADVISOR
 CAR WASH JOB REQUESTED
 PERFORMED CAR WASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3 70CVZ04 **WARRANTY**
 DRAC RENTAL OVERNITE
 GENERAL MOTORS DRAC RENTAL PROGRAM
 SEE LINE 1
 OVER NIGHT DRAC GENERAL MOTORS RENTAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

J# 4 00CVZ1NSP **0.00**
 MULTI-POINT VEH INSP
 PERFORM MULTI-POINT VEHICLE INSPECTION
 COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
 MULTI-POINT VEHICLE INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL
JOB # 3	192402		02/26/16	DRAC SERVICE WASH	0.00
				TOTAL - SUBLET	0.00

HISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	WCVC	WARRANTY COURTESY VAN CREDIT		
			TOTAL - MISC	0.00

*Thank
You*

GRAND PRIZE

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
 11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
 www.grandprizeauto.com

MV# 30491 MVR# 94100685

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID SCHUMACHER	5996	TAG NO. [REDACTED]	INVOICE DATE 02/27/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,975	COLOR WHITE DIAMO	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE 10/19/14	DELIVERY MILES 25
	VEHICLE I.D. NO. 1 G N S C B K C 9 F R			SELLING DEALER NO. 26-306	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/23/16
	COMMENTS			MO: 22976	

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.01 (+TAX)

TECHNICIAN CERTIFICATION

7274

JORGE L. ROJAS

C05027257

TOTALS

* NEXT RECOMMENDED SERVICE:

* 04/26/2016 / 25976 MI 77CVZM6

MAINTENANCE 6

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET.... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
 MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
 YOU OWN THIS VEHICLE. CUSTOMER PAY ONLY.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

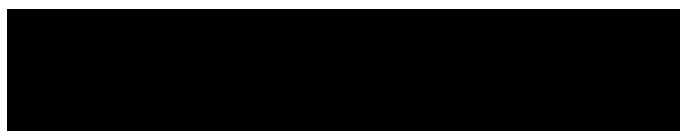
*Thank
You*

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Tiffany Moales (C)
Sent: Friday, April 08, 2016 4:45 PM
To: 'ron.reed@gm.com'
Cc: 'doug.ellis@cadillacoflasvegas.com'; Christian Swanson (Cnx); Michelle Mock
Subject: [REDACTED]; 1GYS4SKJ9FR [REDACTED]

Email ID# [REDACTED] (Do not delete/alter this line)

To: [REDACTED]
CC: [REDACTED]

SR#: [REDACTED]
Involved Dealer: Cadillac Of Las Vegas
BAC: 172 [REDACTED]

This is a Vehicle Operation Concern Escalation from CAC Tier 2. I need your help with the resolution of a customer's vehicle operation concerns. I've been working with the Primary CE Mgr on these issues, but there are some extenuating circumstances that are making this case a bit more difficult to resolve. I'll explain below.

I understand that you stated that we would not consider this vehicle for a repurchase, but at this time, I would like to make sure that we have discussed all the facts.

The vehicle has had five repairs for the same component within the Bumper to Bumper period, and within the first year of purchase.

I appreciate your time in reviewing this information, please let me know what your thoughts are.

09/03/2015	[REDACTED]	ZREG----Regular Vehicle Transaction	2420530 - Front Brake Caliper Replacement	7,725 M
10/31/2015	[REDACTED]	ZREG----Regular Vehicle Transaction	2420672 - Front Brake Rotor Refinishing	10,572 MI
11/13/2015	[REDACTED]	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	11,170 MI
02/29/2016	[REDACTED]	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	16,629 MI
03/18/2016	[REDACTED]	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	17,421 M

Key points:

- Customer: [REDACTED]
- Vehicle: 2015 Cadillac Escalade ESV
- Current Mileage: 17186
- VIN: 1GYS4SKJ9FR [REDACTED]
- Customer's vehicle concerns: The customer is seeking a repurchase of their vehicle.

Sincerely,
Tiffany Moales
Cadillac Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5911003

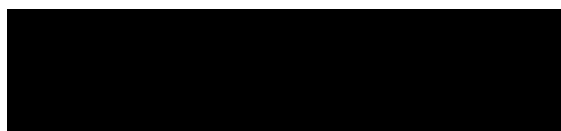
[SR [REDACTED]]

PE18-012

GM

3-27-2019

Q3



Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S F GUERDA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE*

Page 3 of 3



OUR DATA

SERVICE ADVISOR: 4489 FELIX MARTINEZ

DATE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	G0R0REC2E2		5190 / 5190	
DEL DATE	PROD DATE	WARR EXP	PROVINCE	PO NO	RATE	PAYMENT
08SEP14			17 00 04AUG15			CASH
RO DRENED	BOOKED	OPTIONS: SOLD STR				
10:16 03AUG15	14:36 04AUG15	INGESS_LINERK AUTOMATIC				
LINE OPCODE TRCH TYPE ROORS			LIST NET TOTAL			

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact any of our service team at 213-748-6141.
As a result of the ongoing drought emergency and mandatory water usage cutbacks we regret we are unable to wash all customer vehicles.

**Goodyear Service Plus**

GOODYEAR SERVICE PLUS

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

July 4th 17th

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
WASH OR LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

BAR AND 131781

EPA CAC081370210

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

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer.

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

Thank You For Your Business!

RO #:

Customer Number

Invoice No:

FELIX CHEVROLET CO.

INVOICE

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-5141

Page 1 of 2



SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LENS	RELEASE IN/OUT	TAO	
VICTORY RF	14	CHEVROLET SILVERADO	1GCRRC222		6126 / 6126		
DEL DATE	PROD DATE	WARR EXP.	PROMISE	PO NO.	RATE	PAYMENT	INT DATE
06SEP14			WAIT 18APR15			CASH	18APR15
RO OPENED		600000	OPTIONS SOLD: 500		ENGINE: 3.6L ITRN/AUTOMATIC		

LINE	QTY	TECH TYPE	HOURS	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES

6001731 2014 MY CHEVROLET 2 YR SCHEDULED

MAINTENANCE PROGRAM

4537 KC 0.60

1 19300000 (S) FILTER

9 19259467 6W20 OXOLS OIL

1 0539266 (S) SEAL

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

6120 OIL CHANGE & TIRE ROTATION 3.60 PERFORM OIL CHANGE, REPLACE

FILTER, CHECK AND TOP OFF ALL FLUIDS

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS

6401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE

INSPECTION AND CORRECTION TO MANUFACTURER'S

SPECIFICATIONS

4537 ISA 0.00

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

6129 TIRE PRESSURE TIRE PRESSURE SET TO 32 PSI

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A

6101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS A

4537 ISA 0.00

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

6120 INSPECTION 0.20 MPI PERFORMED

1-2507

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
SALES AMOUNT	
SALES TAX	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

BAR ARD 131281

EPA CAR081732710

Customer Number

Invoice No.

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 2 of 2

Cell:



DLR000179

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR		YEAR	MAKE/MODEL	SERVICE ADVISOR, 2017 CARS IN RANKS			
				VIN	LICENSE	MAKE/IN/LOT	PAID
VICTORY RE		14	CHEVROLET SILVERADO	1GCR0HEC2E2		6128 J 6128	
DEL DATE	PROD DATE	MAJOR EXP.	PROVISED	PO NO	RATE	PAYMENT	INW DATE
06SEP14			WAIT 18APR15			CASH	18APR15
RO OPENED		BOOKED		OPT ONE SOLD STR [REDACTED] ENG'S 3 LAM-THIN AUTOMATIC			
08 31 18APR15		10 15 18APR15					
LINKS OPENED 15CH CYCLE HOURS				LIST	NET	TOTAL	

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact our Service Manager Jim Ryan at 213-748-6141 extension 5201. We want to thank you for choosing Felix Chevrolet.



Government Service

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTAL
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL LUB	\$ 0.00
SUBLET AMOUNT	\$ 0.00
USE CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

BAR ARD 131281

EPA CARB 131279

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

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

**Thank You
For
Your Business!**

RD

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141**INVOICE**

Page 1 of 1



SERVICE ADVISOR: 4338 CHRISTIAN GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	LEASE IN/OUT	TAX	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRGCE2E4		5/27 / 5/27		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PQ NO	RATE	PAYMENT	W/ DATE
06SEP14			17 00 11APR15			CASH	15APR16
K.O. OPENED	BOOKED	OPTIONS: GOLD STK					ENDS: 15 APR 2016
08-53 11APR15	10:32 15APR15						

LINE	OPCODE	TRUCK TYPE	EXTRA	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
 CAUSE: 2014 CHEVROLET 2 YR MAX OF 41 FREE MAINTENANCE SERVICES
 060013 2014 MY CHEVROLET 2 YR SCHEDULED
 MAINTENANCE PROGRAM

29 ISA 3.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
 TO MANUFACTURER'S SPECIFICATIONS

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
 INSPECTION AND CORRECTION TO MANUFACTURER'S
 SPECIFICATIONS
 99 ISA 3.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
 INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
 TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
 LEVELS A

0131 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY
 MULTI POINTS VEHICLE INSPECTION, PERFORM
 EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
 TREAD DEPTH, PERFORM VISUAL BRAKE
 INSPECTION, INSPECT ALL FLUID LEVELS A
 99 ISA 3.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

"SERVICE IS OUR MOST IMPORTANT PURPOSE"
 Your satisfaction is very important to all of
 us at Felix Chevrolet. If you have any
 questions or concerns please contact our
 extension 5201. We want to thank you for
 choosing Felix Chevrolet.

DESCRIPTION	TOTAL
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
LABOR OIL LUB	\$ 0.00
SALES TAX AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

RAR AND 431281

EPA CODE: 370210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT
That's just one of the
benefits of being a
Felix Chevrolet And Cadillac
customer

Service Department Hours
 Monday to Friday
 7am - 7pm
 Saturday
 8am - 2pm

**Thank You
For
Your Business!**

RO # [REDACTED]

*Established Since 1921**Felix Chevrolet*

3330 South Figueroa Street
Los Angeles, California 90007-3795
(213) 748-6141

DATE: May 19, 10

ATTN: [REDACTED]

FIRM: _____

FROM: [REDACTED]

TEL: (213) 748-6141 EXT: 5201

FAX: (213) 749-1371

NOTE: SR [REDACTED]

11

Customer Number

Invoice No

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 2

Call



CLAWHIT

SERVICE ADVISOR 4563 PIERRE D LOUIS

COCH	YEAR	MAKE/MODEL	VIN	LEASE	M/LEAD IN/OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRGCE2E2		18386 / 18386	
DEL DATE	PRCD DATE	WARR EXP	PROM SED	PONO	RATE	PAYMENT
06SEP14			1700C9APR16			CASH
RQ QINED	BOOKED	OPTIONS: SOLID SYR ENG 5.3 LITRE AUTOMAT C				
140411APR16	122111APR16					
LINE	CODE	TECH	TYPE	HOURS	LYST	NET
						TOTAL

A CUST STATES THEFT WARNING LIGHT IS ON AND VEHICLE WILL NOT START -

CHK AND ADVISE

CAUSE: FAULTY BATTERY

4041510 BATTERY REPLACEMENT

4256 NO 1.70

1 8864065 93RPG BATTERY

PC PARTN: 8864065 COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

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

18386 SLOW CRANK, BATTERY DISCHARGED, TEST BATTERY WITH OKS,

BATTERY FAILED TEST 4041510 0.70 REPLACE BATTERY AND RETEST THEFT

DTERRENT SYSTEM, BATTERY 42507L-02000-14001

B CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE

INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID

LEVELS A / / / / /

3131 DONE

4256 1SA 2.20

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

18386 2.20 COMPLETED, TIRE DEPTH 6/32, BRAKES OK

(N/C)

0.00

C CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION

TO MANUFACTURER'S SPECIFICATIONS / /

CAUSE: TIRE PRESSURE - RECOMMENDED: 32 PSI (SEE OWNER'S MANUAL)

P401 DONE

4255 1SA 0.00

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

18386 32 PSI

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

(N/C)

0.00

- 12607

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUPPLIES AMOUNT	
USE CHARGES	
TOTAL CHARGES	
LOSS INSURANCE	
TAXES	
PLEASE PAY THIS AMOUNT	

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

BAR AND 11/28/

EPA 34058137210

Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 743-6141

"INVOICE"

Page 2 of 2

Call:



DEALER

SERVICE ADVISOR: 4583 PIERRE D LOUIS

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
VICTORY RE		14		CHEVROLET SILVERADO		1GCRKNC02FZ				18365 / 18365			
DEL DATE		PROD DATE		WASH EXP		PROMISED		PD NO		RATE		PAYMENT	
06SEP14						17 00 09APR16						CASH	
9.0 OPENED				BOOKED		OPTIONS: SOLD:STK		ENG:5.3Ltr		RR AUTOMATIC			
14.04 09APR16				12 21 11APR16									
LINE		QCODE		TECH		TIME		HOURS		LIST		NET	
												TOTAL	

AS AS RESULT OF CALIFORNIA'S CURRENT DROUGHT
EMERGENCY AND STATE MANDATED WATER USAGE
CUTBACKS WE ARE NO LONGER ABLE TO WASH
CUSTOMER VEHICLES. FELIX CHEVROLET AND
ALL OF OUR EMPLOYEES THANK YOU FOR YOUR
UNDERSTANDING DURING THIS DIFFICULT TIME

Felix Chevrolet & Cadillac
A Division of GM Corp.

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL LUBE	\$ 0.00
WAXES AMOUNT	\$ 0.00
WASH CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

BAR AND 131281

EPA CAD061373210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

**Thank You
For
Your Business!**

RO#

Customer Name

Invoice No:

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 2

Cell:



Genuine

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	*EAL	MAKE/MODEL	V.#	LICENSE	MESSAGE IN/OUT	TAG
VICTORY_HZ	14	CHEVROLET SILVERADO	1GCR0C0C2E2		13873 / 13873	
DEL DATE	PROD DATE	WARR EXP	PROVIDED	PO NO	RATE	PAYMENT
08SEP14			WAIT 28DEC15			CASH
RO OPENED	BOOKED	OPTIONS: SOLD STK [REDACTED] ENG 5.3, LEE TRM AUTOMAT				
1320 28DEC15	1711 28DEC15					

LINE 060005 TECH TYPE: 1000AS LIST NET TOTAL

A 2014 MY CHEVROLET 3 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 3 YR (MAX OF 4) FREE MAINTENANCE SERVICES0600723 2014 MY CHEVROLET 2 YR SCHEDULED
MAINTENANCE PROGRAM

4524 MC 3.60

1 19310000 (S) FILTER

5 19259487 OIL

1 1526906 (E) SEAL

(N/C)

(N/C)

(N/C)

(N/C)

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
13873 OIL CHANGE AND TIRE ROTATION 0.60 PERFORM OIL CHANGE, REPLACE
FILTER, CHECK AND TOP OFF ALL FLUIDS PERFORM TIRE ROTATIONB CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS (/ /)

CAUSE: TIRE PRESSURE (RECOMMENDED) LF RF RR LR BRAKER LF RF RR LR

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

4524 ISA 3.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE 3:
13873 TIRE PRESSURE ALL TIRES AT 35 (PSI)

0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID

LEVELS A / / /

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS

IMPORTANT PRODUCT"

4524 ISA 3.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:
13873 INSPECTION 0.20 PERFORM OIL CHANGE, REPLACE FILTER, CHECK AND

0.00

1-12607

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
BLEET AMOUNT	
WASH CHARGE	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

BAR ARD 31281

EPA CARB 373210

Customer Number

Invoice No

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748 8111

INVOICE

Page 2 of 2

Call



DIRECTOR

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
VICTORY RE		14	CHEVROLET SILVERADO		1GCRGCE2E2		13873 / 13873	
DEL DATE	PRICE DATE	WARR EXP	PROMISED		POND	DATE	PAYMENT	INV DATE
06SEP14			WAIT 29DEC15				CASH	29DEC15
90 OPENED		BOOKED		OPTIONS 5000 STK ENG:53 179 AN AUTOMATIC				
13:00 29DEC15		17:11 29DEC15						
LINE OPCODE TECH TIME HOURS					LIST	NET	TOTAL	

TOP OFF ALL FLUIDS ALL WHEELS OK ALL LIGHTS OK HALL BELTS OK AIR FILTER
OK WIPER BLADES OK TIRE\$ AT 5/32 BRAKES AT 8MM

A CUSTOMER STATES THERE IS A COOLANT LEAK CHECK (AND SEEMS IS LEAKING
FROM COOLANT RESERVOIR CONTAINER)

CAUSE:

JMSIC DIAGNOSE MISC

4524 MC 0.00

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

(M/C)

0.00

13873 COOLANT LEAK VERIFY CUSTOMER CONCERN PRESSURE TEST COOLING
SYSTEM NO COOLANT LEAK WAS FOUND

AS AS RESULT OF CALIFORNIA'S CURRENT DROUGHT
EMERGENCY AND STATE MANDATED WATER USAGE
CUTBACKS WE ARE NO LONGER ABLE TO WASH
CUSTOMER VEHICLES. FELIX CHEVROLET AND
ALL OF OUR EMPLOYEES THANK YOU FOR YOUR
UNDERSTANDING DURING THIS DIFFICULT TIME

**Gold Branch Service Plus**

EXCLUSIVE DEALERSHIP

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTAL
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
OIL OIL LUBE	\$ 0.00
SLURRY AMOUNT	\$ 0.00
WASH CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

BAR ARD 1/31251

EPA CAD 1/31251

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6182

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

**Thank You
For
Your Business!**

NO 4

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

Page 1 of 3



0.00000

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MI/LEAGE AT CDT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRCHG22Z [REDACTED]	[REDACTED]	0100/9190	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROVIDED	PO NO	DATE	PAYMENT
05/16/14			17:00 04AUG15			CASH
RO OPENED	BOOKED	OPTIONS	SCLE STR	ENG'S 3	LAW	RR AUTOMAT
10.16 03AUG15	14.36 04AUG15					

LINE	OPCODE	TRCH	TYPE	HOURL	TEST	NZT	TOTAL

A TORQUE IN BY ROADSIDE CUST STATES THAT VEHICLE WONT STOP BRAKE PEDAL.

IS VERY HARD

CAUSE: LEAKING

RBRK PERFORM BRAKE SYSTEM REPAIR

4544 MC 1.90

1 22015220 51 BOOSTER

CAL

1 20935765 151 CYLINDER

2 15239616 FLUID

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

5190 MASTER CYLINDER FOUND REAR MAIN SEAL LEAKING, CAUSING BRAKE
BOOSTER TO FAIL AS WELL. 2440103 1.90 REMOVED LEAKING MASTER CYLINDER
ASSEMBLY AND PROCEEDED TO REPLACING FAILED BRAKE BOOSTER. BENCHED BLEED
NEW MASTER CYLINDER AND INSTALLED ONTO NEW BRAKE BOOSTER. BLEED BRAKES
SYSTEM.

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

0.00

B CAMP 515203 REAR BRAKE LINE BRACKET BOLT TO REAR AXLE LOOSE

CAUSE: CAMP

GMRS 5M RECALL

4544 MC 0.30

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

5190 RECALL 5101576 0.30 PERFORMED RECALL. INSPECTED RIGHT REAR
BRAKE LINE BRACKET BOLT AND TORQUED TO SPEC.

(N/C)

0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS AND TIRE PRESSURES.

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM
EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE
INSPECTION, INSPECT ALL FLUID LEVELS AND

4544 SA 2.20

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL FLUID	
SUBLET AMOUNT	
WEC CHARGE	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(N/C)

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

DAR AND 12:25:

EPA CAD631373210

[REDACTED]	[REDACTED]	[REDACTED]

Customer Number

Invoice No:

FELIX CHEVROLET CO.

3300 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 788-5101

"INVOICE"

Page 2 of 3

Cell



04 AUG 16

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

VEHICLE			SERVICE ADVISOR: 4489 FELIPE MARTINEZ			
YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		TAC
VICTORY RE	14 CHEVROLET SILVERADO	1GCHRCFC2F2		9190/9190		
DATE	PROC. DATE	WARR. EXP.	PROVISED	PO NO.	RATE	PAYMENT
08SEP14			7:00C44UG15			CASH
RO OPENED		BOOKED		OPTION 5000 STR		
10:16 03AUG15		14:36 04AUG15		EXCISE TAX AUTOMATIC		

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

9190 VEHICLE INSPECTION 0.20 VEHICLE INSPECTION

0 CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

4544 TSA 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C)

9190 CHECK TIRE PRESSURE CORRECT TIRE PRESSURE TO 32 PSI, ALL TIRES
DOT NUMBERS ARE ASJA 480E 2714

2** 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM

CAUSE: 2014 CHEVROLET 2 YR MAX OF 41 PRE-MAINTENANCE SERVICES

0600723 2014 MY CHEVROLET 2 YR SCHEDULED

MAINTENANCE PROGRAM

4544 WC 0.00

1 19330000 (S) FILTER

1 3516966 (S) SEAL

8 19259487 OIL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C)

9190 2 YR SCHEDULED MAINTENANCE PROGRAM 0.60 PERFORM 2 YR SCHEDULED
MAINTENANCE PROGRAM

F** RENTAL REQUIRED 0.15 AT 6 AM

CAUSE:

0605 NO RENTAL GIVEN

95 15 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	(N/C)

9190 NO RENTAL GIVEN "SERVICE IS OUR MOST IMPORTANT PRODUCT"

1- 2607

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

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

BAR ARD 131251

MPX 020581373240

Valeria Aguilara (C)

From: Rod Gasperik
Sent: Monday, June 06, 2016 10:55 AM
To: Valeria Aguilara (C)
Subject: RE: URGENT – CA CEC Early Response Approval [REDACTED], [REDACTED], [REDACTED]

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

Rod Gasperik
BRSM Western Region
661-618-1847

From: Valeria Aguilara (C)
Sent: Saturday, June 04, 2016 3:29 PM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: URGENT – CA CEC Early Response Approval; [REDACTED], [REDACTED], [REDACTED]

Dear Rod,

This email is being sent to obtain your **denial** of a Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Only 1 repair performed.

Involved Dealership: Felix Chevrolet

Dealership Contact: Jim Ryan

VIN: 1GCVKREC3EZ [REDACTED]

Vehicle: 2014 Chevrolet Silverado

Mileage: 20,000

Summary of vehicle concern: Brakes

Vehicle Transaction History:

04/09/2016 511364 ZREG----Regular Vehicle Transaction 4041510 - Battery Replacement 18,386 MI

12/29/2015 505461 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 13,873 MI

08/03/2015 497207 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 9,190 MI

08/03/2015 497207 ZFAT----Field Action Recall Add Credit 9101576 - N150203 - Inspect and Tighten Brake Line Bracket Bolt If Required 9,190 MI

08/03/2015 497207 ZFAT----Field Action Recall Full Debit - Reversal 9101576 - N150203 - Inspect and Tighten Brake Line Bracket Bolt If Required 9,190 MI

08/03/2015 497207 ZFAT----Field Action Recall 9101576 - N150203 - Inspect and Tighten Brake Line Bracket Bolt If Required 9,190 MI

08/03/2015 497207 ZREG----Regular Vehicle Transaction 2441580 - Power Vacuum Brake Booster Replacement 9,190 MI

08/02/2015 0023874234 ZREG----Regular Vehicle Transaction 0600332 - Roadside Service - Tow, Store, Tow 9,000 MI

04/18/2015 491522 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 6,128 MI

Thank you

Sincerely,
Valeria

Customer Engagement Center Specialist

Phone: 866-790-5600 ext. 5911155

Fax: 866-850-2185

Valeria Aguilara (C)

From: Valeria Aguilara (C)
Sent: Saturday, June 04, 2016 6:29 PM
To: Rod Gasperik
Subject: URGENT – CA CEC Early Response Approval [REDACTED], [REDACTED], [REDACTED]
Attachments: 1. Case Assessment.xls

Dear Rod,

This email is being sent to obtain your **denial** of a Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Only 1 repair performed.

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08/03/2015 497207 ZFAT----Field Action Recall Full Debit - Reversal 9101576 - N150203 - Inspect and Tighten Brake Line Bracket Bolt If Required 9,190 MI

08/03/2015 497207 ZFAT----Field Action Recall 9101576 - N150203 - Inspect and Tighten Brake Line Bracket Bolt If Required 9,190 MI

08/03/2015 497207 ZREG----Regular Vehicle Transaction 2441580 - Power Vacuum Brake Booster Replacement 9,190 MI

08/02/2015 0023874234 ZREG----Regular Vehicle Transaction 0600332 - Roadside Service - Tow, Store, Tow 9,000 MI

04/18/2015 491522 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 6,128 MI

Thank you

Sincerely,

Valeria

Customer Engagement Center Specialist

Phone: 866-790-5600 ext. 5911155

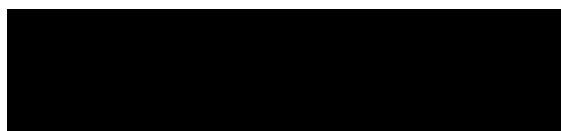
Fax: 866-850-2185

PE18-012

GM

3-27-2019

Q3



Shannon Hoerster (C)

From: Rosenda Camacho <rosenda@shainfeld-anvar.com>
Sent: Thursday, August 04, 2016 6:00 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]
Attachments: [REDACTED]_Docs (2).pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear Shannon,

Please find attached the remaining documents we have in our possession.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



From: Rosenda Camacho
Sent: Thursday, August 04, 2016 2:28 PM
To: 'shannon.hoerster@gm.com'
Cc: Brett Shainfeld, Esq.; Jessica Anvar, Esq.
Subject: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]

Dear Shannon,

We are in receipt of your letter of July 27, 2016. Per your request, please find attached the repair orders we have in our possession. We will get back to you shortly with the other documents requested once obtained from our client. The attorney assigned to this case is Brett Shainfeld. Please relay all future correspondence related to this matter to Brett Shainfeld at brett@shainfeld-anvar.com.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025

Tel. No.: (877) 885-5366
Direct No.: (310) 442-1410
Fax. No.: (877) 566-8828

rosenda@shainfeld-anvar.com
www.shainfeld-anvar.com
www.lemonlawexperts.com
www.stopdebtcollector.com

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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, August 04, 2016 12:23 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

I am in need of the sales documents for your client so that I can move his case forward and get this done as quickly as possible for him. May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Rosenda Camacho <rosenda@shainfeld-anvar.com>
Sent: Thursday, August 04, 2016 4:28 PM
To: Shannon Hoerster (C)
Cc: Brett Shainfeld, Esq.; Jessica Anvar, Esq.
Subject: [EXTERNAL: [REDACTED]] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]
Attachments: [REDACTED].Docs.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear Shannon,

We are in receipt of your letter of July 27, 2016. Per your request, please find attached the repair orders we have in our possession. We will get back to you shortly with the other documents requested once obtained from our client. The attorney assigned to this case is Brett Shainfeld. Please relay all future correspondence related to this matter to Brett Shainfeld at brett@shainfeld-anvar.com.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



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Los Angeles, CA 90025
Tel. No.: (877) 885-5366
Direct No.: (310) 442-1410
Fax. No.: (877) 566-8828

rosenda@shainfeld-anvar.com
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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, August 04, 2016 12:23 PM

To: Brett Shainfeld, Esq.

Subject: [REDACTED]

Customer Name: [REDACTED]

SR# [REDACTED]

VIN# 1GCRCREC2EZ [REDACTED]

Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

I am in need of the sales documents for your client so that I can move his case forward and get this done as quickly as possible for him. May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Rosenda Camacho <rosenda@shainfeld-anvar.com>
Sent: Wednesday, August 17, 2016 11:07 AM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]
Attachments: [REDACTED].Doc.pdf

Dear Shannon,

Please find attached the purchase contract we have in our possession.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



From: Shannon Hoerster (C) [mailto:shannon.hoerster@gm.com]
Sent: Tuesday, August 09, 2016 2:14 PM
To: Rosenda Camacho
Subject: RE: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCRE2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Rosenda,

Thank you for the sales documents. However, the first three pages of the document you sent are all the same first page of the sales contract. Do you have the 2nd page as well?

Thanks,

Shannon – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914344
Fax: (586) 920-0770

From: Rosenda Camacho [<mailto:rosenda@shainfeld-anvar.com>]
Sent: Thursday, August 04, 2016 6:00 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]

Dear Shannon,

Please find attached the remaining documents we have in our possession.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



From: Rosenda Camacho
Sent: Thursday, August 04, 2016 2:28 PM
To: 'shannon.hoerster@gm.com'
Cc: Brett Shainfeld, Esq.; Jessica Anvar, Esq.
Subject: [REDACTED] v. General Motors, LLC_VIN: 1GCRCRE2EZ [REDACTED]

Dear Shannon,

We are in receipt of your letter of July 27, 2016. Per your request, please find attached the repair orders we have in our possession. We will get back to you shortly with the other documents requested once obtained from our client. The attorney assigned to this case is Brett Shainfeld. Please relay all future correspondence related to this matter to Brett Shainfeld at brett@shainfeld-anvar.com.

We thank you for your attention and cooperation in this matter. Should you have any questions or comments, please do not hesitate to contact our office.

With Kindest Regards,

Rosenda M. Camacho,
Legal Assistant to



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
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Direct No.: (310) 442-1410
Fax. No.: (877) 566-8828

rosenda@shainfeld-anvar.com
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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]

Sent: Thursday, August 04, 2016 12:23 PM

To: Brett Shainfeld, Esq.

Subject: [REDACTED]

Customer Name: [REDACTED]

SR# [REDACTED]

VIN# 1GCRREC2EZ [REDACTED]

Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

I am in need of the sales documents for your client so that I can move his case forward and get this done as quickly as possible for him. May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Brett Shainfeld, Esq. <Brett@shainfeld-anvar.com>
Sent: Friday, September 02, 2016 2:16 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]
Attachments: [REDACTED] [In] C_Docs_08.04.16.pdf

Shannon,

I hope all is well. I am attaching the purchase contract again. Do we have an update on this one?

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

brett@shainfeld-anvar.com
www.shainfeld-anvar.com
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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, August 04, 2016 12:23 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

I am in need of the sales documents for your client so that I can move his case forward and get this done as quickly as possible for him. May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade

Thank you,

[Shannon](#) – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Friday, September 02, 2016 2:22 PM
To: 'Brett Shainfeld, Esq.'
Subject: RE: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld,

Thank you for the purchase contract. His case is still under review. As soon as I have an update, I'll contact you directly. Have a wonderful holiday weekend.

Shannon

Shannon – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914344
Fax: (586) 920-0770

From: Brett Shainfeld, Esq. [<mailto:Brett@shainfeld-anvar.com>]
Sent: Friday, September 02, 2016 2:16 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

I hope all is well. I am attaching the purchase contract again. Do we have an update on this one?

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025

Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, August 04, 2016 12:23 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

I am in need of the sales documents for your client so that I can move his case forward and get this done as quickly as possible for him. May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Brett Shainfeld, Esq. <Brett@shainfeld-anvar.com>
Sent: Monday, September 19, 2016 12:49 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

It has been received. I am still waiting on the financials from my client. I will forward them upon receipt.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

brett@shainfeld-anvar.com
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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, September 15, 2016 1:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]

SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify that you received the settlement offer that was emailed to you on September 9, 2016 (see attached). If this offer is acceptable to your client please have him sign the offer letter and return it to us at the fax number below along with a copy of your firm's W-9. If your client doesn't agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Brett Shainfeld, Esq. <Brett@shainfeld-anvar.com>
Sent: Friday, September 23, 2016 10:24 AM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]
Attachments: [REDACTED] C_PK, Reg, Financials_09.22.16.pdf

Shannon,

TGIF! I hope you had a good week. Please find attached the purchase contract, registration, payment history and payoff amount for the repurchase in this matter.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

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From: Shannon Hoerster (C) [mailto:shannon.hoerster@gm.com]
Sent: Monday, September 19, 2016 11:42 AM
To: Brett Shainfeld, Esq.
Subject: RE: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Very good. Thank you for the update.

Shannon

Shannon – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914344
Fax: (586) 920-0770

From: Brett Shainfeld, Esq. [<mailto:Brett@shainfeld-anvar.com>]
Sent: Monday, September 19, 2016 12:49 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

It has been received. I am still waiting on the financials from my client. I will forward them upon receipt.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

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www.stopyourdebtcollector.com

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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Thursday, September 15, 2016 1:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify that you received the settlement offer that was emailed to you on September 9, 2016 (see attached). If this offer is acceptable to your client please have him sign the offer letter and return it to us at the fax number below along with a copy of your firm's W-9. If your client doesn't agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Friday, October 07, 2016 4:48 PM
To: 'Brett Shainfeld, Esq.'
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify your received the itemized offer and release that was emailed on October 3, 2016.

Thank you,

Shannon

[Shannon](#) – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Brett Shainfeld, Esq. <Brett@shainfeld-anvar.com>
Sent: Friday, October 07, 2016 4:49 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

Thanks for the follow up. All has been received. We are waiting on the signed copy from my client.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Friday, October 07, 2016 2:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]

Customer Name: [REDACTED]

SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify your received the itemized offer and release that was emailed on October 3, 2016.

Thank you,

Shannon

[Shannon](#) – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Friday, October 21, 2016 5:07 PM
To: 'Brett Shainfeld, Esq.'
Subject: RE: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, just following up on signed documents for Mr. [REDACTED]

Have a great weekend,

Shannon

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

From: Brett Shainfeld, Esq. [<mailto:Brett@shainfeld-anvar.com>]
Sent: Friday, October 07, 2016 4:49 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

Thanks for the follow up. All has been received. We are waiting on the signed copy from my client.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025

Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

brett@shainfeld-anvar.com
www.shainfeld-anvar.com
www.lemonlawexperts.com
www.stopyourdebtcollector.com

IMPORTANT NOTICE: (A) The information contained in this e-mail is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable laws. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Further, you are hereby notified that any use, printing, reproduction, disclosure or dissemination of this communication may be subject to legal restriction or sanction. (B) E-mail is not a method authorized by law to (i) give legal notice, (ii) give notice of legal proceedings, or (iii) serve pleadings. (C) The e-mail address of the sender of this message is not authorized to (a) receive any notice (including notice of ex parte proceedings) or (b) accept service of pleadings or any other legal document.

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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Friday, October 07, 2016 2:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]
Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify your received the itemized offer and release that was emailed on October 3, 2016.

Thank you,

Shannon

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Fax: (586) 920-0770

Shannon Hoerster (C)

From: Brett Shainfeld, Esq. <Brett@shainfeld-anvar.com>
Sent: Wednesday, October 26, 2016 11:11 AM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]
Attachments: [REDACTED]_Release_SIGNED.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Shannon,

I hope all is well. Thanks for your patience. Please find the signed offer and Release attached.

Let us know if you need anything else.

Sincerely,

Brett Shainfeld, Esq.



12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
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Direct: 310.442.1410
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Sent: Friday, October 21, 2016 3:07 PM
To: Brett Shainfeld, Esq.
Subject: RE: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

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Have a great weekend,

Shannon

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Subject: [EXTERNAL] RE: [REDACTED]

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Sent: Friday, October 07, 2016 2:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]
Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

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Thank you,

Shannon

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Thursday, October 27, 2016 11:48 AM
To: 'Brett Shainfeld, Esq.'
Subject: RE: [REDACTED]

Dear Mr. Shainfeld,

Good morning. I am in the process of processing the repurchase, however [REDACTED] registration on file is expired. Please forward me a current registration as soon as you can.

Thank you,

Shannon

From: Brett Shainfeld, Esq. [mailto:Brett@shainfeld-anvar.com]
Sent: Wednesday, October 26, 2016 11:11 AM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

Shannon,

I hope all is well. Thanks for your patience. Please find the signed offer and Release attached.

Let us know if you need anything else.

Sincerely,

Brett Shainfeld, Esq.



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Los Angeles, CA 90025
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Sent: Friday, October 21, 2016 3:07 PM
To: Brett Shainfeld, Esq.
Subject: RE: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, just following up on signed documents for Mr. [REDACTED]

Have a great weekend,

Shannon

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

From: Brett Shainfeld, Esq. [<mailto:Brett@shainfeld-anvar.com>]
Sent: Friday, October 07, 2016 4:49 PM
To: Shannon Hoerster (C)
Subject: [EXTERNAL] RE: [REDACTED]

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Sincerely,

Brett Shainfeld, Esq.



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Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
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brett@shainfeld-anvar.com
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From: Shannon Hoerster (C) [<mailto:shannon.hoerster@gm.com>]
Sent: Friday, October 07, 2016 2:48 PM
To: Brett Shainfeld, Esq.
Subject: [REDACTED]
Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

Good afternoon, this email is being sent to follow up and verify your received the itemized offer and release that was emailed on October 3, 2016.

Thank you,

Shannon

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Monday, October 31, 2016 4:12 PM
To: 'Brett Shainfeld, Esq.'
Subject: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld,

Good afternoon, hope you had a great weekend. I just wanted to follow up on getting a copy of your client's current registration. The one I have on file expired at the end of September.

Thank you,

Shannon

[Shannon](#) – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770



Case Number: [REDACTED]

Originator Name: Shannon Hoerster 866-790-5700X5914344 shannon.hoerster@gm.com

Created Date: 10/26/2016

Vehicle Info

***VIN:** 1GCRREC2EZ [REDACTED]

Year: 2014

Vehicle Comments & TAC Explanation:

N/A

MSRP: 39485.0

Make: Chevrolet

***TAC #:** N/A

Model: Silverado

Original Purchase Date: 09/06/2014

*** Repurchase Mileage:** 25751

*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type Person

*** Names(s) on Title:** [REDACTED]

*** Primary Owner:** [REDACTED]

*** Address** [REDACTED]

*** City** [REDACTED]

*** Day Phone:** [REDACTED]

*** E-mail:** [REDACTED]

*** Title State:** CA

*** State** [REDACTED]

*** Home Phone:** [REDACTED]

*** Fax Phone:** [REDACTED]

*** ZIP Code:** [REDACTED]

*** Cell Phone:** [REDACTED]

*** Reason Repurchase** Brake pedal and linkage hard to press

UCC Codes (H5012) Brakes - Pedal and Linkage - Hard

Repurchasing Dealer:

*** Dealer #:** 114 [REDACTED]

Region: 10

*** Phone:** (213) 748-6141

*** Contact Name:** Jim Ryan

Dealer Name: FELIX CHEVROLET

District: 1114

Fax: (213) 746-9091

*** Contact Title:** Service Manager **E-Mail:** jryan@dtlamotors.com

Repair

*** Contact Name:**

*** Contact Title:**

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:

Firm Name: Shainfeld & Anvar, PC

Address: 12304 Santa Monica Blvd.,

City: Los Angeles

Phone: 310-442-1410

Contact: Brett Shainfeld

State: CA

Fax:

Zip Code: 90025

E-mail:

Local Counsel

Firm Name:

Address:

City:

Phone:

Contact Person:

State:

Fax:

Zip Code:

E-mail:



Case Number: [REDACTED]

Originator Name: Shannon Hoerster 866-790-5700X5914344 shannon.hoerster@gm.com

Created Date: 10/26/2016

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	Ally Financial	Account #	[REDACTED]
Payoff Amount:	29933.62	Per Diem:	3.51	Payoff Date:	2016-09-30
Contact or Attention:	Payment Processing Center	Address	6716 Grade Ln. Bldg 9, St.	ZIP Code:	40213
City	Louisville	State	KY	E-mail:	
Day Phone:	800-200-4622	Fax:			

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction	Trans. State:	CA
* Trans. Type:	Straight	Trans. Source:	Early Res - NISM - Vol Mediated		
Compliance Type:		Compliance Date:			
* Closing Date:	2016-11-14	Money to Dealer:	0.0	Money to Manuf.:	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** Auction. One check for the amount of \$11,740.84, made payable to [REDACTED] and Shainfeld & Anvar, P.C. to be sent to the attorney's office; the second check for the amount of \$29,933.62 made payable to Ally Financial to be sent to the lien holder. Updated payoff quote attached to file. Any overage is ok to go to customer.

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	George Villaseñor	Shainfeld & Anvar, PC	11740.84
Lien Payoff	Ally Financial		29933.62

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Wednesday, November 02, 2016 1:52 PM
To: 'Brett Shainfeld, Esq.'
Subject: Closing Date Notification - [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shainfeld:

The repurchase date for your client's vehicle is scheduled for Monday, November 14, 2016 at the Felix Chevrolet dealership located in Los Angeles, California where Service Manager Jim Ryan is the contact person. Please call the dealership a day before the closing to confirm receipt of repurchase documents and to schedule a time for the inspection/vehicle surrender, which usually takes between 15-20 minutes to complete. Again, if there is any major damage or modifications to subject vehicle, your client will be responsible for all repair charges and the repurchase will be cancelled until such repairs are completed. If there are any additional questions or concerns, please feels free to contact me.

Thank you,

Shannon

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Wednesday, November 02, 2016 1:50 PM
To: 'jryan@dtlamotors.com'
Subject: Closing Date Notification - [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Ryan:

The surrender for [REDACTED] vehicle has been scheduled for 11/14/16 at your dealership, as previously discussed. You should expect to receive the repurchase packet a day or two prior to the surrender and a call from the customer or their attorney to set up a mutually agreed time. Thank you again for all your help and feel free to call me if anything comes up.

Thank you,

Shannon – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914344
Fax: (586) 920-0770

#15036A: Customer Satisfaction - Trailer Hitch Platform Welds - (Feb 19, 2016)

Subject: 15036A – Trailer Hitch Platform Welds

Models: 2014-2015 Chevrolet Silverado LD

2014-2015 GMC Sierra LD

Equipped with RPO Z82 Trailering Equipment



This bulletin is being revised to update the Part Information section. Please discard all copies of bulletin 15036.

THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.

Condition

Certain 2014 and 2015 model year Chevrolet Silverado LD and GMC Sierra LD model vehicles equipped with the 12,000 lb. trailering package (RPO Z82) may have been built with a trailer hitch platform that could develop cracks at the weld points over time. With heavy towing loads over thousands of miles, these cracks could potentially propagate and fatigue the welds. If the trailer hitch platform welds fatigue while the vehicle is being operated with a trailered load, that trailer could become unsecured.

Correction

Dealers are to remove and replace the trailer hitch platform.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this

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program.

Parts Information

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of Trailer Hitch Platforms required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin on February 12, 2016. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. This part is on a National Control H which prevents air shipments. All non-DRO orders will cancel. Your order will follow normal DRO order writing processing. All orders should be placed on a DRO = Daily Replenishment Order and can be placed on or after February 29, 2016.

Part Number	Description	Quantity/Vehicle
23344202	Trailer Hitch Platform (Export Only)	1
*19333098	Trailer Hitch Platform (US, Canada, Mexico)	1

* A \$100 core charge has been added to this part.

Note: To ensure sufficient stock is available for repairs, it is essential to return trailer hitch cores (US, Canada and Mexico) as soon as possible. A limited number of stock is available. Export trailer hitch cores are not part of the core return process.

Best Practices for Core Returns

1. Please make frequent core returns.
 - Daily core returns are encouraged.
 - Do not accumulate hitch cores more than a week.
 - Process as a "light core". Use Core ID Labels.
 - Hitch cores will not be requested by the Warranty Parts Center – so don't delay returning much needed cores.
 - Return hitch cores in the original GM box.
2. Everyone wins with frequent core returns.
 - Improves cash flow - \$100 exchange on hitches.
 - Reduces congestion on trailers back to crossdocks.
 - Provides steady supply of cores to the remanufacturer.
3. Best to create separate light core applications for hitch cores only.

Separate applications for hitches not mandatory – but recommended when volumes are high.

Service Procedure

Note: Do NOT discard or destroy the box containing the new trailer hitch platform, it will be needed to return the used trailer hitch platform. (US, Canada and Mexico).

1. Replace the trailer hitch platform. Refer to *Trailer Hitch Platform Replacement (Light Duty - With Z82)* in SI.
2. Package the original trailer hitch platform into the original GM box and follow the normal light core return procedure.
3. (Export Only) – Mark and scrap the defective trailer hitch to ensure it does not enter the stream of commerce.

Courtesy Transportation – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9102009	Trailer Hitch Replacement	1.3*	N/A
9102054	Trailer Hitch Replacement (Export Only)	1.0	N/A

*Includes 0.3 hour administrative allowance for return of the used trailer hitch platform (document preparation and packaging).

Customer Notification – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Notification – For Export

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

Dealer Program Responsibility

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

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

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2018.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through February 28, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

March 2016

Dear General Motors Customer:

This notice applies to your vehicle, VIN: _____

We have learned that your 2014 and 2015 model year Chevrolet Silverado LD and GMC Sierra LD model vehicles equipped with the 12,000 lb. trailering package may have been built with a trailer hitch platform that could develop cracks at the weld points over time. With heavy towing loads over thousands of miles, these cracks could potentially propagate and fatigue the welds. If the trailer hitch platform welds fatigue while the vehicle is being operated with a trailered load, that trailer could become unsecured.

Your satisfaction with your 2014 or 2015 model year Chevrolet Silverado LD and GMC Sierra LD is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will remove and replace the trailer hitch platform. This service will be performed for you at **no charge until February 28, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch

Executive Director

Global Connected Customer Experience

15036

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

July 27, 2016

Jim Ryan
Felix Chevrolet
3330 S. Figueroa St.
Los Angeles, CA 90007

RE: [REDACTED]
Service Request: [REDACTED]
2014 Chevrolet Silverado
Vehicle Identification Number: 1GCRCREC2EZ [REDACTED]
Customer Relationship Specialist: Shannon

Dear Mr. Ryan:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

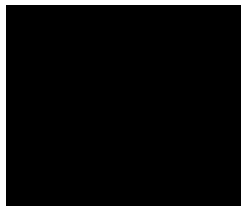
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Wednesday, July 27, 2016 2:36 PM
To: 'paul.byrne@gm.com'
Subject: BRC-Legal Initial Notification of NISM for [REDACTED]

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: Felix Chevrolet, BAC 114 [REDACTED], Los Angeles, CA
Dealership Contact: Jim Ryan
VIN: 1GCRCREC2EZ [REDACTED]
Vehicle: 2014 Chevrolet Silverado
Mileage: 18,386

Dear Paul,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved.

Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, **you should not communicate directly with the customer as we are required to work through their attorney.**

Please reply by email with one of the above options within **48** hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and the email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

Thank you,

Shannon – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Wednesday, November 02, 2016 1:44 PM
To: 'paul.byrne@gm.com'
Subject: BRC-Legal Notification of Resolution [REDACTED]

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: Felix Chevrolet, BAC 114 [REDACTED], Los Angeles, CA
Dealership Contact: Jim Ryan
VIN: 1GCRCREC2EZ [REDACTED]
Vehicle: 2014 Chevrolet Silverado
Mileage: 25,751

Dear Paul,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Straight Repurchase was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling (866) 790-5600, extension # 5914344

Sincerely,

Shannon

Shannon – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914344
Fax: (586) 920-0770



A Public Service Agency

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

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

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

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



A Public Service Agency

REGISTRATION CARD VALID FROM: 09/30/2016 TO: 09/30/2017

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2014	2014	LA	32P	31	[REDACTED]
BODY TYPE MODEL	MP	MD	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	XW	2	E	05115	1GCRREC2EZ [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED	PR EXP DATE
COMMERCIAL	09/28/16	19	09/28/16	8	[REDACTED]	09/30/2016
REGISTERED OWNER						AMOUNT PAID
[REDACTED]						\$ 460.00

LIENHOLDER

ALLY FNCL
PO BOX 8128

COCKEYSVILLE
MD

21030



H00 V82 BH 0046000-0001 CS H00 092816 31 06813P1 323

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Type ▼New
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2014 Chevrolet Silverado 1500 Double Cab - What Your Car is Worth

Use Edmunds.com to accurately appraise your used car.

Zip Code & Style

Colors & Options

Condition & Mileage

True Market Value[®]

1 of 941

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Dealer Trade-in: **\$23,611**Private Party: **\$25,568**Dealer Retail: **\$27,217**

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- Absolutely no obligation to sell or buy

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e.g. 2FMDK3KCXB

[Get Started](#)[Where can I find my VIN?](#)

2014 Chevrolet Silverado 1500 Double Cab

LT 4dr Double Cab 6.6 ft. Bed

TMV[®] Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	\$20,737	\$22,394	\$23,749
Optional Equipment	\$1,921	\$2,215	\$2,506
Remote Engine Start	\$50	\$57	\$65
6-Way Power Driver's Seat	\$105	\$121	\$137
Universal Remote Transmitter	\$54	\$62	\$70
Power Driver's Seat Lumbar Adjustment	\$41	\$47	\$53
5.3L Flex Fuel V8 OHV 16V DI Engine w/VVT	\$405	\$467	\$528
20 Inch Polished Alloy Wheels	\$568	\$655	\$741
Trailer Wiring	\$53	\$62	\$70
Front Fog/Driving Lights	\$60	\$69	\$78
Front 110V Power Outlet	\$23	\$27	\$30
Rear Defogger	\$61	\$71	\$80
Wheel Locks	\$23	\$27	\$30
Multi-Zone Climate Control	\$200	\$230	\$261



Other Vehicles to Consider

RAM 1500



Versatility meets capability. Best-in-Class Aerodynamics.*

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* Disclaimer

RAM 1500



Versatility meets capability. Best-in-Class Aerodynamics.*

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RAM 3500



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Rear view Camera

\$200

\$230

\$201

Color Adjustment - Victory Red

\$-64

\$-69

\$-74

Regional Adjustment - for Zip Code 91364

\$131

\$142

\$150

Mileage Adjustment - 20,382 miles

\$886

\$886

\$886

Condition Adjustment - Clean

\$0

\$0

\$0

Total

\$23,611

\$25,568

\$27,217

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Dealer Retail

Certified Used Price

\$28,027

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RAM 1500

Versatility meets capability. Best-in-Class Aerodynamics.*
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* Disclaimer

3 of 89 For Sale

Near Woodland Hills, CA 91364

Used 2014 Chevrolet Silverado 1500 LT

49,590 mi

Stock: [redacted]
VIN: 3GCPCREC3EG [redacted]
Keyes Woodland Hills Buick GMC (2 mi)
(888) 787-6581

~~\$27,003~~

Get Special Offer

Used 2014 Chevrolet Silverado 1500 LT

27,717 mi

Stock: [redacted]
VIN: 3GCPCREC3EG [redacted]
Simi Valley Chevrolet (13 mi)
(866) 480-7931

\$40,460

Get Special Offer

Used 2014 Chevrolet Silverado 1500 LT

22,869 mi

Stock: [redacted]
VIN: 1GCVKREH2EZ3 [redacted]
Future Auto Sales (20 mi)
(866) 937-8551

~~\$29,995~~

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Your research isn't complete until you see the vehicle history report. Buy an AutoCheck report now!

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Check VIN

Get Pre-Approved for a Loan

Take control of your auto purchase with an up2drive drive check®.

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Get financing before you buy, regardless of your credit history.

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Compare Real Rates, Save Real Money

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2013 Chevrolet Volt
\$16,990

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Most Visited Makes

Toyota	Mazda	Dodge	GMC	Porsche	Tesla
Ford	Hyundai	Jeep	Cadillac	Land Rover	Suzuki
Honda	Mercedes-Benz	Subaru	Chrysler	Lincoln	Ram
Chevrolet	Volkswagen	Acura	Volvo	Jaguar	Fiat
Nissan	Audi	Kia	Mitsubishi	Scion	smart
BMW	Lexus	Infiniti	Buick	MINI	



VIA FAX ONLY

September 30, 2016

Brett Shainfeld, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: [REDACTED]
2014 Chevrolet Silverado
Vehicle Identification Number: 1GCRCREC2EZ [REDACTED]
Customer Relationship Specialist: Shannon

Dear Mr. Shainfeld:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2014 Chevrolet Silverado for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	\$ 13,318.32
(which includes sales tax of \$ 3,560.85)	
Total down payment	\$ 6,750.00
<u>DMV Registration</u>	<u>\$80.83</u>
Subtotal:	\$ 20,149.15
Less Rebates/Incentives	- \$ 5,750.00
Less Usage/Depreciation	- \$ 3,017.31
(Based on service event at 9,190 miles, less 20 miles on vehicle at purchase)	
Extended Service Contract	- \$ 1,495.00
<u>Negative Equity</u>	<u>- \$ 1,646.00</u>
Subtotal:	\$ 8,240.84
<u>Attorney's Fees</u>	<u>\$ 3,500.00</u>
Subtotal:	\$ 11,740.84

* Payoff to lien holder (good through 09/30/16) \$ 29,933.62

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	\$ 41,674.46

<i>Total due to attorney and client:</i>	\$ 11,740.84

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE
Attach.

CURRENT VEHICLE MILEAGE: _____

Client's Signature

Date

Client's Signature

Date

Shannon Hoerster (C)

From: Shannon Hoerster (C)
Sent: Monday, October 03, 2016 3:14 PM
To: 'Brett Shainfeld, Esq.'
Subject: [REDACTED]
Attachments: Release 100316.pdf; Itemized Offer 100316.pdf

Customer Name: [REDACTED]
SR# [REDACTED]
VIN# 1GCRCREC2EZ [REDACTED]
Year/Make/Model: 2014 Chevrolet Silverado

Dear Mr. Shaifeld,

Good afternoon, hope you're having a great Monday. Please see attachment for itemized offer and release.

Thank you,

Shannon

[Shannon](#) – BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914344

Fax: (586) 920-0770

- 2 -

September 22, 2016

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
09/19/16	\$412.51	\$142.42			\$554.93
08/10/16	\$471.77	\$83.16			\$554.93
07/18/16	\$430.27	\$124.66			\$554.93
06/14/16	\$450.79	\$104.14			\$554.93
05/17/16	\$430.52	\$124.41			\$554.93
04/14/16	\$436.47	\$118.46			\$554.93
03/14/16	\$458.06	\$96.87			\$554.93
02/18/16	\$417.59	\$137.34			\$554.93
01/14/16	\$435.51	\$119.42			\$554.93
12/15/15	\$441.86	\$113.07			\$554.93
11/17/15	\$436.34	\$118.59			\$554.93
10/19/15	\$422.47	\$132.46			\$554.93
09/17/15	\$429.24	\$125.69			\$554.93
08/18/15	\$436.18	\$118.75			\$554.93
07/21/15	\$413.36	\$141.57			\$554.93
06/18/15	\$424.73	\$130.20			\$554.93
05/19/15	\$431.99	\$122.94			\$554.93
04/21/15	\$426.14	\$128.79			\$554.93
03/23/15	\$433.64	\$121.29			\$554.93
02/24/15	\$400.59	\$154.34			\$554.93
01/21/15	\$389.86	\$165.07			\$554.93
12/16/14	\$406.67	\$148.26			\$554.93
11/14/14	\$419.14	\$135.79			\$554.93
10/16/14	\$365.91	\$189.02			\$554.93



PO Box 380901
Bloomington, MN 55438-0901

September 21, 2016

FELIX CHEVROLET, LP
3330 S FIGUEROA ST
LOS ANGELES, CA 90007

Customer: [REDACTED]
Account No.: [REDACTED]
Vehicle: 2014 CHEVROLET SILVERADO
VIN: 1GCRREC2EZ [REDACTED]

To Whom It May Concern:

You requested information on the amount needed to pay your account in full. Since Finance Charges accrue on a daily basis, the amount to pay your account in full will depend upon when we receive your payment.

When you send us your payment, we suggest you account for additional Finance Charges that accrue during the time it takes for the payment to reach us. For example, if it were to take 10 days from the date of this letter for the payment to reach us, then to pay your account in full you would need to send us the estimated amount provided below.

Present Unpaid Balance (includes Finance Charges accrued up to September 20, 2016)	\$	29,898.50
Late Charges Due	+	0.00
Other Charges Due	+	0.00
10 days of additional Finance Charges	+	35.12
Estimated Amount To Be Remitted	\$	29,933.62

If you anticipate the payment will reach us at a different time than stated above, you can calculate the amount you owe by adding Finance Charges that accrue after September 20, 2016 to the unpaid balance plus any late charges and other charges you owe. If you want to pay your account in full, you will need to pay \$29,898.50 plus an additional \$3.51 per day for Finance Charges that accrue after September 20, 2016, and any late charges and other charges you owe.

We will apply the amount you send us on the date we receive your payment. If the amount you send us is more than what you owe, we will refund the difference. If the amount you send us is not enough to pay the account in full on the date we receive your payment, you will still owe us the difference plus any additional Finance Charges that accrue.

Please return this letter with your remittance to Payment Processing Center, PO BOX 78234, PHOENIX, AZ 85082-8234. Please call us on the toll free number mentioned below if we can be of further service or answer any questions you may have.

Sincerely,
Ally Financial
888-925-ALLY (2559)
allyauto.com



VIA FAX ONLY

July 27, 2016

Brett Shainfield, Esq.
Shainfield & Anwar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: [REDACTED]
2014 Chevrolet Silverado
Vehicle Identification Number: 1GCRRCRE02EZ [REDACTED]
Customer Relationship Specialist: Shannon

Dear Mr. Shainfield:

This is to advise that General Motors is in receipt of the above referenced case dated July 19, 2016. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☐ Copy of owner's current title and/or registration	☐ Finance agreement
☐ Other: Service and maintenance records	☐ Buyer's agreement

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

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



VIA FAX ONLY

July 27, 2016

Brett Shainfeld, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: [REDACTED]
2014 Chevrolet Silverado
Vehicle Identification Number: 1GCRCREC2EZ [REDACTED]
Customer Relationship Specialist: Shannon

Dear Mr. Shainfeld:

This is to advise that General Motors is in receipt of the above referenced case dated July 19, 2016. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Other: Service and maintenance records

☒ Finance agreement
☒ Buyer's agreement

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

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

#15822B: Product Safety Recall - Seatbelt Lap Anchor Tensioner Cable - Driver's Side - (Jul 12, 2016)

Subject: 15822B – Seatbelt Lap Anchor Tensioner Cable – Driver’s Side

Models: 2014–2015 Chevrolet Silverado 1500 Series

2014–2015 GMC Sierra 1500 Series



A final remedy is now available for new, unused, and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer and GM Certified used vehicles in dealer’s possession. Vehicles in used inventory and customer vehicles that were inspected, and if necessary, repaired under the interim inspection procedure will also require this additional repair as the final remedy. The part information, service procedure, and warranty transaction information sections have been revised. Additionally, a copy of the customer notification letter has been included. Please discard all copies of bulletin 15822A.

Vehicles involved in this recall were placed on stop delivery April 11, 2016.

Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2014-2015 model year Chevrolet Silverado 1500 Series and GMC Sierra 1500 Series vehicles. Some of these vehicles have a condition in which the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle’s seat belts increasing the risk of injury to the driver.

Correction

Dealers are to enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts Information

Parts Pre-Ship Information – For USA and Canada

Note: An initial supply of the Bracket, Driver Seat Belt, Part Number 84160781 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to take place the week of July 4, 2016 and concluded the week of July 11, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled.

Tensioner Kits failure rate is only 2%. Limited stock available, dealers are encouraged not to order recall parts for use as shelf stock.

Lumbar Lever is for manual RPO only and estimated 7% of VINS impacted. Please check RPO before ordering, limited stock available on parts. Dealers are encouraged not to order recall parts for use as shelf stock.

Additional parts, if required, are to be obtained from GMCC&A, when ordering opens. Order parts on a CSO = Customer Special Order only. DRO's will be cancelled. All orders will be reviewed prior to being filled. A quantity limiter may be in effect.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

IMPORTANT NOTE: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order ONLY as CSO = Customer Special Order. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
84160781	Bracket, Driver Seat Belt	1

19328683	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329223	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329224	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329227	Tensioner Kit – Driver Seat Belt	1 (If Required)
23462096	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)
23462097	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)

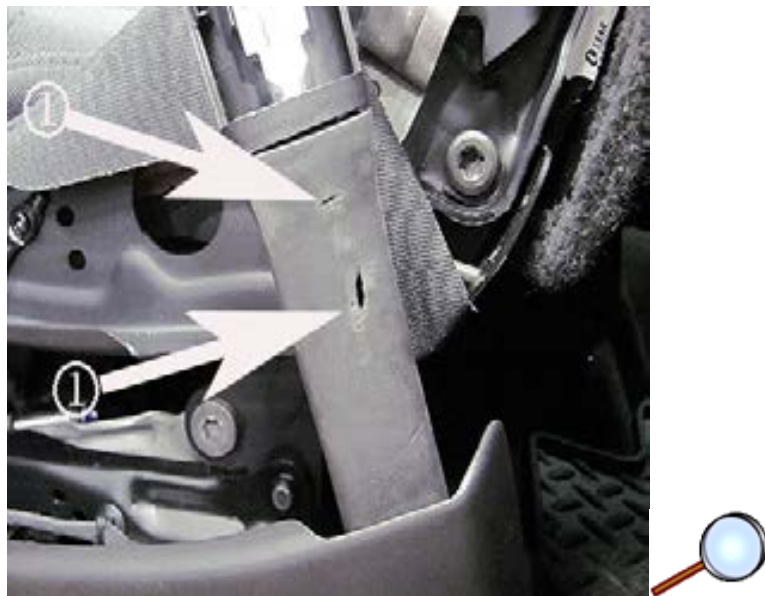
Service Procedure

Use the following steps to install a driver's side front seat belt tensioner bracket, revise the seat trim, and inspect the flexible steel cable and cover that connects the driver's side seat belt to the outboard side of the seat.

1. Move the driver seat to the full forward and full down position.



2. Inspect the tensioner cable cover for damage. Inspect the complete cable from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the tensioner while performing the bracket installation.
- If no damage is found, install the seat tensioner bracket using the existing tensioner.

BRACKET INSTALLATION

Note: The service bracket shown in the procedure below is bare metal. The service part that you receive will be coated with a black finish.

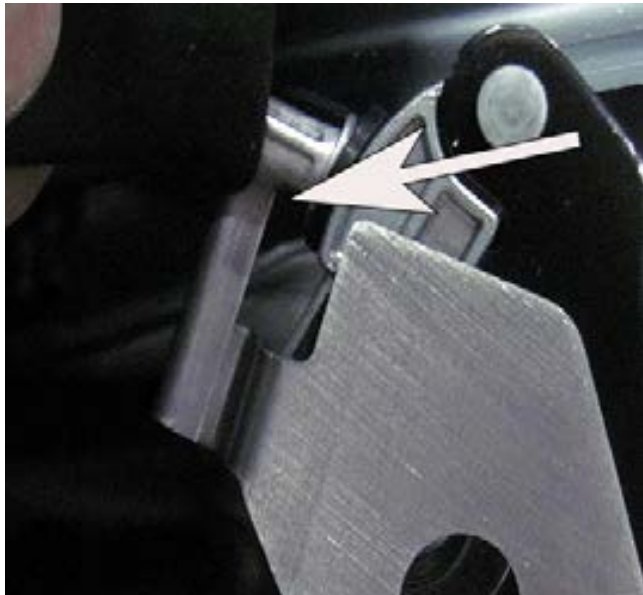
1. Remove the driver seat belt anchor plate tensioner cover. Refer to *Front Seat Belt Anchor Plate Tensioner Cover Replacement* in SI.



2. Remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



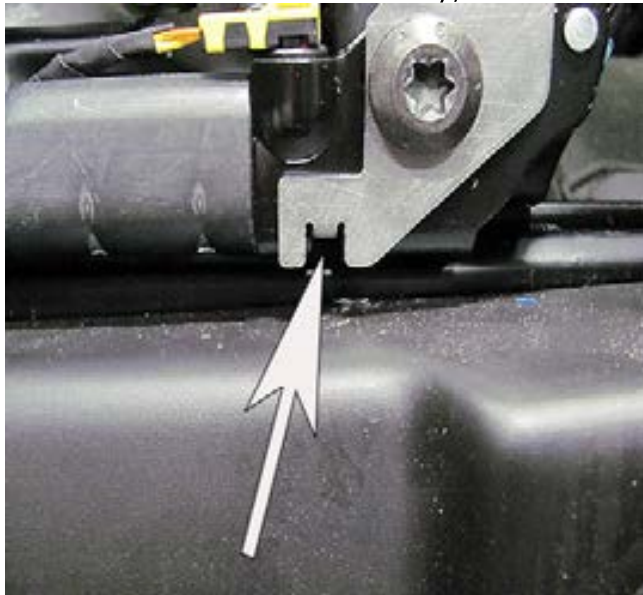
3. Install the service bracket as shown.



4. Ensure the tensioner cable is positioned on the outside of the tab on the bracket.

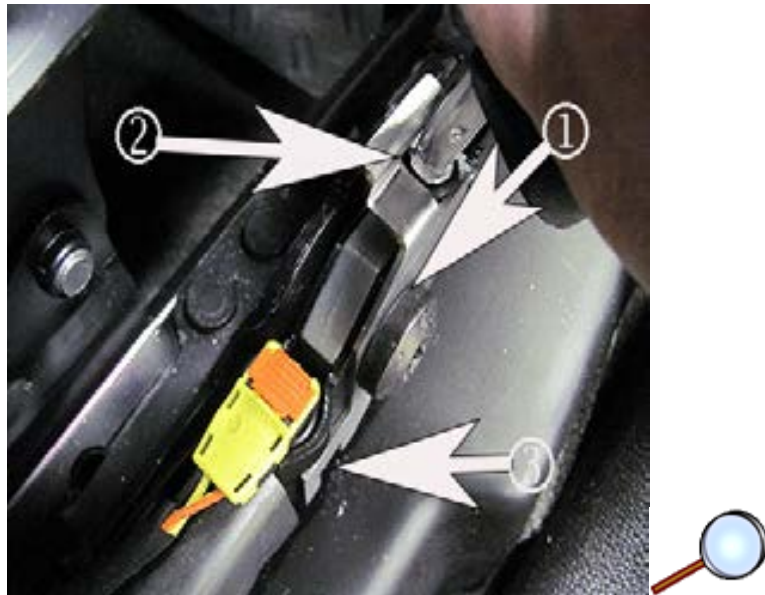


5. Assemble the tensioner assembly, service bracket and bolt.



6. Start the bolt and ensure the lower tab on the bracket is correctly positioned in the notch on the tensioner.



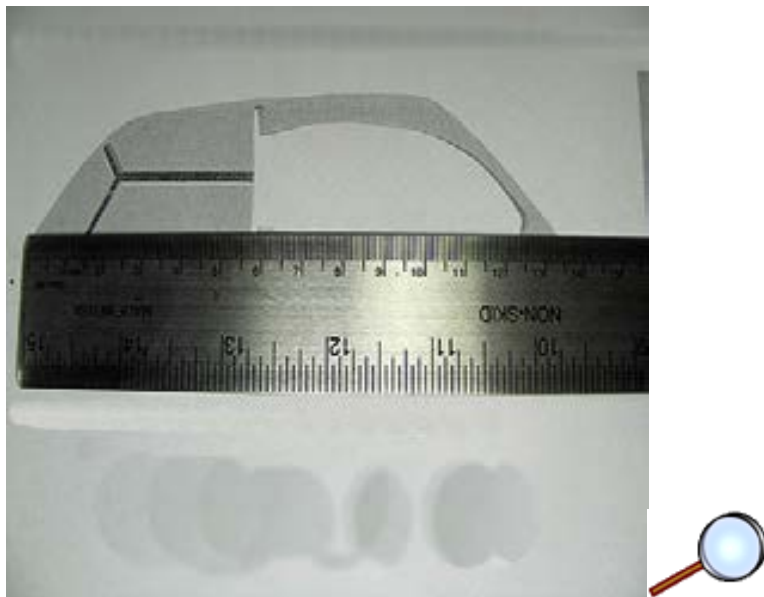


7. Verify the bolt is seated properly (1), the cable position is correct (2) and the lower tab is correctly positioned (3).
8. Tighten the mounting bolt: **Tighten** 45 Nm (33 lb ft).



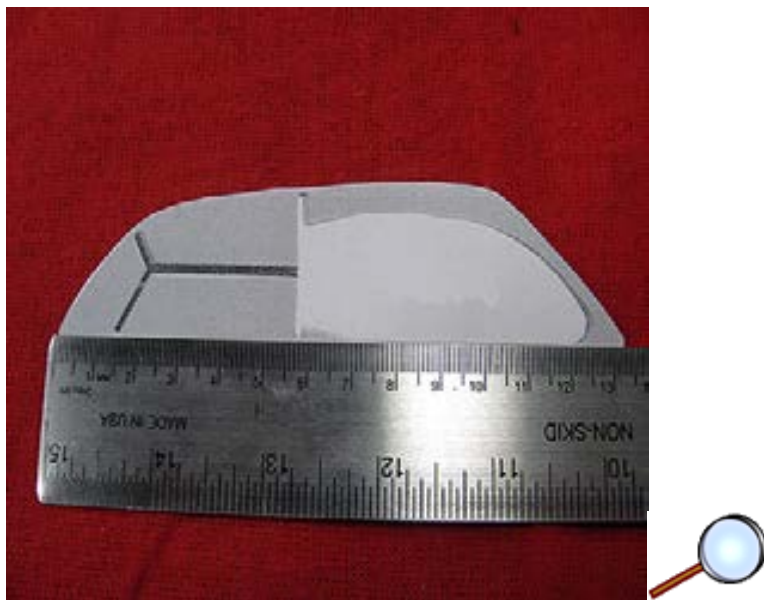
9. Use the following steps to modify the front seat cushion outer finish cover.
 - 9.1. Print the template below (bottom of the procedure) using a landscape format, ensure the print size is set at 100%.



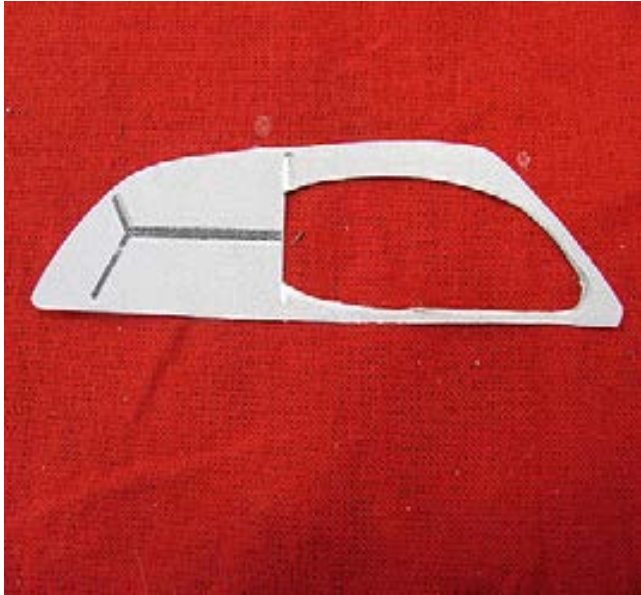


9.2. Measure the template as shown and ensure the measurement is 134 mm in length. If it is not 134 mm in length, increase or decrease the printer size until the length is correct.

TIP: Print the template on a Mylar sheet and create a permanent template for future use.



9.3. Cut the template out of the sheet. Verify the size.



9.4. Cut the center out of the template.



9.5. Position the template on the front seat cushion outer finish cover rubber grommet.





9.6. Using a paint pen, mark the area of the rubber grommet to be removed.





- 9.7. Using a razor knife, cut the marked area of the grommet. A solid backing plate will help in creating an even cut. Use care to make a clean looking cut.
10. Complete the installation of the seat belt anchor plate tensioner cover, seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

TEMPLATE

Print with Printer on Landscape Setting



Floor Plan Reimbursement

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement

should be charged as a net amount expense using the recall labor operation provided.

Courtesy Transportation – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9102394	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Modification ADD: Replace the Front Seat Belt Anchor Plate Tensioner*	0.6 0.4	N/A
9102186	Floor Plan Reimbursement	N/A	**

* Includes deployment of pyrotechnic device.

** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 91days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2014 Chevrolet Silverado LD	\$ 4.49	\$ 6.07
2015 Chevrolet Silverado LD	\$ 5.14	\$ 6.17
2014 GMC Sierra LD	\$ 4.59	\$ 6.28
2015 GMC Sierra LD	\$ 5.54	\$ 6.30

Customer Notification – For US and Canada

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

Customer Notification – For Export

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

Dealer Recall Responsibility – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect or noncompliance is remedied. In addition, it is a violation of Federal law for a dealer to sell service stock that is subject to this notification.

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

Dealer Recall Responsibility – All

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

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

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

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction or interim inspection procedure is performed consistent with the guidance in this bulletin.

IMPORTANT SAFETY RECALL

July 2016

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 model year Chevrolet Silverado Series 1500 and GMC Sierra Series 1500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in GM recall 15822.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?	The flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "tensioner cable") can fatigue and separate over time as a result of occupant movement into the driver's seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle's seat belts increasing the risk of injury to the driver.
What will we do?	Your GM dealer will enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly. This service will be performed for you at no charge . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of up to approximately 1 hour.
What should you do?	You should contact your GM dealer to arrange a service appointment as soon as possible.
Do you have questions?	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V209.

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

Jeffrey M. Boyer

Vice President

Global Vehicle Safety

Enclosure

GM Recall 15822

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

COML 09/30/2015 TO 09/30/2016 31 [REDACTED]

VEHICLE IDENTIFICATION NUMBER		1GCRREC2EZ [REDACTED]		DATE FIRST SOLD		CLASS		MAKE	
BODY TYPE MODEL		PK		00/00/2014		LA		CHEV	
DATE ISSUED		08/08/2015		TYPE VEH.		32P		Yr. Model	
				MP		G 2		2014	
				WC		E		TOTAL FEES PAID	
				UNLADEN/GCW		05115		\$485	
								1900	

03ZUR
1-4210-01-00000

ALLY FNCL
PO BOX 8128
COCKEYSVILLE

MD



W0154
R0070
L0231

21030
142072920150796

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

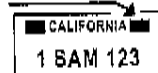
A 1000000000

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE
1. CLEAN SURFACE THOROUGHLY. SCRAPE
OFF ACCUMULATED STICKERS (STICKER
WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE
AS SHOWN BELOW:
MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate



RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2014 Chevrolet Silverado, bearing Vehicle Identification Number 1GCRCREC2EZ[REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors LLC of \$41,674.46, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges General Motors LLC, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$11,740.84, made payable to [REDACTED] and Shainfeld & Anvar, P.C.; the second in the amount of \$29,933.62, made payable to Ally Financial.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors, will execute a limited Power of Attorney in favor of General Motors to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors upon receipt of \$41,674.46, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors shall make payment of said consideration to Releasor(s) of \$41,674.46, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2014 Chevrolet Silverado as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 22,971 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of \$0.445 cents per mile in excess of the agreed

Initials: _____

upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s);

(d) That neither General Motors's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF
_____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____, by [REDACTED].

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

*Established Since 1921**Felix Chevrolet*

3330 South Figueroa Street
Los Angeles, California 90007-3795
(213) 748-6141

DATE: May 19, 10

ATTN: [REDACTED]

FIRM: _____

FROM: [REDACTED]

TEL: (213) 748-6141 EXT: 5201

FAX: (213) 749-1371

NOTE: SR [REDACTED]

11

Customer Number

Invoice No

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 2

Call



CLAWHIT

SERVICE ADVISOR 4563 PIERRE D LOUIS

COCH	YEAR	MAKE/MODEL	VIN	LICENSE	M/LEAD IN/OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRGCE2E2		18386 / 18386	
DEL DATE	PRCD DATE	WARR EXP	PROM SED	PONO	RATE	PAYMENT
06SEP14			1700C9APR16			CASH
R.O. OPENED	BOOKED	OPTIONS: SOLID SYR ENG 5.3 LITRE AUTOMAT.C				
140411APR16	122111APR16					
LINE	CHG	TECH	TYPE	HOURS	LIST	NET
						TOTAL

A CUST STATES THEFT WARNING LIGHT IS ON AND VEHICLE WILL NOT START -

CHK AND ADVISE

CAUSE: FAULTY BATTERY

4041510 BATTERY REPLACEMENT

4256 NO 1.70

1 8864065 93RPG BATTERY

PC. PARTN: 8864065 COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

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

18386 SLOW CRANK, BATTERY DISCHARGED, TEST BATTERY WITH OKS,

BATTERY FAILED TEST 4041510 0.70 REPLACE BATTERY AND RETEST THEFT

DTERRENT SYSTEM, BATTERY 42507L-02000-14001

B CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE

INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID

LEVELS A / / / / /

3131 DONE

4256 1SA 3.20

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

18386 3.20 COMPLETED, TIRE DEPTH 6/32, BRAKES OK

(N/C)

0.00

C CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION

TO MANUFACTURER'S SPECIFICATIONS / /

CAUSE: TIRE PRESSURE - RECOMMENDED: 32 PSI (FRONT) 30 PSI (REAR)

0401 DONE

4255 1SA 0.00

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

18386 32 PSI

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

(N/C)

0.00

- 12607

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUPPLIES AMOUNT	
USE CHARGES	
TOTAL CHARGES	
LOSS INSURANCE	
TAXES	
PLEASE PAY THIS AMOUNT	

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

BAR AND 11/28/

EPA 34058137210

Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 743-6141

'INVOICE'

Page 2 of 2

Call:



DEALER'S

SERVICE ADVISOR: 4583 PIERRE D LOUIS

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
VICTORY RE		14		CHEVROLET SILVERADO		1GCRKNC02F2				18365 / 18365			
DEL DATE		PROD DATE		WASH EXP		PROMISED		PD NO		RATE		PAYMENT	
06SEP14						17 00 09APR16						CASH	
9.5 OPENED				BOOKED		OPTIONS: SOLD:STK		ENG:5.3L 4800		RN AUTOMATIC		11APR16	
14.04 09APR16				12 21 11APR16									
LINE		QCODE		TECH		TIME		HOURS		LIST		NET	
TOTAL												TOTAL	

AS A RESULT OF CALIFORNIA'S CURRENT DROUGHT EMERGENCY AND STATE MANDATED WATER USAGE CUTBACKS WE ARE NO LONGER ABLE TO WASH CUSTOMER VEHICLES. FELIX CHEVROLET AND ALL OF OUR EMPLOYEES THANK YOU FOR YOUR UNDERSTANDING DURING THIS DIFFICULT TIME



Felix Chevrolet & Cadillac

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL FLUIDS	\$ 0.00
WAXES	\$ 0.00
WASH CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

BAR AND 131281

EPA CAD981373210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

**Thank You
For
Your Business!**

RO#

Customer Name

Invoice No:

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-5141

"INVOICE"

Page 1 of 2

Cell:



Genuine

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	*EAL	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG
VICTORY_HZ	14	CHEVROLET SILVERADO	1GCR0C0C2E2		13873 / 13873	
DEL DATE	PROD DATE	WARR EXP	PROVIDED	PO NO	RATE	PAYMENT
08SEP14			WAIT 28DEC15			CASH
RO OPENED	BOOKED	OPTIONS: SOLD STRIP ENG S.S. LEE TRM AUTOMAT				
1320 28DEC15	1711 28DEC15					

LINE 060005 TECH TYPE: 1000AS LIST NET TOTAL

A 2014 MY CHEVROLET 3 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 3 YR (MAX OF 4) FREE MAINTENANCE SERVICES0600723 2014 MY CHEVROLET 2 YR SCHEDULED
MAINTENANCE PROGRAM

4524 MC 3.60

1 19310000 (S) FILTER

5 19259487 OIL

1 1526906 (E) SEAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
13873 OIL CHANGE AND TIRE ROTATION 0.60 PERFORM OIL CHANGE, REPLACE
FILTER, CHECK AND TOP OFF ALL FLUIDS PERFORM TIRE ROTATIONB CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS / /

CAUSE: TIRE PRESSURE (RECOMMENDED) LF RF RR LR BRAKER LF RF RR LR

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

4524 ISA 3.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE 3:
13873 TIRE PRESSURE ALL TIRES AT 35 (PSI)C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID

LEVELS A / /

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS

4524 ISA 3.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:
13873 INSPECTION 0.20 PERFORM OIL CHANGE, REPLACE FILTER, CHECK AND

1-12607

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
BLEET AMOUNT	
WASH CHARGE	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

BAR ARD 131281

EPA CARB 373210

Customer Number

Invoice No

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748 8111

INVOICE

Page 2 of 2

Call



DIRECTOR

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
VICTORY BL		14	CHEVROLET SILVERADO		1GCRGCE2E2		13873 / 13873	
DEP. DATE	PRIC. DATE	WARR EXP.	PROMISED		POND	DATE	PAYMENT	INV. DATE
06SEP14			WAIT 29DEC15				CASH	29DEC15
90 OPENED		BOOKED		OPTIONS 5000 STK		ENGINE 1700 AN AUTOMATIC		
13:00 29DEC15		17:11 29DEC15						
LINE			OPCODE			TECH TIME HOURS		
						LIST	NET	TOTAL

TOP OFF ALL FLUIDS ALL WHEELS OK ALL LIGHTS OK HALL BELTS OK AIR FILTER
OK WIPER BLADES OK TIRE\$ AT 5/32 BRAKES AT 8MM

A CUSTOMER STATES THERE IS A COOLANT LEAK CHECK (AND SEEMS IS LEAKING
FROM COOLANT RESERVOIR CONTAINER)

CAUSE:

JMSIC DIAGNOSIS MISC

4524 MC 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE D:

(M/C)

0.00

13873 COOLANT LEAK VERIFY CUSTOMER CONCERN PRESSURE TEST COOLING
SYSTEM NO COOLANT LEAK WAS FOUND

AS AS RESULT OF CALIFORNIA'S CURRENT DROUGHT
EMERGENCY AND STATE MANDATED WATER USAGE
CUTBACKS WE ARE NO LONGER ABLE TO WASH
CUSTOMER VEHICLES. FELIX CHEVROLET AND
ALL OF OUR EMPLOYEES THANK YOU FOR YOUR
UNDERSTANDING DURING THIS DIFFICULT TIME



Felix Chevrolet Service Plus

A COMMITMENT TO EXCELLENCE

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTAL \$
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
OIL OIL LUBE	\$ 0.00
SLURRY AMOUNT	\$ 0.00
WASH CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

BAR ARD 1/31251

EPA CAD 1/31251

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6182

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer.

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

**Thank You
For
Your Business!**

NO. 1

Customer Number:

Invoice No:

FELIX CHEVROLET CO.

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

Page 1 of 3



0.00000

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE AT CDT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRCHG22Z		010019190	
DEL DATE	PROD DATE	WARR EXP	PROVIDED	PO NO	DATE	PAYMENT
05SEP14		17:00 04AUG15				
NO OPENED	BOOKED	OPTIONS	SCLE STR	ENGINE	LAW	RR AUTOMAT
10.16 03AUG15	14.36 04AUG15					

LINE	OPCODE	TRCH	TYPE	HOURL	TEST	NZT	TOTAL

A TORQUE IN BY ROADSIDE CUST STATES THAT VEHICLE WONT STOP BRAKE PEDAL.

IS VERY HARD

CAUSE: LEAKING

RBRK PERFORM BRAKE SYSTEM REPAIR

4544 MC 1.90

1 22115220 51 BOOSTER

CAL

1 20935765 151 CYLINDER

2 15239616 FLUID

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
 5190 MASTER CYLINDER FOUND REAR MAIN SEAL LEAKING, CAUSING BRAKE
 BOOSTER TO FAIL AS WELL. 2440103 1.90 REMOVED LEAKING MASTER CYLINDER
 ASSEMBLY AND PROCEEDED TO REPLACING FAILED BRAKE BOOSTER. BENCHED BLEED
 NEW MASTER CYLINDER AND INSTALLED ONTO NEW BRAKE BOOSTER. BLEED BRAKES
 SYSTEM.

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

0.00

B CAMP 515203 REAR BRAKE LINE BRACKET BOLT TO REAR AXLE LOOSE

CAUSE: CAMP

GMRS 5M RECALL

4544 MC 0.30

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

5190 RECALL 5101576 0.30 PERFORMED RECALL. INSPECTED RIGHT REAR
 BRAKE LINE BRACKET BOLT AND TORQUED TO SPEC.

(N/C)

0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
 INSPECTION, EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
 TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
 LEVELS AND OIL.

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM
 EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
 TREAD DEPTH, PERFORM VISUAL BRAKE
 INSPECTION, INSPECT ALL FLUID LEVELS AND

4544 SA 2.20

1-12007

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL FLUID	
SUBLET AMOUNT	
WEC CHARGE	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(N/C)

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

DAR AND 12:25:

EPA CAR0631373210

Customer Number

Invoice No:

FELIX CHEVROLET CO.

3300 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 788-5101

"INVOICE"

Page 2 of 3

Cell



04 AUG 16

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

VEHICLE			SERVICE ADVISOR: 4489 FELIPE MARTINEZ			
YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		TAC
VICTORY RE	14 CHEVROLET SILVERADO	1GCHRCFC2F2		9190 / 9190		
DATE	PROD. DATE	WARRANTY	PROVIDED	PO NO.	RATE	PAYMENT
08SEP14			7:00C44UG15			CASH
RO OPENED		BOOKED		OPTION 5000-STR		
10:16 03AUG15		14:36 04AUG15		EXCESS 11-TRN AUTOMATIC		

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

9190 VEHICLE INSPECTION 0.20 VEHICLE INSPECTION

0 CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

4544 TSA 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

9190 CHECK TIRE PRESSURE CORRECT TIRE PRESSURE TO 32 PSI, ALL TIRES
DOT NUMBERS ARE AS FOLLOWS 2714

2** 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM

CAUSE: 2014 CHEVROLET 2 YR MAX OF 41 PRE MAINTENANCE SERVICES

0600723 2014 MY CHEVROLET 2 YR SCHEDULED

MAINTENANCE PROGRAM

4544 WC 0.00

1 19330000 (S) FILTER

1 3516966 (S) SEAL

8 19259487 OIL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

9190 2 YR SCHEDULED MAINTENANCE PROGRAM 0.60 PERFORM 2 YR SCHEDULED
MAINTENANCE PROGRAM

F** RENTAL REQUIRED 0.15 AT 6 AM

CAUSE:

0605 NO RENTAL GIVEN

95 14-0-0-00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

9190 NO RENTAL GIVEN "SERVICE IS OUR MOST IMPORTANT PRODUCT"

1- 2607

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

BAR ARD 131251

MPX 120581373240

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

*Established Since 1921**Felix Chevrolet* 

3330 South Figueroa Street
Los Angeles, California 90007-3795
(213) 748-6141

DATE: 7.28.10

ATTN: Shannon Hoerster

FIRM: _____

FROM: Jim Ryan

TEL: (213)748-6141 EXT: 5201

FAX: (213)749-1371

NOTE: SR [REDACTED]

#14

Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 1 of 3

Cell:



DLR #20170

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

COLOR		YEAR		MAKE/MODEL		SERVICE ADVISOR: 4409 FELIPE MARTINEZ					
				VIN		LICENSE		MILEAGE IN / OUT		TAG	
VICTORY RE		14		CHEVROLET SILVERADO		1GCRREC2EZ		20382 / 20394			
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE	
06SEP14						17:00 28MAY16				CASH	
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:		ENG:5.3 Liter		TRN:AUTOMATIC		INV. DATE	
11:50 28MAY16		15:52 02JUN16								02JUN16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THAT BRAKE PEDAL GETS VERY HARD TO PRESS & VEH WONT STOP
CAUSE: LEAKING INTERNALLY

DBRK PERFORM BRAKING SYSTEM DIAGNOSIS

4232 WC 2.80

1 12669488 (S) PUMP (N/C)

ALLEN (N/C)

1 23135228 (S) PIPE (N/C)

CAL

1 23135220 (S) BOOSTER (N/C)

1 20925765 (S) CYLINDER (N/C)

1 12658179 (S) BELT (N/C)

WIN

1 12658178 (S) BELT KIT (N/C)

1 Z5000 (N/C)

1 Z5000 (N/C)

3 19299818 FLUID (N/C)

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

20394 CHECKED FOUND BRAKE PEDAL HARD, MEASURED VACCUUM GOING TO
BOOSTER, FOUND HAVING PROPER VACCUUM, CHECKED FOUND OIL IN BRAKE
BOOSTER, CHECKED FOR BULLETIN FOUND PIT5361A, Diagnostic Tip -
Additional Brake Pedal Effort, TO REPLACE VARIOUS COMPONENTS. 2480118
2.80 Replaced vacuum pump, belt, vacuum pump to booster hose, vacuum
brake booster, and brake master cylinder.

B CUST STATES THAT SERV ENG SOON LIGHT STAYS ON
CAUSE:

DFUEL DIAGNOSE FUEL SYSTEM/CHOKES

4232 WC 0.00

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

20394 RELATED TO LINE A HAVING DTC P0174 AND P0171 ENGINE RUNNING
LEAN. RELATED TO LINE A HAVING DTC P0174 AND P0171 ENGINE RUNNING CLEAN.

C 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM

CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES

|-|2607

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

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR ARD 131281

EPA CAD981373210

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 2 of 3



DLK #20170

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRREC2EZ		20382 / 20394	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT
06SEP14			17:00 28MAY16			CASH
R.O. OPENED	BOOKED	OPTIONS: SOLD-STR: [REDACTED] ENG:5.3 Liter TRN:AUTOMATIC				
11:50 28MAY16	15:52 02JUN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

0600723 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
4232 WC 0.30 (N/C)
1 19330000 (S) FILTER (N/C)
9 88865553 DEXOLS SYNTHETIC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
20394 SERVICE 0.30 PERFORMED OIL AND OIL FILTER CHANGE SERVICE.

D CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION TO MANUFACTURER'S SPECIFICATIONS / / /
CAUSE: TIRE PRESSURE (RECOMMENDED) LF RF RR LR BRAKES LF RF RR LR
0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION TO MANUFACTURER'S SPECIFICATIONS

4232 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
20394 CHECK ADJUSTED TIRE PRESSURE TO 35 PSI.

E CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID LEVELS A / / / / /

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID LEVELS A / / / / /

4232 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
20394 INSPECTION 0.00 PERFORMED MULTI POINTS VEHICLE INSPECTION
8/32, LR 9/32, RF 8/32 AND RR 9/32 BRAKE PADS ABOUT FRONT: 5 MM REAR: 6 MM.

~2607

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

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

BAR ARD 131281

EPA CAD981373210

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 3 of 3

Cell: [REDACTED]



DLR #20170

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRCEC2EZ		20382 / 20394		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	
06SEP14			17:00 28MAY16			CASH	
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED] ENG: 5.3 Liter TRN: AUTOMATIC					
11:50 28MAY16	15:52 02JUN16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AS A RESULT OF CALIFORNIA'S CURRENT DROUGHT
EMERGENCY AND STATE MANDATED WATER USAGE
CUTBACKS, WE ARE NO LONGER ABLE TO WASH
CUSTOMER VEHICLES. FELIX CHEVROLET AND
ALL OF OUR EMPLOYEES THANK YOU FOR YOUR
UNDERSTANDING DURING THIS DIFFICULT TIME

**Goodwrench Service Plus**

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

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

BAR ARD 131281

EPA CAD981373210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer.

Service Department Hours

Monday to Friday

7am - 7pm

Saturday

8am - 2pm

**Thank You
For
Your Business!**

RO # [REDACTED]

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 2



DLR #28170

SERVICE ADVISOR: 4563 PIERRE D LOUIS

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG							
VICTORY RE		14		CHEVROLET SILVERADO		1GCRREC2EZ				18386 / 18386									
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE					
06SEP14						17:00 09APR16						CASH		11APR16					
R.O. OPENED				BOOKED				OPTIONS: SOLD-STK								ENG:5.3 Liter TRN:AUTOMATIC			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THEFT WARNING LIGHT IS ON AND VEHICLE WILL NOT START

CHK AND ADVISE

CAUSE: FAULTY BATTERY

4041510 BATTERY REPLACEMENT

4256 WC 0.70

1 88864065 94RPG BATTERY

FC: PART#: 88864065 COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

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

18386 SLOW CRANK, BATTERY DISCHARGED, TEST BATTERY WITH GRG,

BATTERY FAILED TEST 4041510 0.70 REPLACE BATTERY AND RETEST THEFT

DETERRENT SYSTEM, BATTERY #EJU7L-02CDG-140G1

B CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A / / / / /

0101 DONE

4256 ISA 0.20

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

18386 0.20 COMPLETED, TIRE DEPTH 8/32, BRAKES BMM

C CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS / /

CAUSE: TIRE PRESSURE NOT RECOMMENDED FOR LOADS

0401 DONE

4256 ISA 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

18386 32 PSI "SERVICE IS OUR MOST IMPORTANT PRODUCT"

2607

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

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

BAR ARD 131281

EPA CAD981373210

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 2 of 2

Cell: [REDACTED]

SERVICE ADVISOR: 4563 PIERRE D LOUIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRREC2E2	[REDACTED]	18386 / 18386	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06SEP14			17:00 09APR16			CASH
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK [REDACTED] ENG:5.3 Liter TRN:AUTOMATIC				
14:04 09APR16	12:21 11APR16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AS A RESULT OF CALIFORNIA'S CURRENT DROUGHT
EMERGENCY AND STATE MANDATED WATER USAGE
CUTBACKS WE ARE NO LONGER ABLE TO WASH
CUSTOMER VEHICLES. FELIX CHEVROLET AND
ALL OF OUR EMPLOYEES THANK YOU FOR YOUR
UNDERSTANDING DURING THIS DIFFICULT TIME


Goodwrench Service Plus

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

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

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

BAR ARD 131281

EPA CAD981373210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer.

Service Department Hours

Monday to Friday

7am - 7pm

Saturday

8am - 2pm

**Thank You
For
Your Business!**

RO #: [REDACTED]

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 1 of 2

Cell: [REDACTED]



DLR #20170

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE, IN / OUT	TAG	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRRC2E2Z		13873 / 13873		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06SEP14			WAIT 29DEC15			CASH	29DEC15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK	ENG: 5.3 Liter TRN: AUTOMATIC
13:30 29DEC15	17:11 29DEC15		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES

0600723 2014 MY CHEVROLET 2 YR SCHEDULED
MAINTENANCE PROGRAM

4524 WC 0.60

1 19330000 (S) FILTER

9 19259487 OIL

1 3536966 (S) SEAL

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

13873 OIL CHANGE AND TIRE ROTATION 0.60 PERFORM OIL CHANGE, REPLACE

FILTER, CHECK AND TOP OFF ALL FLUIDS PERFORMED TIRE ROTATION

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS / /

CAUSE: TIRE PRESSURE (RECOMMENDED) LF RF RR LR BRAKES LF RF RR LR

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE

INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

4524 ISA 0.00

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

13873 TIRE PRESSURE ALL TIRES AT 35 [PSI]

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A / / /

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS

4524 ISA 0.00

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

13873 INSPECTION 0.20 PERFORM OIL CHANGE, REPLACE FILTER, CHECK AND

~|2607

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

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

BAR ARD 131281

EPA CADB81373210

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 2 of 2

Cell [REDACTED]



DLR #20170

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	1GCRRCRC2EZ	[REDACTED]	13873 / 13873	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06SEP14			WAIT 29DEC15			CASH
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK [REDACTED] ENG:5.3 Liter TRN:AUTOMATIC				
13:30 29DEC15	17:11 29DEC15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TOP OFF ALL FLUIDS. ALL HOSES OK. ALL LIGHTS OK. SALL BELTS OK. AIR FILTER OK. WIPER BLADES OK. TIRES AT 9/32. BRAKES AT 8MM.							

D CUSTOMER STATES THERE IS A COOLANT LEAK CHECK (AND SEEMS IS LEAKING FROM COOLANT RESERVOIR CONTAINER)

CAUSE:

DMISC DIAGNOSE MISC

4524 WC 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)

13873 COOLANT LEAK VERIFY CUSTOMER CONCERN PRESSURE TEST COOLING SYSTEM NO COOLANT LEAK WAS FOUND

AS A RESULT OF CALIFORNIA'S CURRENT DROUGHT EMERGENCY AND STATE MANDATED WATER USAGE CUTBACKS WE ARE NO LONGER ABLE TO WASH CUSTOMER VEHICLES. FELIX CHEVROLET AND ALL OF OUR EMPLOYEES THANK YOU FOR YOUR UNDERSTANDING DURING THIS DIFFICULT TIME

Goodwrench Service Plus

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

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

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

BAR ARD 131281

EPA CAD981373210

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer.

Service Department Hours

Monday to Friday

7am - 7pm

Saturday

8am - 2pm

Thank You For Your Business!

RD # [REDACTED]

Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 3

Call:



DLR #20170

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE-IN / OUT		TAG
VICTORY RE	14	CHEVROLET SILVERADO		1GCRREC2EZ			9190 / 9190		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
06SEP14			17:00 04AUG15				CASH	04AUG15	

R.O. OPENED

BOOKED

OPTIONS: SOLD-STK

ENG:5.3 Liter TRN:AUTOMATIC

10:16 03AUG15

14:36 04AUG15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A TOWED IN BY ROADSIDE CUST STATES THAT VEHICLE WONT STOP BRAKE PEDAL
IS VERY AHRD

CAUSE: LEAKING

RBKK PERFORM BRAKE SYSTEM REPAIR

4544 WC 1.80

1 23135220 (S) BOOSTER

CAL

1 20925765 (S) CYLINDER

2 19299818 FLUID

(N/C)

(N/C)

(N/C)

(N/C)

0.00

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

9190 MASTER CYLINDER FOUND REAR MAIN SEAL LEAKING CAUSING BRAKE
BOOSTER TO FAIL AS WELL 2440100 1.80 REMOVED LEAKING MASTER CYLINDER
ASSEMBLY AND PRECEDED TO REPLACING FAILED BRAKE BOOSTER. BENCHED BLED
NEW MASTER CYLINDER AND INSTALLED ONTO NEW BRAKE BOOSTER. BLED BRAKES
SYSTEM.*****
B CAMP #15203 REAR BRAKE LINE BRACKET BOLT TO REAR AXLE LOOSE

CAUSE: CAMP

GMRE GM RECALL

4544 WC 0.30

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

9190 RECALL 9101576 0.30 PERFORMED RECALL INSPECTED RIGHT REAR

BRAKE LINE BRACKET BOLT AND TORQUED TO SPEC

(N/C)

0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLEINSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM
EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS A

4544 ISA 0.20

(N/C)

2607

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

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

BAR ARD 131281

EPA CAD881373210

Invoice No:

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 2 of 3

Cell:

DLR #20170

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 3 of 3

Cell [REDACTED]



DLR #20176

SERVICE ADVISOR: 4489 FELIPE MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRREC2EZ		9190 / 9190		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06SEP14			17:00 04AUG15			CASH	04AUG15
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK: ENG:5.3 Liter TRN:AUTOMATIC			
10:16 03AUG15		14:36 04AUG15					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Your Satisfaction is very important to all of us at Felix Chevrolet, if you have any questions or concerns please contact any of our service team at 213-748-6141

As a result of the ongoing drought emergency and mandatory water usage cutbacks we regret we are unable to wash all customer vehicles.

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

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

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

BAR ARD 131281

EPA CAD981373210

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer.

Service Department Hours

Monday to Friday

7am - 7pm

Saturday

8am - 2pm

Thank You For Your Business!

RO # [REDACTED]

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 1 of 2

Cell: [REDACTED]



DLR #20170

SERVICE ADVISOR: 4307 CARLOS M RAMOS

VICTORY RE	14	CHEVROLET SILVERADO	1GCRREC2E2	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06SEP14			WAIT 18APR15			CASH	18APR15
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED] ENG:5.3_Lit6TRN:AUTOMATIC					
08:37 18APR15	10:15 18APR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES
0600723 2014 MY CHEVROLET 2 YR SCHEDULED
MAINTENANCE PROGRAM
4537 WC 0.60 (N/C)
1 19330000 (S) FILTER (N/C)
9 19259487 0W20 DEXOLS OIL (N/C)
1 3536966 (S) SEAL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
6128 OIL CHANGE & TIRE ROTATION 0.60 PERFORM OIL CHANGE, REPLACE
FILTER, CHECK AND TOP OFF ALL FLUIDS.

B. CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS
4537 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
6128 TIRE PRESSURE TIRE PRESSURE SET TO 32 PSI

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY
MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID LEVELS A
4537 ISA 0.00 "SERVICE IS OUR MOST IMPORTANT PRODUCT" (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
6128 INSPECTION 0.20 MPI PERFORMED.

~2607

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

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

BAR ARD 131281

EPA CAD981373210

[REDACTED]	[REDACTED]	[REDACTED]

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 2 of 2

Cell: [REDACTED]



ULR #20170

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRREC2E2		6128 / 6128		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
06SEP14			WAIT 18APR15			CASH	
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [REDACTED] ENG:5.3 Liter TRN:AUTOMATIC					
08:37 18APR15	10:15 18APR15	18APR15					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact our Service Manager Jim Ryan at 213-748-6141 extension 5201. We want to thank you for choosing Felix Chevrolet.

**Goodwrench Service**

FELIX CHEVROLET AND CADILLAC

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

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

BAR ARD 131281

EPA CAD981373210

**Your Complete
Satisfaction is
our Goal**

Let us know if you have any
questions or concerns.

FELIX CHEVROLET

1-800-576-6162

**Complimentary
Car Wash**

each and every time
you use our
SERVICE DEPARTMENT.
That's just one of the
benefits of being a
Felix Chevrolet and Cadillac
customer.

Service Department Hours

Monday to Friday
7am - 7pm

Saturday
8am - 2pm

**Thank You
For
Your Business!**

RO # [REDACTED]

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE

Page 1 of 1

Cell: [REDACTED]



DLR #20170

SERVICE ADVISOR: 4358 CHRISTIAN GONZALE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
VICTORY RE		14	CHEVROLET SILVERADO		1GCRREC2EZ		5927 / 5927		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
06SEP14			17:00 11APR15				CASH	15APR15	
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK: ENG:5.3_Liter TRN:AUTOMATIC					
08:53 11APR15		10:32 15APR15							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES
0600723 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM

99 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION TO MANUFACTURER'S SPECIFICATIONS

0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION TO MANUFACTURER'S SPECIFICATIONS

99 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID LEVELS A

0101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID LEVELS A

99 ISA 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Goodwrench Service Plus

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact our Service Manager at (213) 748-6141 extension 5201. We want to thank you for choosing Felix Chevrolet.

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

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

BAR ARD 131281

EPA CAD981373210

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer.

Service Department Hours

Monday to Friday
7am - 7pm

Saturday
8am - 2pm

Thank You For Your Business!

RO #: [REDACTED]

Customer Number

Invoice No:

FELIX CHEVROLET CO.3330 S F GUERDA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

INVOICE*

Page 3 of 3



OUR ID# 012

SERVICE ADVISOR: 4489 FELIX MARTINEZ

DATE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
VICTORY RE	14	CHEVROLET SILVERADO	G0R0REC2E2		5190 / 5190	
DEL DATE	PROD DATE	WARR EXP	PROVINCE	PO NO	RATE	PAYMENT
08SEP14			1700 04AUG15			CASH
RO DRENED	BOOKED	OPTIONS: SOLD STR				
10:16 03AUG15	14:36 04AUG15	ENGINE'S LAR TRK AUTOMATIC				
LINE			OPCODE	TRCH	TYPE	NOORS
			LIST	NET	TOTAL	

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact any of our service team at 213-748-6141.
As a result of the ongoing drought emergency and mandatory water usage cutbacks we regret we are unable to wash all customer vehicles.

**Goodyear Service Plus**

GOODYEAR SERVICE PLUS

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

July 4th 17th

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES TAX	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

BAR AND 131781

EPA CAC081370210

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

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer.

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

Thank You For Your Business!

RO #:

Customer Number

Invoice No:

FELIX CHEVROLET CO.

INVOICE

3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-5141

Page 1 of 2



SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	GENC	RELEASE/OUT	TAO	
VICTORY RF	14	CHEVROLET SILVERADO	1GCRRC222		6126 / 6126		
DEL DATE	PROD DATE	WARR EXP.	PROMISE	PO NO.	RATE	PAYMENT	INT DATE
06SEP14			WAIT 18APR15			CASH	18APR15
RO OPENED		600000	OPTIONS SOLD: 500		ENGINE: 3.6L ITRN/AUTOMATIC		
06:37 16APR15		10:15 18APR15					

LINE	QTY	TECH TYPE	HOURS	LIST	NET	TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM
CAUSE: 2014 CHEVROLET 2 YR (MAX OF 4) FREE MAINTENANCE SERVICES

6601721 2014 MY CHEVROLET 2 YR SCHEDULED

MAINTENANCE PROGRAM

4537 KC 0.60

1 19330000 (S) FILTER

9 19259467 6W20 OXOLS OIL

1 0539266 (S) SEAL

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

6120 OIL CHANGE & TIRE ROTATION 3.60 PERFORM OIL CHANGE, REPLACE

FILTER, CHECK AND TOP OFF ALL FLUIDS

N/C

N/C

N/C

N/C

N/C

N/C

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS

6401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE

INSPECTION AND CORRECTION TO MANUFACTURER'S

SPECIFICATIONS

4537 ISA 0.00

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

6129 TIRE PRESSURE TIRE PRESSURE SET TO 32 PSI

N/C

0.00

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS &

6101 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY

MULTI POINTS VEHICLE INSPECTION, PERFORM EXTERIOR

EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE

TREAD DEPTH, PERFORM VISUAL BRAKE

INSPECTION, INSPECT ALL FLUID LEVELS &

4537 ISA 0.00

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

6120 INSPECTION 0.20 MPI PERFORMED

N/C

0.00

1-2507

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
SALES AMOUNT	
SALES TAX	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

BAR ARD 131281

EPA CAR081732710

Customer Number

Invoice No.

FELIX CHEVROLET CO.3330 S. FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141

"INVOICE"

Page 2 of 2

Cell:



DLR000179

SERVICE ADVISOR: 4307 CARLOS M RAMOS

COLOR		YEAR	MAKE/MODEL		SERVICE ADVISOR, 300P CAREERS IN HARRIS		
				VIN	LICENSE	MAKE/IN/LOT	PAID
VICTORY RE		14	CHEVROLET SILVERADO		1GCR0HEC2E2		612816128
DEL DATE	PROD DATE	MAJOR EXP.	PROVISED	PO NO	RATE	PAYMENT	INW DATE
06SEP14			WAIT 18APR15			CASH	18APR15
RO OPENED		BOOKED		OPT ONE SOLD STR [REDACTED] ENG'S 3 LBS - THIN AUTOMATIC			
08 31 18APR15		10 15 18APR15					
LINKS OPCODES 15CH CYCLE HOURS				LIST	NET	TOTAL	

Your Satisfaction is very important to all of us at Felix Chevrolet. If you have any questions or concerns please contact our Service Manager Jim Ryan at 213-748-6141 extension 5201. We want to thank you for choosing Felix Chevrolet.



Government Service

"SERVICE IS OUR MOST IMPORTANT PRODUCT"

DESCRIPTION	TOTAL
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL LUB	\$ 0.00
SUBLET AMOUNT	\$ 0.00
USE CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

BAR ARD 131281

EPA CARB 131279

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

Your Complete Satisfaction is our Goal

Let us know if you have any questions or concerns.

FELIX CHEVROLET

1-800-576-6162

Complimentary Car Wash

each and every time you use our SERVICE DEPARTMENT. That's just one of the benefits of being a Felix Chevrolet and Cadillac customer

Service Department Hours
Monday to Friday
7am - 7pm
Saturday
8am - 2pm

Thank You For Your Business!

RD

Customer Number: [REDACTED]

Invoice No: [REDACTED]

FELIX CHEVROLET CO.3330 S FIGUEROA (AT JEFFERSON)
LOS ANGELES, CALIFORNIA 90007
(213) 748-6141**INVOICE**

Page 1 of 1

Cell: [REDACTED]



DATE: 05/19/16

SERVICE ADVISOR: 4338 CHRISTIAN GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	LEASE IN/OUT	TAX	
VICTORY RE	14	CHEVROLET SILVERADO	1GCRGCE2E4		5/27 / 5/27		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PQ NO	RATE	PAYMENT	W/ DATE
06SEP14			17 00 11APR15			CASH	15APR16
K.O. OPENED	BOOKED	OPTIONS: GOLD STR					ENDS: 15 APR 16 AUTOMATIC
08:53 11APR15	10:32 15APR15						

LINE CPCODE TRUCK TYPE MIXED

LIST NET TOTAL

A 2014 MY CHEVROLET 2 YR SCHEDULED MAINTENANCE PROGRAM

CAUSE: 2014 CHEVROLET 2 YR MAX OF 41 FREE MAINTENANCE SERVICES

060013 2014 MY CHEVROLET 2 YR SCHEDULED
MAINTENANCE PROGRAM

99 ISA 3.00

(N/C)

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

B CLIENT REQUEST STATE MANDATED TIRE PRESSURE INSPECTION AND CORRECTION
TO MANUFACTURER'S SPECIFICATIONS0401 CLIENT REQUEST STATE MANDATED TIRE PRESSURE
INSPECTION AND CORRECTION TO MANUFACTURER'S
SPECIFICATIONS

99 ISA 3.00

(N/C)

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

C CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY MULTI POINTS VEHICLE
INSPECTION, PERFORM EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE INSPECTION, INSPECT ALL FLUID
LEVELS A0131 CUSTOMER REQUESTED TO PERFORM COMPLIMENTARY
MULTI POINTS VEHICLE INSPECTION, PERFORM
EXTERIOR LIGHT FUNCTION TEST, MEASURE TIRE
TREAD DEPTH, PERFORM VISUAL BRAKE
INSPECTION, INSPECT ALL FLUID LEVELS A

99 ISA 3.00

(N/C)

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

Branch Service PlusYour satisfaction is very important to all of
us at Felix Chevrolet. If you have any
questions or concerns please contact our
"SERVICE IS OUR MOST IMPORTANT PURPOSE" 213-6143
extension 5201. We want to thank you for
choosing Felix Chevrolet.ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DESCRIPTION	TOTAL
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
LABOR OIL LUBE	\$ 0.00
SALES TAX AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

RAR AND 431281

EPA CODE: 370210

**Your Complete
Satisfaction is
our Goal**Let us know if you have any
questions or concerns.**FELIX CHEVROLET**

1-800-576-6162

**Complimentary
Car Wash**each and every time
you use our
SERVICE DEPARTMENT
That's just one of the
benefits of being a
Felix Chevrolet And Cadillac
customer**Service Department Hours**
Monday to Friday
7am - 7pm
Saturday
8am - 2pm**Thank You
For
Your Business!**

RO # [REDACTED]

Seller warrants that the information on this form, which is derived from the DMV's title and license records, is true and correct to the best of Seller's knowledge.

Seller agrees to keep the performance of this vehicle in good condition and to its original condition. If the vehicle is damaged or destroyed, Seller agrees to replace it with a new vehicle of the same make and model. If the vehicle is damaged or destroyed, Seller agrees to replace it with a new vehicle of the same make and model. If the vehicle is damaged or destroyed, Seller agrees to replace it with a new vehicle of the same make and model.

Seller Signature: [Redacted] Date: 09/06/14

Notice to Buyer: This is a "As Is" sale. The vehicle is sold as is, with all faults and defects. The buyer accepts the vehicle in its present condition and agrees to pay for any repairs or damages. The seller is not responsible for any repairs or damages.

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 will 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 offer to change.

Seller Signature: [Redacted] Date: 09/06/14

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, the buyer, must be careful when you purchase a vehicle. After you purchase a vehicle, 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 written contract cancellation option or good relationship agreement. If you have a contract cancellation option, you must cancel within 30 days of the date of purchase. If you have a good relationship agreement, you must cancel within 30 days of the date of purchase. This contract cancellation option does not apply to the sale of a new vehicle, a new vehicle, a new vehicle, or a new vehicle. This contract cancellation option does not apply to the sale of a new vehicle, a new vehicle, a new vehicle, or a new vehicle.

Buyer Signature: [Redacted] Date: 09/06/14

Co-Buyer and Owner: [Redacted] This person is responsible for paying the vehicle debt. If this person is a person whose name is on the title to the vehicle but does not have any liability to the vehicle, the person is not responsible for the vehicle debt.

Other Owner Signature: [Redacted] Address: [Redacted]

WARRANTY: I, the undersigned, do hereby warrant that the vehicle is in good condition and is free from all defects. I warrant that the vehicle is in good condition and is free from all defects. I warrant that the vehicle is in good condition and is free from all defects.

Seller Signature: [Redacted] Date: 09/06/14

Signature X: [Redacted] Date: [Redacted]

Address: [Redacted] City: [Redacted]

Seller Signature: [Redacted] Date: [Redacted]

(WITH ARBITRATION PROVISION)

DEAL

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)

Felix Chevrolet
3330 S Figueroa St
Los Angeles, CA
90007

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	2014	CHEVROLET SILVERADO 15	20	1GCRRCFC2F7	☐ 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
4.30 %	\$ 6407.52 (e)	\$ 60115.80	\$ 46614.12 (e)	\$ 5104.00 is \$ 5178.12 (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	554.93 CV	Monthly beginning 10/21/2014
N/A	N/A	N/A
One final payment	554.93	09/21/2021

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

\$ 39485.00 (A)

1. Cash Price Vehicle

\$ 39485.00

2. Cash Price Accessories

\$ N/A

3. Other (Nontaxable)

Describe N/A

\$ N/A

Describe N/A

\$ N/A

B. Document Processing Charge (not a governmental fee)

\$ 80.00 (B)

C. Emissions Testing Charge (not a governmental fee)

\$ N/A (C)

D. (Optional) Theft Deterrent Device (to whom paid) 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)

\$ 3560.85 (J)

K. Electronic Vehicle Registration or Transfer Charge

(not a governmental fee) (to whom paid) CVR

\$ 29.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A 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 contract requires (see contract) are not

Buyer

Co-Buyer

Seller

If any insurance is checked below, 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
☐ 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 (b)
Insurance Company Name	N/A		

Home Office Address:

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

(WITH ARBITRATION PROVISION)

DEAL

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)
		Felix Chevrolet 3330 S Figueroa St Los Angeles, CA 90007

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	2014	CHEVROLET SILVERADO 15	20	1GCRRCRC2E7	☐ 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
4.99 %	\$ 6497.52 (e)	\$ 40115.60	\$ 46614.12 (e)	\$ 5104.00 is \$ 5175.12 (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	554.93 CV	Monthly beginning 10/21/2014
N/A	N/A	N/A
One final payment	554.93	09/21/2021

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 \$ 39485.00 (A)
- Cash Price Vehicle \$ 39485.00
 - Cash Price Accessories \$ N/A
 - Other (Nontaxable)
 - Describe N/A \$ N/A
 - Describe N/A \$ N/A
 - Document Processing Charge (not a governmental fee) \$ 80.00 (B)
 - Emissions Testing Charge (not a governmental fee) \$ N/A (C)
 - (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)
 - (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
 - (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
 - (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
 - (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
 - EV Charging Station (to whom paid) N/A \$ N/A (I)
 - Sales Tax (on taxable items in A through I) \$ 3560.85 (J)
 - Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR \$ 29.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

Term	Premium
\$ N/A Ded. Comp., Fire & Theft N/A 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 (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 (see back) are not

Buyer
Co-Buyer
Seller

If any insurance is checked below, 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
☐ 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 (b)
Insurance Company Name		N/A

Home Office Address

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

(WITH ARBITRATION PROVISION)

DEAL

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)
		Felix Chevrolet 3330 S Figueroa St Los Angeles, CA 90007

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	2014	CHEVROLET SILVERADO 15	20	16CR08EC257	☐ 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
4.30 %	\$ 6,197.52 (e)	\$ 40,116.50	\$ 46,314.12 (e)	\$ 51,044.00 is
(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	554.93 G.V	Monthly beginning 10/21/2014
N/A	N/A	N/A
One final payment	554.93	09/21/2021

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	\$ 39,485.00 (A)
1. Cash Price Vehicle	\$ 39,485.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) 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)	\$ 3560.85 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR	\$ 29.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A 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	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 insurance this contract requires (see back of this contract for more information).

Buyer

Co-Buyer

Seller

If any insurance is checked below, 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
☐ 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 (b)
Insurance Company Name	N/A		

Home Office Address

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

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

COST # 711827

DEAL #

STK #

TRADE #

ACQUISITION NUMBER (DISMANTLER ONLY)

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For Car Buyer's Bill of Rights, visit www.dmv.ca.gov.

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
1C6RR6FT3ES	2014 1500	RAM		

SECTION 2 — BILL OF SALE

I/We JESUS ARRIAGA sell, transfer, and deliver the above vehicle/vessel

to Felix Chevrolet on 09/06/14 for the amount of \$ 23000.00
MO DAY YEAR (SELLING PRICE)If this was a gift, indicate relationship: (e.g., parents, spouse, friend, etc.) \$ R/A
(GIFT VALUE)

SECTION 3 — ODOMETER DISCLOSURE STATEMENT (Void if Mileage Is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads 7,213 (no tenths) miles, and to the best of my knowledge reflects the ACTUAL mileage unless one of the following statements is checked.

☐ Odometer reading is NOT the actual mileage ☐ Mileage EXCEEDS the odometer mechanical limits

Explain odometer discrepancy:

SECTION 4 — BUYER AND SELLER (MUST hand print his or her name, date and sign this section.)

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the sale (are) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
Felix Chevrolet	X	09/06/14	909
PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
BUYER'S MAILING ADDRESS	CITY	STATE	DAYTIME TELEPHONE NO.

SELLER'S SECTION

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

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
JESUS ARRIAGA	X	09/06/14	
PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE
218 W 101 ST ST	LOS ANGELES CA		90003
			DAYTIME TELEPHONE NO.
			(310)918-1695

SECTION 5 — POWER OF ATTORNEY

PRINT NAME(S)	PRINT NAME(S)
I/We JESUS ARRIAGA	appoint Felix Chevrolet
as my attorney in fact to execute all documents, as needed, to transfer ownership as required by law.	
SIGN	DATE
X	09/06/14
SIGN	DATE
X	

[2014 Chevrolet Silverado 1500 - 2WD \[1GCRRCRC2EZ3\]](#) | [Cheyenne, Sierra, Silverado 1500 Service Manual 5565479](#) | [Campaigns](#) | [Service Update](#) |
Document ID: 4214886

#15203A: Service Update for Inventory and Customer Vehicles - Rear Brake Line Bracket Bolt to Rear Axle Loose - (Jun 15, 2015)

Subject: 15203A – Service Update for Inventory and Customer Vehicles — Rear Brake Line Bracket Bolt to Rear Axle Loose — Expires with Base Warranty

Models: 2014-2015 Chevrolet Silverado LD
2015 Chevrolet Silverado HD
2014-2015 GMC Sierra LD
2015 GMC Sierra HD
2015 GMC Sierra Denali LD



This bulletin has been revised to include additional graphics in the Service Procedure section. Please discard all copies of bulletin 15203.

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

Purpose

This bulletin provides a service procedure to inspect and, if required, retighten the torque on the right-rear-brake-line-bracket bolt to the rear-axle on **certain** Fort Wayne assembly plant built 2014-2015 Chevrolet Silverado LD, 2015 Chevrolet Silverado HD, 2014-2015 GMC Sierra LD, 2015 GMC Sierra HD and 2015 GMC Sierra Denali LD vehicles. These vehicles may have been assembled with an incorrectly torqued right-rear-brake-line-bracket bolt to the rear axle. This condition could allow the brake line to wear against the rear-axle housing and cause a brake-fluid leak.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

Vehicles Involved

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

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Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

Parts Information

The part required to complete this service update is to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts.

Note: The part information below is provided as a reference. Bolts should only be ordered after inspection determines that the bolt is damaged or missing. Dealers are encouraged not to order campaign parts for use as shelf stock. Please order accordingly.

Part Number	Description	Quantity/Vehicle
11561032	Brake Line Bracket Bolt (if required)	1

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate right rear brake line bracket. The bracket is located on the rear axle.



Note: 2014-2015 LD Truck Brake Line Bracket and Bolt (1)**Note:** 2014-2015 HD Truck Brake Line Bracket and Bolt (1)

Caution: If the brake line bracket bolt is damaged or missing, replace it with a new bolt to avoid damaging the brake line or brake line bracket.

3. Inspect right rear brake line bracket bolt (1) to rear axle for proper torque. Ensure bolt is tightened to 25 Nm (18 lb ft).
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101576	Inspect and Tighten Brake Line Bracket Bolt If Required	0.3

Dealer Program Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and

the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

From: Valentino R Farias (C)
Sent: Wednesday, September 07, 2016 3:47 PM
To: Helene R. Cohen
Subject: Settlement Authority Request - CA ER NISM - Villasenor - SR [REDACTED]
Attachments: 1. Case Assessment (10).xls; GWM Vehicle Summary.pdf; 4. Sales Documents.PDF; Repurchase Worksheet DRAFT (7).xls

Vehicle: 2014 Chevrolet Silverado
 Vehicle purchased New – 9/23/2014 – 20 miles on vehicle when purchased
 Vehicle base price: \$39,485.00

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	09/23/2014	09/06/2014	19 MI	09/06/2019	100,019 MI
	Emission Select State Component Ltd Wty	09/23/2014	09/06/2014	19 MI	09/06/2021	70,019 MI
	Chevrolet 2 Year Scheduled Maintenance	09/23/2014	09/06/2014	19 MI	09/06/2016	24,019 MI
	Bumper to Bumper Limited Warranty	09/23/2014	09/06/2014	19 MI	09/06/2017	36,019 MI
	Corrosion Limited Warranty	09/23/2014	09/06/2014	19 MI	09/06/2020	100,019 MI
	Emission Limited Warranty	09/23/2014	09/06/2014	19 MI	09/06/2017	50,019 MI
	Emission Select Component Ltd Wty	09/23/2014	09/06/2014	19 MI	09/06/2022	80,019 MI

Recommendation: Straight repurchase, usage based on service event at 9,190 miles, less 20 miles on vehicle when purchased, plus \$3500 attorney fees.

Total Refund to Customer	\$5,959.08
Dir Buyout (lease) or Loan Payoff	\$30,301.77
(GMAC=DL quote) good thru 09/21/16	\$0.00
Attorney's Fees	\$3,500.00
Total Repurchase	\$39,760.85

Rationale: Two (2) presentations for vehicle brakes inoperable, repair performed each presentation, covered under GM's New Vehicle Limited Warranty coverage. Vehicle appears to meet CA presumption of two safety presentations within 18 months or 18,000 miles of new vehicle delivery.

RO #:	Day In:	Date Picked Up	RO Closed Date	Total Days Down	Mileage:	Complaint/Symptom	C
[REDACTED]	08/02/15	08/02/815	08/10/15	N/A	9,000	JOB #1 - ROADSIDE SERVICE	TOW-STORE-TOW

██████	08/03/15	08/04/15	08/04/15	2	9,190	JOB #1 - TOWED IN BY ROADSIDE CUSTOMER STATES THAT VEHICLE WON'T STOP. BRAKE PEDAL IS VERY HARD	LEAKING. PERFORM REPAIR
██████	05/28/16	06/02/16	06/02/16	6	20,382	JOB #1 - CUSTOMER STATES THAT BRAKE PEDAL GETS VERY HARD TO PRESS & VEHICLE WON'T STOP	LEAKING INTERNAL SYSTEM DIAGNOSIS

Thank you,
Rocky Farias
GM Legal Coordinator – Western Region
(512) 389-7057 Direct
(512) 682-9122 Fax

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



VIA FAX ONLY

September 30, 2016

Brent Shainfeld, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [REDACTED]
Service Request [REDACTED]
2014 Chevrolet Silverado
Vehicle Identification Number: 1GCRRCRE2E7 [REDACTED]
Customer Relationship Specialist: Shannon

Dear Mr. Shainfeld:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2014 Chevrolet Silverado for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments (which includes sales tax of \$ 3,560.85)	\$ 13,318.32
Total down payment	\$ 6,750.00
DMV Registration	\$80.83
Subtotal:	\$ 20,149.15
Less Rebates/Incentives	- \$ 5,750.00
Less Usage/Depreciation (Based on service event at 9,190 miles, less 20 miles on vehicle at purchase)	- \$ 3,017.31
Extended Service Contract	- \$ 1,495.00
Negative Equity	- \$ 1,646.00
Subtotal:	\$ 8,240.84
Attorney's Fees	\$ 3,500.00
Subtotal:	\$ 11,740.84

* Payoff to lien holder (good through 09/30/16) \$ 29,933.62

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer \$ 41,674.46

Total due to attorney and client. \$ 11,740.84

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-234-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

Page 3

CURRENT VEHICLE MILEAGE: 95751

[REDACTED]

[REDACTED]

Client's Signature

10-25-16
Date

10-25-16
Date

G.V

RELEASE OF CLAIM

I, L. [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2014 Chevrolet Silverado, bearing Vehicle Identification Number 1GCRUEC21A [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors LLC of \$41,674.46, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges General Motors LLC, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$11,740.84, made payable to George Villaseñor and Shainfeld & Anwar, P.C.; the second in the amount of \$29,933.62, made payable to Ally Financial.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors, will execute a limited Power of Attorney in favor of General Motors to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors upon receipt of \$41,674.46, less the estimated cost of repair to said Vehicle.

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors shall make payment of said consideration to Releasor(s) of \$41,674.46, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2014 Chevrolet Silverado as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 22,971 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of \$0.445 cents per mile in excess of the agreed

Initials [REDACTED]

upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s);

(d) That neither General Motors's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrants that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF
_____, 20____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

25751

DATE SIGNED: 10-25-16

Address

Address

Initial

Page 2 of 3

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____
20____, by George Villaseñor.

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced Identification _____

Type of identification _____

My commission expires: _____

CC: File

VIN: 1GCRREC2 EZ

SELLG SCE: 13

MDL YR: 14

ORD NO:

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 20170			10/07/14	NCC	3,250.00	
INCTV PAYMENT	13 20170			10/07/14	NCC	3,250.00	
INCENTIVE MEMO	13 20170			10/07/14	BEK	1,500.00	
INCTV PAYMENT	13 20170			10/07/14	BEK	1,500.00	
INCENTIVE MEMO	13 20170			09/23/14	LJR	1,000.00	
INCTV PAYMENT	13 20170			09/23/14	LJR	1,000.00	
INCENTIVE MEMO	13 20170			09/23/14	FFC	82.53	
INCTV PAYMENT	13 20170			09/23/14	FFC	82.53	
INCTV APPLICATN	13 20170			09/09/14	NCC	3,250.00	
INCTV APPLICATN	13 20170			09/09/14	BEK	1,500.00	
INCTV APPLICATN	13 20170			09/09/14	LJR	1,000.00	
INCTV APPLICATN	13 20170			09/09/14	FFC	82.53	
DELIVERY D.O.E.	13 20170			09/08/14		0.00	
DLR TRADE D.O.E	13 20170			09/08/14		0.00	
DELIVERY TO CUS	13 20170			09/06/14		0.00	
DEALER TRADE (P	13 20170			09/06/14		0.00	
EXPIRATION TRAN	13 20501			08/12/14		0.00	
SETTLEMENT DATE	13 20501			08/11/14		37,335.26	CR
ORIGINAL INVOIC	13 20501			07/28/14		37,335.26	
SHIPMENT DATE	13 20501			07/28/14		0.00	
PRODUCTION (BUI	13 20501			07/28/14		0.00	
PREFERENCE TO P	13 20501			06/17/14		0.00	
GM ORDER ACCEPT	13 20501			06/13/14		0.00	
GM ORDER ACCEPT				06/13/14		0.00	

VIN: 1GCRCEC2 EZ [REDACTED] SELLG SCE: 13 MDL YR: 14 ORD NO: [REDACTED]
ODATE: 06/13/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20170
DDATE: 09/06/14 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 09/08/14 ORDER BY:
CANC:
CANC DOE: [REDACTED]
TRADE: 09/06/14 DLVY TO: [REDACTED]
TRD DOE: 09/08/14
SRVC IN: [REDACTED]
SRVC OUT: CANC SRVC IN: [REDACTED]
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

- - INCENTIVES - -

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BEK	01	13 20170		10/07/14	1,500.00	0A		0.00	9

PROCESS TYPE: 001	CHECK NO:	SSN:
DATA SCE: DLR	INC MEMO NO: 00043029818	AUTH PUR CD:
MISC DATE: 09/06/14	MISC: GM TRADE IN ALLOWANCE	
POLICY PYMT CMNT:		ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 20170		09/23/14	82.53	0A		0.00	9

PROCESS TYPE:	001	CHECK NO:		SSN:	
DATA SCE:	DLVY	INC MEMO NO:	00042972596	AUTH PUR CD:	
MISC DATE:		MISC:			
POLICY PYMT CMNT:					ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
LJR	01	13 20170		09/23/14	1,000.00	OA		0.00	9

PROCESS TYPE: 001	CHECK NO:	SSN:
DATA SCE: DLR	INC MEMO NO: 00042972596	AUTH PUR CD:
MISC DATE: 09/06/14	MISC: GM INCREMENTAL	
POLICY PYMT CMNT:		ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
NCC	01	13 20170		10/07/14	3,250.00	0A		0.00	9

PROCESS TYPE: 001	CHECK NO:	SSN:
DATA SCE: DLR	INC MEMO NO: 00043029818	AUTH PUR CD:
MISC DATE: 09/06/14	MISC: GM CONSUMER CASH	
POLICY PYMT CMNT:		ACTV TYPE: 6

2014 SILVERADO 1500 2WD LT DBL
GCN VICTORY RED /V8G
H0U JET BLACK
ORDER NO. [REDACTED] /TRE STOCK NO.
VIN 1GC RCRC C2 EZ [REDACTED]
*****2858*****13*20501S

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D29181764

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15753 SILVERADO 1500 2WD LT DBL	33785.00	31420.06	INVOICE 07/28/14
CTD MOVABLE UPPER TIE DOWNS (4)	60.00	52.80	SHIPPED 07/28/14
C5W GVW RATING - 7,000 LBS	N/C	N/C	EXP I/T 08/12/14
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 08/12/14
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	PRC EFF 07/28/14
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	KEYS V0654 V0654
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	WFP-S QTR OPT-1
PCM LT CONVENIENCE PACKAGE	1525.00	1342.00	BANK: WELLS FARGO
* PWR SEAT ADJUSTER, DRIVER			CHG-TO 20-501
* FRONT FOG LAMPS			
* AIR CONDITIONING,			SHIP WT: 5115
DUAL ZONE CLIMATE CONTROL			HP: 45.7
* REMOTE VEHICLE START			GVWR: 7000
* CHEVROLET MYLINK AUDIO SYSTEM			GAWR.FT: 3600
W/ 8" DIAGONAL COLOR TOUCH			GAWR.RR: 3950
* REAR VISION CAMERA			EMPLOY: 35348.56
* REAR WINDOW DEFROSTER			SUPPLR: 36767.46
* POWER OUTLET, 110-VOLT AC			NTR: 1/2
PEB CUSTOM SPORT	2165.00	1905.20	DAN: SIL04
* WHEELS, 20" POLISHED ALUMINUM			EMPINC: 2118.84
(REPLACES STD/OPT WHEELS)			SUPINC: 699.94
* MIRROR CAPS, BODY COLOR			
* DOOR HANDLES, BODY COLOR			
* TRAILERING EQUIPMENT PKG INCL			
AUTO LOCKING REAR			
DIFFERENTIAL			
RWS CARPETED FLOOR MATS, FRONT &	170.00	149.60	
REAR (DEALER INSTALLED)			
SFE WHEEL LOCKS (DLR INSTALLED)	50.00	44.00	
UF2 LED LIGHTING, CARGO BOX	60.00	52.80	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ CUSTOM SPORT PACKAGE DISCOUNT	750.00-	660.00-	
 TOTAL MODEL & OPTIONS	 38390.00	 35472.46	 ACT 237 35415.76
DESTINATION CHARGE	1095.00	1095.00	H/B 261 1151.70
DEALER IMR CONTRIBUTION		383.90	ADV 261 383.90
LMA GROUP CONTRIBUTION		383.90	EXP 65A 383.90
 TOTAL	 39485.00	 37335.26	 PAY 310 37335.26
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		35676.78	

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.			

CHEVROLET OF MONTEBELLO



PO Box 380901
Bloomington, MN 55438-0901

September 21, 2016

FELIX CHEVROLET, LP
3330 S FIGUEROA ST
LOS ANGELES, CA 90007

Customer: [REDACTED]
Account No.: [REDACTED]
Vehicle: 2014 CHEVROLET SILVERADO
VIN: 1GCRREC2E2 [REDACTED]

To Whom It May Concern:

You requested information on the amount needed to pay your account in full. Since Finance Charges accrue on a daily basis, the amount to pay your account in full will depend upon when we receive your payment.

When you send us your payment, we suggest you account for additional Finance Charges that accrue during the time it takes for the payment to reach us. For example, if it were to take 10 days from the date of this letter for the payment to reach us, then to pay your account in full you would need to send us the estimated amount provided below.

Present Unpaid Balance (includes	\$	29,898.50
Finance Charges accrued up		
to September 20, 2016)		
Late Charges Due	+	0.00
Other Charges Due	+	0.00
10 days of additional Finance Charges	+	35.12
Estimated Amount To Be Remitted	\$	<u>29,933.62</u>

If you anticipate the payment will reach us at a different time than stated above, you can calculate the amount you owe by adding Finance Charges that accrue after September 20, 2016 to the unpaid balance plus any late charges and other charges you owe. If you want to pay your account in full, you will need to pay \$29,898.50 plus an additional \$3.51 per day for Finance Charges that accrue after September 20, 2016, and any late charges and other charges you owe.

We will apply the amount you send us on the date we receive your payment. If the amount you send us is more than what you owe, we will refund the difference. If the amount you send us is not enough to pay the account in full on the date we receive your payment, you will still owe us the difference plus any additional Finance Charges that accrue.

Please return this letter with your remittance to Payment Processing Center, PO BOX 78234, PHOENIX, AZ 85082-8234. Please call us on the toll free number mentioned below if we can be of further service or answer any questions you may have.

Sincerely,
Ally Financial
888-925-ALLY (2559)
allyauto.com

- 2 -

September 22, 2016

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
09/19/16	\$412.51	\$142.42			\$554.93
08/10/16	\$471.77	\$83.16			\$554.93
07/18/16	\$430.27	\$124.66			\$554.93
06/14/16	\$450.79	\$104.14			\$554.93
05/17/16	\$430.52	\$124.41			\$554.93
04/14/16	\$436.47	\$118.46			\$554.93
03/14/16	\$458.06	\$96.87			\$554.93
02/18/16	\$417.59	\$137.34			\$554.93
01/14/16	\$435.51	\$119.42			\$554.93
12/15/15	\$441.86	\$113.07			\$554.93
11/17/15	\$436.34	\$118.59			\$554.93
10/19/15	\$422.47	\$132.46			\$554.93
09/17/15	\$429.24	\$125.69			\$554.93
08/18/15	\$436.18	\$118.75			\$554.93
07/21/15	\$413.36	\$141.57			\$554.93
06/18/15	\$424.73	\$130.20			\$554.93
05/19/15	\$431.99	\$122.94			\$554.93
04/21/15	\$426.14	\$128.79			\$554.93
03/23/15	\$433.64	\$121.29			\$554.93
02/24/15	\$400.59	\$154.34			\$554.93
01/21/15	\$389.86	\$165.07			\$554.93
12/16/14	\$406.67	\$148.26			\$554.93
11/14/14	\$419.14	\$135.79			\$554.93
10/16/14	\$365.91	\$189.02			\$554.93

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

Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)

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
		CHEVROLET SILVERADO 1500	20		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
%	\$ (e)	\$	\$ (e)	\$ (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of		
One Payment of		
	554.97	Monthly beginning 10/1/2014
One final payment		

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		\$ 20495.00 (A)
1. Cash Price Vehicle		\$
2. Cash Price Accessories		\$
3. Other (Nontaxable)		\$
Describe		\$
Describe		\$
B. Document Processing Charge (not a governmental fee)		\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)		\$ (C)
D. (Optional) Theft Deterrent Device (to whom paid)		\$ (D)
E. (Optional) Theft Deterrent Device (to whom paid)		\$ (E)
F. (Optional) Theft Deterrent Device (to whom paid)		\$ (F)
G. (Optional) Surface Protection Product (to whom paid)		\$ (G)
H. (Optional) Surface Protection Product (to whom paid)		\$ (H)
I. EV Charging Station (to whom paid)		\$ (I)
J. Sales Tax (on-taxable items in A. through I.)		\$ 550.95 (J)
K. Electronic Vehicle Registration or Transfer Charge		

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ Ded. Comp., Fire & Theft	Mos.	\$
\$ Ded. Collision	Mos.	\$
Bodily Injury	\$ Limits	Mos. \$
Property Damage	\$ Limits	Mos. \$
Medical	Mos.	\$
	Mos.	\$
Total Vehicle Insurance Premiums		\$ (e)

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 credit.

Buyer X

Co-Buyer X

Seller X

If any insurance is checked below, 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
☐ Credit Disability (Buyer Only)			
	Term	Exp.	Premium
Credit Life	Mos.		\$
Credit Disability	Mos.		\$
Total Credit Insurance Premiums			\$ (b)
Insurance Company Name			

Home Office Address

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

(not a governmental fee) (to whom paid) \$ (K)
L. (Optional) Service Contract (to whom paid) \$ (L)
M. (Optional) Service Contract (to whom paid) \$ (M)
N. (Optional) Service Contract (to whom paid) \$ (N)
O. (Optional) Service Contract (to whom paid) \$ (O)
P. (Optional) Service Contract (to whom paid) \$ (P)
Q. Prior Credit or Lease Balance paid by Seller to (e) \$ (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) \$ (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ (S)
T. Other (to whom paid) \$ (T)
For \$ (T)

Total Cash Price (A through T) \$ 215,000.00 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ 135.00 (A)
B. Registration/Transfer/Titling Fees \$ 785.00 (B)
C. California Tire Fees \$ 8.75 (C)
D. Other \$ (D)

Total Official Fees (A through D) \$ 928.75 (2)

3. Amount Paid to Insurance Companies

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

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

5. Subtotal (1 through 4) \$ 95,220.00 (5)

6. Total Downpayment

A. Agreed Trade-in Value Yr. 2014 Make SAH \$ 22,000.00 (A)
Model Odom. 10,000
VIN 1G1BB11K1000000000
B. Less Prior Credit or Lease Balance (e) \$ 2,000.00 (B)
C. Net Trade-in (A less B) (indicate if a negative number) \$ -19,400.00 (C)
D. Deferred Downpayment \$ (D)
E. Manufacturer's Rebate \$ 1,000.00 (E)
F. Other \$ N/A (F)
G. Cash \$ 1,000.00 (G)

Total Downpayment (C through G) \$ 1,000.00 (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) \$ 85,820.00 (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:

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
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 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. YOUR CURRENT 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 SELLER'S DEALER. UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE CASH VALUE OF THE VEHICLE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. IF YOU WANT FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. IT IS YOUR RESPONSIBILITY TO UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

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 your policy for details).** You want to buy the credit insurance.

X
Date Buyer Signature Age
X
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 Mos. Name of Gap Contract

I want to buy a gap contract.

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
Term Mos. or Miles
1M Company
Term Mos. or Miles
1N Company
Term Mos. or Miles
1O Company
Term Mos. or Miles
1P Company
Term Mos. or Miles
Buyer X

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
Co-Buyer Signs X

as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____

Co-Buyer Signature X _____

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

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

Date _____

Co-Buyer Signature X _____

Date _____

Co-Buyers and Other Owner _____ on who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____

Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____

Guarantor X _____ Date _____

Address _____

Address _____

Seller Signs _____

Date _____

By X _____

Title _____



FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. 6,480,782

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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/FRUIT: 101-1000000-0000

COML 09/30/2015 TO 09/30/2016 31

VEHICLE IDENTIFICATION NUMBER		1GCRREC2EZ		DATE FIRST SOLD		00/00/2014		CLASS		LA		MAKE		CHEV		Yr. Model		2014							
BODY TYPE MODEL		PK		TYPE VEH.		32P		MP		G		WC		2		UNLADEN/GCW		05115		TOTAL FEES PAID		\$485		1900	
DATE ISSUED		08/08/2015																							

03ZUR
1-4210-01-00000

ALLY FNCL
PO BOX 8128
COCKEYSVILLE

MD



W0154
R0070
L0231

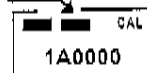
21030
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STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

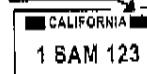
A

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE
1. CLEAN SURFACE THOROUGHLY. SCRAPE
OFF ACCUMULATED STICKERS (STICKER
WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE
AS SHOWN BELOW:
MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate

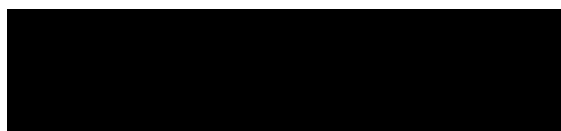


PE18-012

GM

3-27-2019

Q3



Customer

██████████
 () -
 Any

Vehicle

Cadillac Escalade 2015
 1GYS4NKJ9FR██████████
 Mileage Now: 20000 mi
 Warranty Start: 12/19/2014

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress
 Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased High-Dollar or Premium Vehicle Vehicle was inop/down due to this concern: 1 or more days	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles: Escalade

Reference

CAC SR# ██████████
 Tier 2 CAC advisor: Heather Francis --> 1-866-790-5700 Ext # 5910605

Connecting.....A live chat agent is now entering the chat.

Caller English

System [2:05:22 PM]:

Welcome to chat.

Heather [2:05:36 PM]:

Thank you for contacting Cadillac customer assistance, [REDACTED] My name is Heather. How may I assist you?

[REDACTED] [2:08:25 PM]:

Hi Heather. my wife and daughter were driving in her escalade on Friday and the brakes went out. It was very stressful event but luckily no one was injured. The car is currently at peninsula cadillac in Seaside, CA being evaluated. I sent an email using the automated system on Saturday to Cadillac but have not heard anything back. I am not sure we feel safe driving this car anymore knowing that the brakes went out.

[REDACTED] [2:09:07 PM]:

it is a 2015 escalade with 20,000 miles that we purchased new. VIN 1gys4nkj9fr [REDACTED]

Heather [2:10:56 PM]:

I am sorry to hear your family has had this concern with the vehicle. Has the dealership determined what the cause was?

[REDACTED] [2:12:58 PM]:

I am not very mechanical, but something about a belt that runs a pump that allows the brakes to work. The dealership had never seen anything like this and the parts were not in stock anywhere so it obviously isn't something that shouldn't happen or happen often.

Heather [2:14:38 PM]:

Thank you for the additional information. I can enter a complaint on your behalf.

[REDACTED] [2:15:46 PM]:

please do bc we want to speak with someone who can give us an answer before we drive the car again. the brakes are something that shouldn't be going out on a new car!

Heather [2:18:35 PM]:

The dealership would be in the best position to advise you of what may have occurred with the brakes. I can request their customer experience manager follow up with you. What is a good contact number for you?

[REDACTED] [2:21:18 PM]:

I want to speak to someone so my attorney can contact them regarding the vehicle. My wife and [REDACTED] year old daughter almost died bc the brakes went out on Friday. I have little concern what the dealership says malfunctioned on the brakes. I would like to speak to someone ASAP regarding the whole tragic situation. my cell is [REDACTED]

Heather [2:22:48 PM]:

The dealership is in the best position to advise you regarding the concern as they have the vehicle in their location. We do not have a technical team that can contact you aside from the dealership.

[REDACTED] [2:27:38 PM]:

I would like to have a manager contact me on my cell phone. [REDACTED] thank you

Heather [2:28:38 PM]:

I have sent your information to the customer experience manager and they will be in contact within one business day.

[REDACTED] [2:32:15 PM]:

thank you heather, have a great day

Heather [2:32:54 PM]:

You as well, [REDACTED]. Your complaint has been entered under service request [REDACTED]. Thank you for contacting Cadillac.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Howell, Rosa (NHTSA)

From: Heather Miller <hmill@peninsulaauto.com>
Sent: Tuesday, May 31, 2016 5:46 PM
To: Kimberly Crider (C)
Subject: RE: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR [REDACTED], Peninsula Chevrolet Cadillac, BAC: 287 [REDACTED] Customer: [REDACTED], SR# [REDACTED].

Kimberly,

I have contacted the customer and collected his requested information regarding his desired new Escalade. I have passed the information on to our sales managers and they are currently in the process of setting an appointment for him to come in to purchase his new vehicle.

I will email you once he purchases his new Cadillac.

Thank you,

Heather Miller

Peninsula Chevrolet Cadillac
Customer Service Manager
ph: 831-394-6741 ext. 5605
hmill@peninsulaauto.com

From: Kimberly Crider (C) [mailto:kimberly.crider@gm.com]
Sent: Tuesday, May 31, 2016 10:45 AM
To: Heather Miller <hmill@peninsulaauto.com>
Cc: Ken Jones <kjones@peninsulaauto.com>
Subject: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR [REDACTED], Peninsula Chevrolet Cadillac, BAC: 287 [REDACTED] Customer: [REDACTED], SR# [REDACTED].

Dear Heather or Ken,

The Early Response Team has been in touch with this customer. [REDACTED] indicated that they have previously contacted your dealership for this or another issue. Below are details about the customer and their case. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

- VIN: 1GYS4NKJ9FR [REDACTED]
- Mileage: 20526
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: Customer purchased his 2015 Cadillac Escalade new from a dealership in New York and now resides in the state of California. Recently, the vehicle had a brake concern and had to be towed into you

dealership. Customer has contacted General Motors seeking to look at his options on getting out of the vehicle. Currently, his vehicle has @21,000 miles and is in the bumper to bumper warranty and power train warranty. There is no special cost savings that I can offer the customer at this time. I am referring him to work with you and your sales team.

Would you please contact the customer and make arrangements for him to meet with a sales person regarding his vehicle? We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than June 2, 2016, to acknowledge, that you and your team, will begin addressing this concern and formulating the necessary steps to resolution.

Should you have questions or concerns, I can be reached by calling 866-522-0500, extension 5911816 or reply directly to this email with your input, which ensures proper attachment to the customer's case. Thank you for your assistance and prompt attention in this matter.

Sincerely,

Kimberly Crider
General Motors Early Response
Phone: 866-522-0500 Ext. 5911816
Fax: 586-920-0593
Email: Kimberly.Crider@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Howell, Rosa (NHTSA)

From: Kimberly Crider (C)
Sent: Friday, June 03, 2016 2:31 PM
To: 'hmliller@peninsulaauto.com'
Cc: 'kjones@peninsulaauto.com'
Subject: FW: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR [REDACTED], Peninsula Chevrolet Cadillac, BAC: 287 [REDACTED], Customer: [REDACTED] er, SR# [REDACTED]

Dear Heather or Ken,

I talked with the customer this afternoon, and he stated ,he hasn't received anything from the sales department. He stated they were going to send him an email and he hasn't gotten anything regarding his new Escalade? Can you check on this concern and see that the sales person sends him the required information. Thank you.

Sincerely,

Kimberly Crider
General Motors Early Response
Phone: 866-522-0500 Ext. 5911816
Fax: 586-920-0593
Email: Kimberly.Crider@gm.com



From: Heather Miller [mailto:hmliller@peninsulaauto.com]
Sent: Tuesday, May 31, 2016 5:46 PM
To: Kimberly Crider (C)
Subject: RE: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR [REDACTED], Peninsula Chevrolet Cadillac, BAC: 287 [REDACTED] Customer: [REDACTED], SR# [REDACTED]

Kimberly,

I have contacted the customer and collected his requested information regarding his desired new Escalade. I have passed the information on to our sales managers and they are currently in the process of setting an appointment for him to come in to purchase his new vehicle.

I will email you once he purchases his new Cadillac.

Thank you,

Heather Miller
Peninsula Chevrolet Cadillac
Customer Service Manager
ph: 831-394-6741 ext. 5605
hmliller@peninsulaauto.com

From: Kimberly Crider (C) [<mailto:kimberly.crider@gm.com>]

Sent: Tuesday, May 31, 2016 10:45 AM

To: Heather Miller <hmill@peninsulaauto.com>

Cc: Ken Jones <kjones@peninsulaauto.com>

Subject: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR[REDACTED], Peninsula Chevrolet Cadillac, BAC: 287[REDACTED] Customer: [REDACTED], SR# [REDACTED]

Dear Heather or Ken,

The Early Response Team has been in touch with this customer. [REDACTED] indicated that they have previously contacted your dealership for this or another issue. Below are details about the customer and their case. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

- VIN: 1GYS4NKJ9FR[REDACTED]
- Mileage: 20526
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: Customer purchased his 2015 Cadillac Escalade new from a dealership in New York and now resides in the state of California. Recently, the vehicle had a brake concern and had to be towed into you dealership. Customer has contacted General Motors seeking to look at his options on getting out of the vehicle. Currently, his vehicle has @21,000 miles and is in the bumper to bumper warranty and power train warranty. There is no special cost savings that I can offer the customer at this time. I am referring him to work with you and your sales team.

Would you please contact the customer and make arrangements for him to meet with a sales person regarding his vehicle? We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than June 2, 2016, to acknowledge, that you and your team, will begin addressing this concern and formulating the necessary steps to resolution.

Should you have questions or concerns, I can be reached by calling 866-522-0500, extension 5911816 or reply directly to this email with your input, which ensures proper attachment to the customer's case. Thank you for your assistance and prompt attention in this matter.

Sincerely,

Kimberly Crider
General Motors Early Response
Phone: 866-522-0500 Ext. 5911816

Fax: 586-920-0593

Email: Kimberly.Crider@gm.com



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Howell, Rosa (NHTSA)

From: Kimberly Crider (C)
Sent: Tuesday, May 31, 2016 1:45 PM
To: 'hmill@peninsulaauto.com'
Cc: 'kjones@peninsulaauto.com'
Subject: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GYS4NKJ9FR [REDACTED], Peninsula Chevrolet Cadillac, BAC: 287 [REDACTED] Customer [REDACTED], SR# [REDACTED]

Dear Heather or Ken,

The Early Response Team has been in touch with this customer. [REDACTED] indicated that they have previously contacted your dealership for this or another issue. Below are details about the customer and their case. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

- VIN: 1GYS4NKJ9FR [REDACTED]
- Mileage: 20526
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: Customer purchased his 2015 Cadillac Escalade new from a dealership in New York and now resides in the state of California. Recently, the vehicle had a brake concern and had to be towed into your dealership. Customer has contacted General Motors seeking to look at his options on getting out of the vehicle. Currently, his vehicle has @21,000 miles and is in the bumper to bumper warranty and power train warranty. There is no special cost savings that I can offer the customer at this time. I am referring him to work with you and your sales team.

Would you please contact the customer and make arrangements for him to meet with a sales person regarding his vehicle? We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than June 2, 2016, to acknowledge, that you and your team, will begin addressing this concern and formulating the necessary steps to resolution.

Should you have questions or concerns, I can be reached by calling 866-522-0500, extension 5911816 or reply directly to this email with your input, which ensures proper attachment to the customer's case. Thank you for your assistance and prompt attention in this matter.

Sincerely,

Kimberly Crider
General Motors Early Response
Phone: 866-522-0500 Ext. 5911816
Fax: 586-920-0593
Email: Kimberly.Crider@gm.com

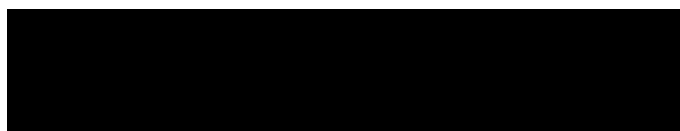


PE18-012

GM

3-27-2019

Q3



Customer**Vehicle**

Chevrolet Silverado 2014
3GCUKSEC9EC[REDACTED]
Mileage Now: 60000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased High-Dollar or Premium Vehicle Vehicle was inop/down due to this concern: 1 or more days	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles:

Reference

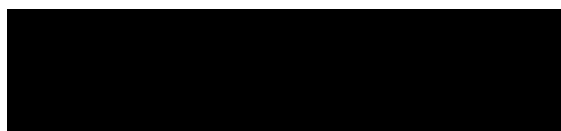
CAC SR#: [REDACTED]
Tier 2 CAC advisor: Marissa Walker --> 1-866-790-5700 Ext # 5913649

PE18-012

GM

3-27-2019

Q3



BBB AUTO LINE
Customer Claim Form

Case number: [REDACTED]
Contact Date: 07/07/16
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Denali	Year: 2016	Current mileage: 21000
Name(s) that appears on the vehicle title: Danny Medinne			
Selling dealer/city/state: Ferguson Buick, Norman, OK			
Primary Servicing dealer/city/state: FERGUSON BUICK GMC,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 12/05/15		Mileage at purchase/lease:	
First repair attempt date: 01/05/16		First repair attempt mileage: 1000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

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

replacement

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

VEHICLE IDENTIFICATION NUMBER _ _ _ _ _

Lienholder/Leasing Company _ _ _ _ _ **Phone Number** _ _ _ _ _

Account Number _ _ _ _ _

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: [redacted]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
brakes				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

BBB AUTO LINE
Customer Claim Form

Case number: [REDACTED]

Contact Date: 07/07/16

Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Denali	Year: 2016	Current mileage: 21000
Name(s) that appears on the vehicle title: Danny Medinne			
Selling dealer/city/state: Ferguson Buick, Norman, OK			
Primary Servicing dealer/city/state: FERGUSON BUICK GMC,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 12/05/15		Mileage at purchase/lease:	
First repair attempt date: 01/05/16		First repair attempt mileage: 1000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

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

replacement

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ Phone Number _____

Account Number _____

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



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [REDACTED]
Customer Name: [REDACTED]
VIN: 3GTU2PEJ5GC [REDACTED]

Start Date: 8/17/201
State: Arkansas

Probable Hearing Location:

This claim is
Has the customer contacted you regarding the claim?
Is the VIN listed above correct?
If you checked NO, please indicate the correct VIN:
Customer Contact Info:
Daytime phone: [REDACTED]

☒ IN Warranty ☐ OUT of Warranty
☒ YES ☐ NO
☒ YES ☐ NO

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

General Motors has no offer for Mr. [REDACTED] inconvenience to concerns for his 2016 Sierra GMC as we have found the vehicle is functioning as designed.

Has this offer been communicated to the customer? ☒ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

We do not believe Mr. [REDACTED] 2016 Sierra GMC meets the criteria of the Arkansas Lemon Law, or the General Motors Program Summary as there have been no more than 2 repairs to any one concern. Mr. [REDACTED] 2016 Sierra GMC has also been out of service for less than 13 days for warranty repairs.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer in regards to his 2016 Sierra GMC for his brakes have been corrected. The last time the vehicle was in a General Motors dealer on 5/17/2016 @ 16,058 miles all concerns were addressed by brake booster vacuum sensor replacement, EBCM and master cylinder and when released the vehicle was operating as designed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Please indicate the decision you request the arbitrator to render:

We respectfully ask that Mr. [REDACTED] request for repurchase of his 2016 Sierra GMC be denied and that Mr. [REDACTED] continue to work with General Motors per the terms of our written warranty coverage.

List the amount of any over allowance / negative equity: \$ _____

GM will participate

☒ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

Completed by: Keneidra Robinson Date: 8/16/2016

BBB AUTO LINE

Future contact: _____

Fax: 703.247.9700

Phone: 1866-790-5700 EXT. 5913429 Fax: _____

MRF



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [REDACTED]
Customer Name: [REDACTED]
VIN: 3GTU2PEJ5GC [REDACTED]

Start Date: 8/17/201
State: Arkansas

Probable Hearing Location:

This claim is
Has the customer contacted you regarding the claim?
Is the VIN listed above correct?
If you checked NO, please indicate the correct VIN:
Customer Contact Info:
Daytime phone: [REDACTED]

☒ IN Warranty ☐ OUT of Warranty
☒ YES ☐ NO
☒ YES ☐ NO

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

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List the amount of any over allowance / negative equity: \$ _____

GM will participate

☒ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

Completed by: Keneidra Robinson Date: 8/16/2016

BBB AUTO LINE

Future contact: _____

Fax: 703.247.9700

Phone: 1866-790-5700 EXT. 5913429 Fax: _____

MRF

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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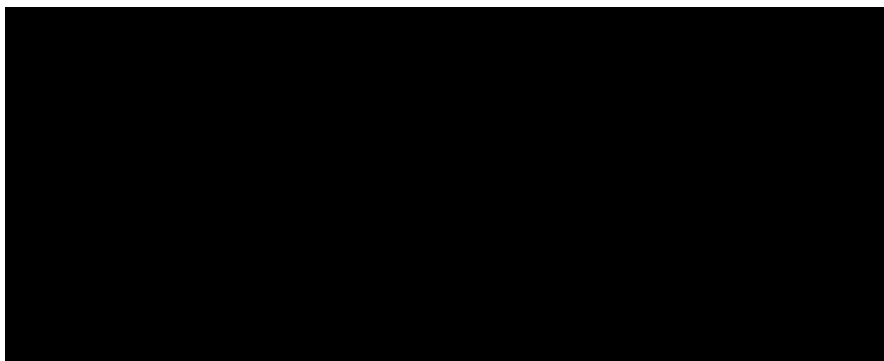
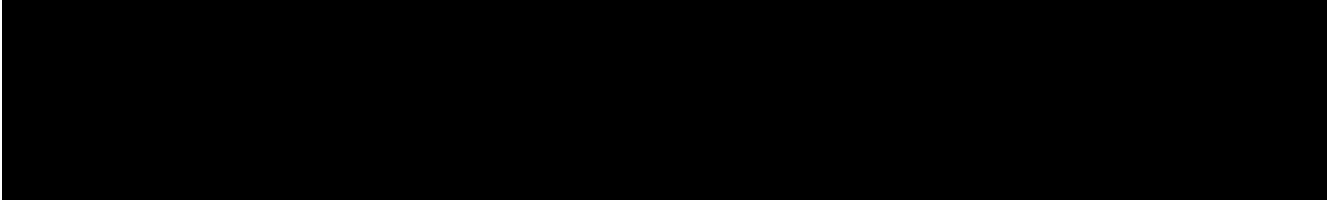
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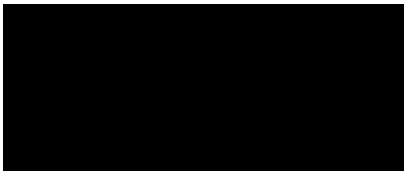
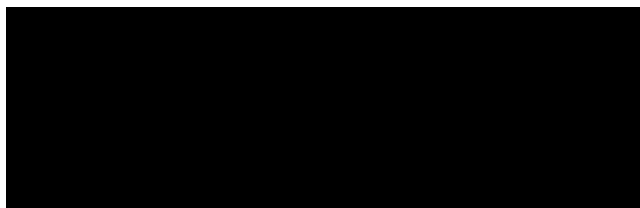
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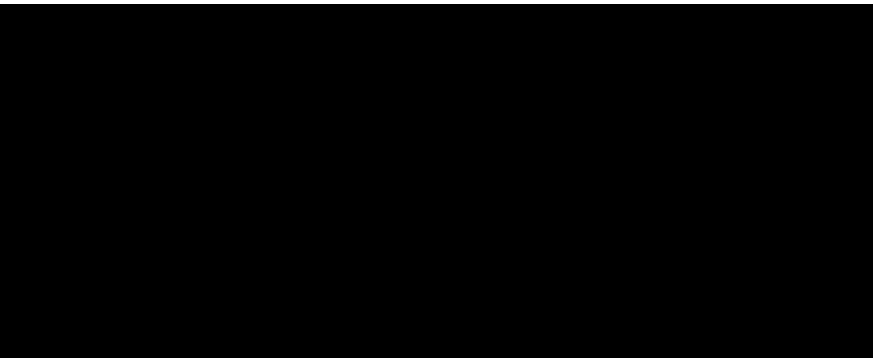
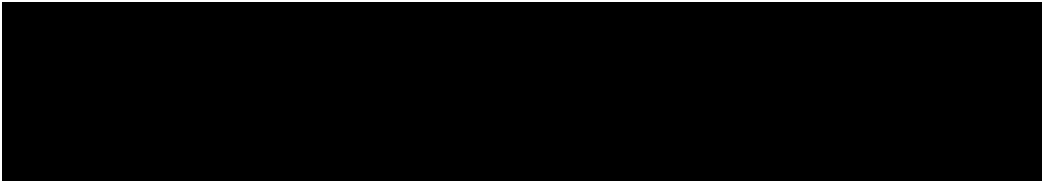
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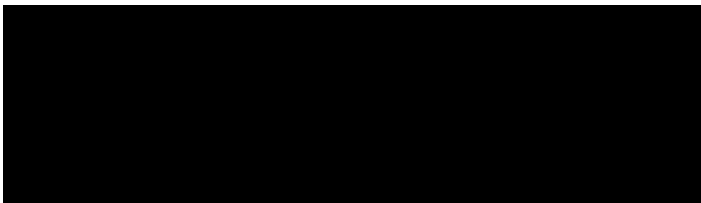
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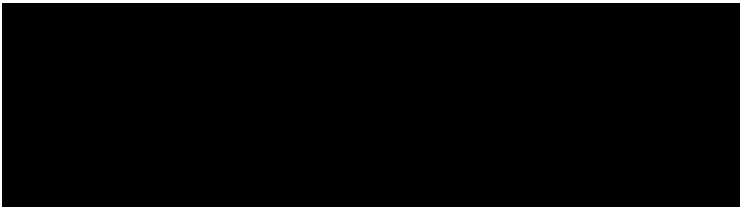
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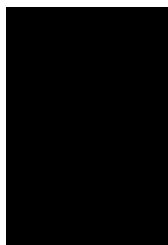
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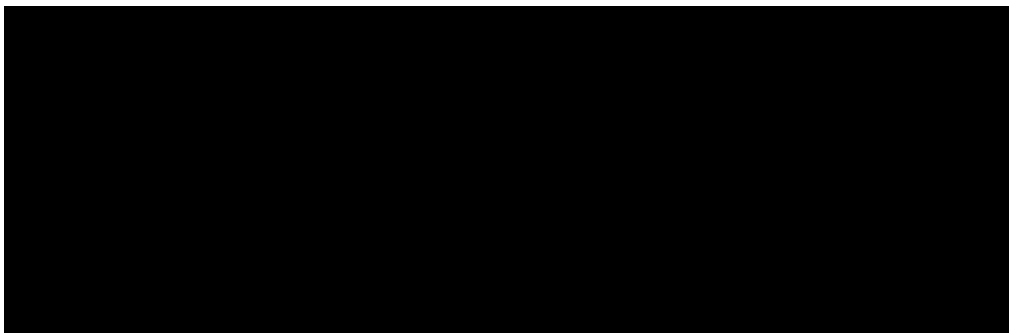
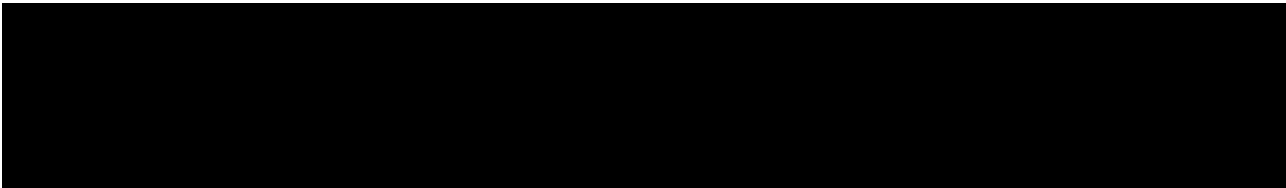
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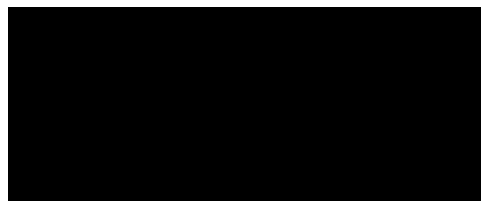
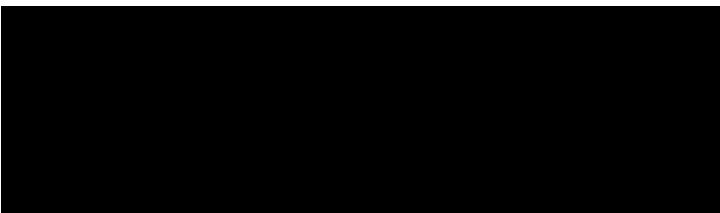
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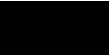












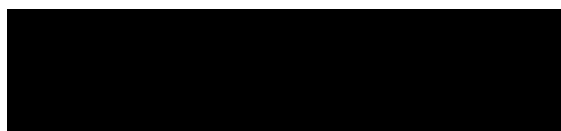


PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Wes M. Preece
Sent: Monday, December 05, 2016 11:25 AM
To: Cindy Hughes
Cc: Mary Sewell (C); Bobby Qureshi
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

Here is the status on the [REDACTED] I FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Cindy Hughes
Sent: Thursday, December 08, 2016 6:31 PM
To: Mary Sewell (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, I will go to 3K for customer for usage. Thanks again and Merry Christmas to you and our customer!!

Thanks for all you do!
Cindy

From: Bobby Qureshi
Sent: Thursday, December 8, 2016 4:58 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>; Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Dave Umberg <dave.umberg@chevrolet.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,
Waiving of the usage is your decision not the regions since you are closest to the customer's issues. Thx.

Bobby Qureshi

Regional Business Resource Manager
General Motors Company
US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: 678-240-9830 (Office)
[REDACTED] (Cell)
678-240-9952 (Fax)
Email: bobby.qureshi@gm.com



Customers, Relationships & Excellence

From: Cindy Hughes
Sent: Wednesday, December 07, 2016 4:03 PM
To: Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, I will leave usage adjustment up to the CAM. As always, thanks for all your help!

Sent from my iPhone

On Dec 7, 2016, at 11:13 AM, Mary Sewell (C) <mary.sewell@gm.com> wrote:

I have offered [REDACTED] the Trade. He may be receptive but would like to negotiate the usage. His mileage is 40,000 plus. If the usage is negotiable would the sum of 3 to 5k be reasonable relief? That is for a trade. What about a straight ? I have not offered that to him yet.

From: Wes M. Preece

Sent: Monday, December 05, 2016 11:25 AM

To: Cindy Hughes

Cc: Mary Sewell (C); Bobby Qureshi

Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 9:44 AM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes

Sent: Monday, December 05, 2016 9:42 AM

To: Mary Sewell (C)

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)

Sent: Monday, December 5, 2016 9:13 AM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED] - [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer

satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

[MVDN Attached](#)

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go buy age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40, 168**

Dear **Cindy**,

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2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

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If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Cindy Hughes; Wes M. Preece
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:31 AM
To: Wes M. Preece
Cc: Mary Sewell (C); Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Wes, OK we will offer the trade repurchase. I am not sure if this is an active BBB case? I will get with Mary to find out and go from there with trade repurchase offer.

Thanks,
Cindy

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

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Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

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From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR[REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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Howell, Rosa (NHTSA)

To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 10:42 AM
To: Mary Sewell (C); Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: usage

Mary, approve a trade repurchase with providing customer with a 5 year GM protection plan which is worth approximately \$2500 retail and full usage deduction or a straight with full usage deduction.

Thanks
wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 9:20 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Yes, Cindy I know. I did email him he has not responded. Usually when I ask of a request and do not get a response within a certain time I take it as GM is not honoring the request at this time. I am fine with that. I was just trying to help the customer out. I am ok with usage at current mileage it's the law.

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 9:15 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, mileage reduction is strictly handled by the CAM, Wes Preece. You will need to get with Wes to discuss a reduction in mileage. I can not approve.

Cindy

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at

current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy ,

As you know I have a BBB case on [REDACTED] He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14 , 2yrs /24k is 10-09-16.He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center . [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.

No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 9:13 AM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

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Dealership Contact: **Chris Welter**

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Mileage: **40,168**

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If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

As you know I have a BBB case on [REDACTED]. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14, 2yrs /24k is 10-09-16. He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or

o **The day of** the scheduled repair, **and two hours before the appointment.**

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Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Wes M. Preece
Sent: Friday, December 23, 2016 12:45 AM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, let's go with the protection plan as long as he closed the BBB case.

wes

From: Cindy Hughes
Sent: Wednesday, December 21, 2016 6:35 PM
To: Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, I would be OK with that proposal if customer would be completely satisfied and not continue filing BBB in the future. The problem is we have no guarantee on that request. This is a CAM approval/decision only.

Sent from my iPhone

On Dec 21, 2016, at 3:28 PM, Mary Sewell (C) <mary.sewell@gm.com> wrote:

Wes,

I was out of pocket Thursday and Friday of last week. I had not had an opportunity to speak to Mr. [REDACTED]. Our conversation picked up again Monday of this week where I made the offer for trade usage and protection plan or straight with usage. He called me back today asking for just the protection plan and he would keep his vehicle. What do you think about that?

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] I was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

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Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes

Sent: Wednesday, December 14, 2016 8:05 AM

To: Mary Sewell (C)

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)

Sent: Monday, December 12, 2016 4:22 PM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED],

Cindy ,

As you know I have a BBB case on [REDACTED]. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14 , 2yrs /24k is 10-09-16. He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 12:05 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center . Mr. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.

No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 9:13 AM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go buy age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

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Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

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Howell, Rosa (NHTSA)

To: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:28 AM
To: Mary Sewell (C)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, is this an active BBB case? Please reference Wes email below.

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

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From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

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Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40, 168**

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Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 28, 2016 12:21 PM
To: 'reakins@council.bbb.org'
Subject: [REDACTED] & BBB V GM

Customer last name: [REDACTED]

Service Request: [REDACTED]

2015 GMC Yukon XL

Vin: 1GKS1HKC4FR [REDACTED]

Rhonda,

I have spokent to [REDACTED] and he has agreed to a CCL for Comprehension the terms are 60/75 . His current mileage is 42,600 which means that the start date is 12-28-2016 at 42600 miles and would end at 117,600 miles. I need him to send a copy of registration.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 07, 2016 11:13 AM
To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery
	Wes M. Preece	Delivered: 12/7/2016 11:13 AM
	Cindy Hughes	Delivered: 12/7/2016 11:13 AM
	Bobby Qureshi	Delivered: 12/7/2016 11:13 AM

I have offered [REDACTED] the Trade. He may be receptive but would like to negotiate the usage. His mileage is 40,000 plus. If the usage is negotiable would the sum of 3 to 5k be reasonable relief? That is for a trade. What about a straight ? I have not offered that to him yet.

From: Wes M. Preece
Sent: Monday, December 05, 2016 11:25 AM
To: Cindy Hughes
Cc: Mary Sewell (C); Bobby Qureshi
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

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Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

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To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'Dan.schexnayder@kingmail.us'
Subject: RE: Requested docs sales and Service

From: Mary Sewell (C)
Sent: Wednesday, December 07, 2016 11:31 AM
To: 'Dan.schexnayder@kingmail.us'
Subject: FW: Requested docs sales and Service

CFF sent.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:06 PM
To: 'john.sambor@kingmail.us'
Subject: Requested docs sales and Service

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned in the voice mail regarding the above mentioned customer. A BBB claim was filed against the GM product owned by [REDACTED]. Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 3:13 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/5/2016 3:14 PM
	Wes M. Preece	Delivered: 12/5/2016 3:14 PM
	Bobby Qureshi	Delivered: 12/5/2016 3:14 PM

This BBB case is a Florida BBB case they are always live. They are not active until the cust returns the claim form with signature. Which at this point he has not. Remember in the FRA I advised you that I provided him with hypothetical situation regarding trade and straight. His factor is that he would be paying usage at 40k plus. I do not feel he want to go through any legal procedure because he has that usage fee. That's why I ask if you would consideration a dlr exchange. He was offered a OLC in CAC for 3k and declined it. I will offer the cust a Trade first then a straight. What about the OLC for 5K Cindy? Should that be the first offer?

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:28 AM
To: Mary Sewell (C)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, is this an active BBB case? Please reference Wes email below.

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 21, 2016 4:04 PM
To: 'John.sambor@kingmail.us'
Subject: Final Repair Attempt,
Attachments: MVDN [REDACTED].pdf

Customer last name [REDACTED]
Service Request: [REDACTED]
Vehicle 2015 GMC yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings Mr. Sambor,

I just left you a voice message regarding [REDACTED]. He sent in his MVDN and is requesting a Final Repair Opportunity. Erica has been so kind as to schedule him for Wednesday January 4, 2016 at 10am. I have attached the MVDN to this email so you can see what his concerns are. I will be getting back with you to retrieve the repair order once the inspection/repair is complete. Please make sure the invoice reflects Final Repair Attempt. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery	Read
	Cindy Hughes	Delivered: 12/5/2016 12:05 PM	Read: 12/5/2016 12:05 PM
	Wes M. Preece	Delivered: 12/5/2016 12:05 PM	
	Bobby Qureshi	Delivered: 12/5/2016 12:05 PM	

Cindy,

This case is now closed in the Business Resource Center [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that is it repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

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Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 12:10 PM
To: Cindy Hughes
Subject: Initial Notification of BBB Case VIN: [1GKS1HKC4FR[REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114[REDACTED]], Customer: [REDACTED], SR# [REDACTED]
Attachments: CCF[REDACTED].pdf

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/1/2016 12:10 PM

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: **Sunset Chevrolet Buick, 114695,Sarasota Florida**
Dealership Contact: **Chris Welter**
VIN: **1GKS1HKC4FR[REDACTED]**
Vehicle: **2015 GMC Yukon XL**
Mileage: **40168**

Dear **Cindy**,

This case may be ineligible if I need further assistance I will reach out.

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their **2015 GMC Yukon XL**. The customer has stated **steering column replaced three times, brake vacuum pump replaced , driver's seat cover replaced , plastic seat back replaced, power outlet replaced , 3 door handles replaced**, and is seeking **replacement**. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Resolution for BBB Case VIN: 1GNSCHKC6GR [REDACTED], Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

From: Mary Sewell (C)
Sent: Thursday, December 22, 2016 4:00 PM
To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Resolution for BBB Case VIN: 1GNSCHKC6GR [REDACTED] Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

Dear **Todd**,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a **Repurchase** through mediation and has **accepted** the offer. Required Vehicle Disclosure Center will process the claim and close the case.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling **866-790-5700**, extension **#5921001**. Thank you for your assistance in resolving this case.

Thank you,
Mary Sewell (C)

From: Mary Sewell (C)
Sent: Saturday, December 03, 2016 4:57 PM
To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Recommendation for BBB Case VIN: 1GNSCHKC6GR [REDACTED], Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

I spoke to the customer last week he said he was taking both vehicle back to the dlr so that he could test drive them with JC. That is after the FRA was done.

Dear **Todd**,

I previously contacted you to notify you that [REDACTED] filed a complaint with the Better Business Bureau for their **2016 Chevrolet Suburban**. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend a **Technical Expert (TE) report**.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your **feedback** or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Mary Sewell (C)

From: Mary Sewell (C)

Sent: Wednesday, November 16, 2016 9:43 AM

To: 'todd.yorlano@gm.com'

Cc: Wes M. Preece; Bobby Qureshi

Subject: Initial Notification of BBB Case VIN: 1GNSCHKC6GR [REDACTED] Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

Initial Notification of BBB Case VIN: 1GNSCHKC6GR [REDACTED], Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

Service Request: [REDACTED]

Customer Last Name: [REDACTED]

Involved Dealership: Bomnin, BAC 264 [REDACTED] Miami Florida

Dealership Contact: JC Herrero

VIN: 1GNSCHKC6GR [REDACTED]

Vehicle: 2016 Chevrolet Suburban

Mileage: 11800

Dear Todd,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for his 2016 Chevrolet Suburban. The customer has stated shaking vibration in steering wheel, driver's seat making noise and rear passenger seats make noise going over bumps, front rear view camera turns off, engine does not idle , has dead miss, and is seeking repurchase. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Mary Sewell (C)
Sent: Wednesday, December 21, 2016 3:28 PM
To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Wes,

I was out of pocket Thursday and Friday of last week. I had not had an opportunity to speak to [REDACTED]. Our conversation picked up again Monday of this week where I made the offer for trade usage and protection plan or straight with usage. He called me back today asking for just the protection plan and he would keep his vehicle. What do you think about that?

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

As you know I have a BBB case on [REDACTED]. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14, 2yrs /24k is 10-09-16. He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: resolution for BBB Case VIN: [1GKS1HKC4FR [REDACTED]] [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]], Customer: [REDACTED], SR# [REDACTED]

From: Mary Sewell (C)
Sent: Wednesday, January 04, 2017 10:52 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: resolution for BBB Case VIN: [1GKS1HKC4FR [REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]], Customer: [REDACTED], SR# [REDACTED]

SR # [REDACTED]
Customer last name [REDACTED]
Involved Dealership: **Sunset Chevrolet Buick, 114695, Sarasota Florida**
Dealership Contact: **Chris Welter**
VIN: **1GKS1HKC4FR [REDACTED]**
Vehicle: **2015 GMC Yukon XL**
Mileage: **40168**

Dear «Cindy»,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a "**Comprehensive**" **Component Coverage Letter for 5-75** and has **accepted** the offer.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling **866-790-5700**, extension # **5921001**. Thank you for your assistance in resolving this case.

Thank you,
Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 12:10 PM
To: Cindy Hughes
Subject: Initial Notification of BBB Case VIN: [1GKS1HKC4FR [REDACTED]] [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]]
Customer: [REDACTED], SR# [REDACTED]

Service Request: [REDACTED]
Customer Last Name: [REDACTED]

Involved Dealership: **Sunset Chevrolet Buick, 114 [REDACTED], Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40168**

Dear **Cindy**,

This case may be ineligible if I need further assistance I will reach out.

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their **2015 GMC Yukon XL**. The customer has stated **steering column replaced three times, brake vacuum pump replaced , driver's seat cover replaced , plastic seat back replaced, power outlet replaced , 3 door handles replaced**, and is seeking **replacement**. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'jkleer@conlelybuickgmc.com'
Subject: RE: Repair orders

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:25 PM
To: 'jkleer@conlelybuickgmc.com'
Subject: Repair orders

Customer last name: [REDACTED]

Service Request: [REDACTED]

2015 GMC Yukon XL

Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned our conversation regarding the above mentioned customer. A BBB claim was filed against the GM product owned by [REDACTED]. Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'john.sambor@kingmail.us'
Subject: RE: Requested docs sales and Service

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:06 PM
To: 'john.sambor@kingmail.us'
Subject: Requested docs sales and Service

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned in the voice mail regarding the above mentioned customer. A BBB claim was filed against the GM product owned by [REDACTED] Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Chris Welter (Sunset Buick-Gmc)
Cc: 'cindy.hughes@gm.com'
Subject: RE: Sales & Service documentation

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:52 AM
To: Chris Welter (Sunset Buick-Gmc)
Cc: 'cindy.hughes@gm.com'
Subject: Sales & Service documentation

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

GoodMorning Chris,

I left you a voice mail December 1, 2016 regarding [REDACTED] and his MVDN claim. He had previously sent in his BBB claim also. Nevertheless I was requesting the repair orders generated on this vehicle. Attached is a dealer letter with the requested information needed. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 4:09 PM
To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

OK, I call the svc-mgr and arrange it.

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

As you know I have a BBB case on [REDACTED]. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14, 2yrs /24k is 10-09-16. He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now.

He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go buy age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Teri Miracle
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,

From: Mary Sewell (C)
Sent: Friday, December 30, 2016 2:38 PM
To: Teri Miracle
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,


2015 GMC Yukon XL
1GKS1HKC4FR

Greetings ,

 accepted the CCL Comprehension for 60/75. The CBGC was not able to be provided for 5/1000 due to the current vehicle being outside the bumper to bumper by mileage. Nevertheless he is canceling his January 4, 2017 appointment for the FRA/ADDREP.

From: Teri Miracle
Sent: Saturday, December 24, 2016 10:41 AM
To: Mary Sewell (C)
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,

I can't believe my eyes (green block showing you're online) – surely you're not working on Christmas Eve !!!

Thanks so much for the update. We'll proceed without a FSE with the understanding that the customer will pay for the inspection.

Merry Christmas Mary!

Thanks,

Teri Miracle

DMA Orlando

810.240.5058

From: Mary Sewell (C)
Sent: Friday, December 23, 2016 4:31 PM
To: Teri Miracle <teri.miracle@gm.com>
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck) <john.sambor@kingmail.us>; Harold Fay <harold.fay@gm.com>; Wes M. Preece <wes.m.preece@gm.com>
Subject: RE: Final Repair Attempt,

1GKS1HKC4FR
2015 GMC Yukon

Teri ,

The cust has filed a BBB claim on the veh and lives in Florida his milage is very high as a matter a fact outside of the bumper to bumper 40,168. He also sent in the MVDN and postponed it and now for some strange reason he want to have it completed. I have been working with Wes and the servicing dealer DMA Cindy Hughes. Since the customer has already been offered the highest most generous offer GM could provide. Trade with protection plan worth \$2,500 and full usage or Repurchase with full usage. Now he ask for just to keep the vehicle. I reached out to Wes on that and just got the approval for that. Wes advised me to schedule the apt with the selling dealer and a FSE did not have to be present. Since the customer is outside of the bumper to bumper he would be responsible for the diagnostic fee. So basically the cust would be getting an additional repair attempt or inspection. His vehicle is repaired now.

From: Teri Miracle
Sent: Friday, December 23, 2016 11:56 AM
To: Mary Sewell (C)
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay
Subject: FW: Final Repair Attempt,

I'm not sure who Erica is, but I need to have a FSE at Fountain for a FRA. As you know this vehicle was purchased from Fountain but serviced on the west coast at two other dealers I believe. Fountain and I will both be walking into this blind. I'm not sure why the FRA is at a dealership that hasn't serviced it, but we AT LEAST need to reschedule it when my FSE, Brook Fay, can be there. I know he is already booked the first week of January and possibly the 2nd by now as well.

Out of curiosity, where does the customer live now? His selling and servicing dealers are probably two hours apart.

Please advise ASAP if the date can be rescheduled so FSE will be in attendance.

Thanks,

Teri Miracle

DMA Orlando

810.240.5058

From: Sambor, John [<mailto:John.Sambor@kingmail.us>]
Sent: Wednesday, December 21, 2016 6:11 PM
To: Teri Miracle <teri.miracle@gm.com>
Subject: [EXTERNAL] FW: Final Repair Attempt,

Teri,

Are you aware of this? We sold this vehicle but never serviced it.
Please look into it and let me know how to proceed.
I will be off tomorrow but will be back in on Friday.

Thanks,
John

John Sambor
Fixed Operations Manager
Fountain Auto Mall
p. 407.888.5161
f. 407.888.4557

From: Mary Sewell (C) [<mailto:mary.sewell@gm.com>]
Sent: Wednesday, December 21, 2016 4:04 PM
To: Sambor, John <John.Sambor@kingmail.us>
Subject: Final Repair Attempt,

Customer last name [REDACTED]
Service Request: [REDACTED]
Vehicle 2015 GMC yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings Mr. Sambor,

I just left you a voice message regarding [REDACTED]. He sent in his MVDN and is requesting a Final Repair Opportunity. Erica has been so kind as to schedule him for Wednesday January 4, 2016 at 10am. I have attached the MVDN to this email so you can see what his concerns are. I will be getting back with you to retrieve the repair order once the inspection/repair is complete. Please make sure the invoice reflects Final Repair Attempt. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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The attached information contained in this transmission may be privileged and confidential. It is intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or return e-mail and delete the original message from your e-mail.



Please consider the environment before printing this e-mail

Howell, Rosa (NHTSA)

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

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Sent: Thursday, December 01, 2016 6:37 PM
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Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/5/2016 9:13 AM
	Wes M. Preece	Delivered: 12/5/2016 9:13 AM
	Bobby Qureshi	Delivered: 12/5/2016 9:13 AM

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Attachments: MVDN [REDACTED].pdf

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/1/2016 6:44 PM
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	Bobby Qureshi	Delivered: 12/1/2016 6:44 PM

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Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED]

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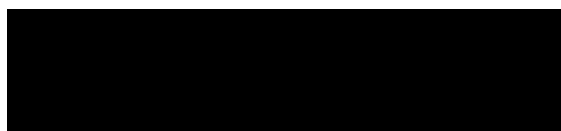
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 28, 2016 12:21 PM
To: 'reakins@council.bbb.org'
Subject: [REDACTED] & BBB V GM

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Rhonda,

I have spokent to [REDACTED] and he has agreed to a CCL for Comprehension the terms are 60/75 . His current mileage is 42,600 which means that the start date is 12-28-2016 at 42600 miles and would end at 117,600 miles. I need him to send a copy of registration.

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2015 YUKON XL - 2WD SLT

GENERAL MOTORS LLC

GAZ SUMMIT WHITE

/V8G

H2Y COCOA/DUNE

RENAISSANCE CENTER

ORDER NO. [REDACTED] TRE STOCK NO.

DETROIT MI 48243-1114

VIN 1GK S1HK C4 FR [REDACTED]

VEHICLE INVOICE [REDACTED]

*****7859*****48*53401S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15906 YUKON XL - 2WD SLT	57435.00	53414.56	INVOICE 04/17/14
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 04/17/14
C6A GVW RATING - 7,300 LBS	N/C	N/C	EXP I/T 05/09/14
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 05/09/14
IO6 AUDIO SYSTEM, 8" DIAGONAL	495.00	435.60	PRC EFF 04/17/14
COLOR TOUCH W/ NAVIGATION & & INTELLILINK			KEYS V1016 V1016 WFP-S QTR OPT-1
L83 5.3L V8 ECOTEC3 ENGINE	N/C	N/C	BANK: SUNTRUST BA
W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT			CHG-TO 53-401
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	SHIP WT: 5524
RD5 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	HP: 45.7 GVWR: 7300 GAWR.FT: 3500 GAWR.RR: 4200 EMPLOY: 54522.31 SUPPLR: 56746.36 MRM: 60915.00 NTR: 1/2 EMPINC: 3491.76 SUPINC: 1267.70

TOTAL MODEL & OPTIONS	59920.00	55601.36	ACT 237	54798.76
DESTINATION CHARGE	995.00	995.00	H/B 261	1797.60
DEALER IMR CONTRIBUTION		599.20	ADV 261	599.20
LMA GROUP CONTRIBUTION		599.20	EXP 65A	599.20

TOTAL 60915.00 57794.76 PAY 310 57794.76

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 55135.63

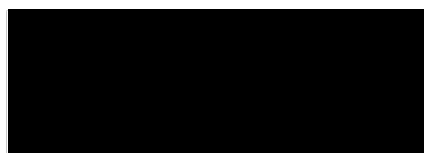
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

FOUNTAIN BUICK GMC



BBB AUTO LINE

January 3, 2017



Re: [REDACTED] s Pontiac/GMC Division 1GKS1HKC4FR [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

**** REVISED ****

The manufacturer agrees to provide you with a 5 year / 75,000 mile Customer Component Letter, whichever occurs first on your 2015 Yukon XL from the date of policy issuance. This policy is provided (at no cost to you) as a goodwill gesture out of customer satisfaction and carries a zero dollar deductible. This warranty will be supplied to you within 60 days from the date of this letter, after which the BBB will follow up with you within 10 days to verify performance.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Please understand that, if eligible, you may proceed to arbitration through BBB AUTO LINE. If you are not satisfied with the arbitrator's decision, or if the process takes more than 40 days, if eligible, you may request

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA 22201 · Phone 800.955.5100 · Fax: 703.247.9700

FLSET

arbitration by the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about and file a claim with the state-run program, you should contact the Office of the Attorney General Lemon Law Hotline at 800-321-5366 (850-414-3500 if outside Florida), or via email to flalemonlaw@myfloridalegal.com.

The mailing address is:

Office of the Attorney General, Lemon Law Arbitration, PL-01, The Capitol,
Tallahassee, Florida 32399-1050.

PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later than 60 days after the expiration of the lemon law rights period (the period ending 24 months after the date of the original delivery of a motor vehicle to a consumer), or within 30 days after the final action of BBB AUTO LINE, whichever date occurs later.

Sincerely,

Rhonda Eakins (Ext. 242)

CC: Mary Sewell

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 11/28/16
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Yukon XL	Year: 2015	Current mileage: 40000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , FL			
Primary Servicing dealer/city/state: SUNSET CHEVROLET,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 10/09/14		Mileage at purchase/lease:	
First repair attempt date: How often is the vehicle used for business purposes (percentage): 0 %		First repair attempt mileage: 0 Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

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

Replacement

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

VEHICLE IDENTIFICATION NUMBER 1GKS1HKC4F [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering Column Replaced 3 times		4		yes
Brake Vacuum Pump Replaced		1		yes
Drivers Seat Cover Replaced		1		yes
Plastic Seat back Replaced		1		yes
Rear power Outlet Replaced		1		yes
3 door handles replaced		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

Howell, Rosa (NHTSA)

To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Wes M. Preece
Sent: Monday, December 05, 2016 11:25 AM
To: Cindy Hughes
Cc: Mary Sewell (C); Bobby Qureshi
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Cindy Hughes
Sent: Thursday, December 08, 2016 6:31 PM
To: Mary Sewell (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, I will go to 3K for customer for usage. Thanks again and Merry Christmas to you and our customer!!

Thanks for all you do!
Cindy

From: Bobby Qureshi
Sent: Thursday, December 8, 2016 4:58 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>; Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Dave Umberg <dave.umberg@chevrolet.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,
Waiving of the usage is your decision not the regions since you are closest to the customer's issues. Thx.

Bobby Qureshi

Regional Business Resource Manager
General Motors Company
US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: 678-240-9830 (Office)
[REDACTED] (Cell)
678-240-9952 (Fax)
Email: bobby.qureshi@gm.com



Customers, Relationships & Excellence

From: Cindy Hughes
Sent: Wednesday, December 07, 2016 4:03 PM
To: Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, I will leave usage adjustment up to the CAM. As always, thanks for all your help!

Sent from my iPhone

On Dec 7, 2016, at 11:13 AM, Mary Sewell (C) <mary.sewell@gm.com> wrote:

I have offered [REDACTED] the Trade. He may be receptive but would like to negotiate the usage. His mileage is 40,000 plus. If the usage is negotiable would the sum of 3 to 5k be reasonable relief? That is for a trade. What about a straight ? I have not offered that to him yet.

From: Wes M. Preece

Sent: Monday, December 05, 2016 11:25 AM

To: Cindy Hughes

Cc: Mary Sewell (C); Bobby Qureshi

Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 9:44 AM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes

Sent: Monday, December 05, 2016 9:42 AM

To: Mary Sewell (C)

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)

Sent: Monday, December 5, 2016 9:13 AM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED] - [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer

satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

[MVDN Attached](#)

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go buy age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40, 168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

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Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
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Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Cindy Hughes; Wes M. Preece
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:31 AM
To: Wes M. Preece
Cc: Mary Sewell (C); Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Wes, OK we will offer the trade repurchase. I am not sure if this is an active BBB case? I will get with Mary to find out and go from there with trade repurchase offer.

Thanks,
Cindy

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
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To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

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From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

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If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 10:42 AM
To: Mary Sewell (C); Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: usage

Mary, approve a trade repurchase with providing customer with a 5 year GM protection plan which is worth approximately \$2500 retail and full usage deduction or a straight with full usage deduction.

Thanks
wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 9:20 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Yes, Cindy I know. I did email him he has not responded. Usually when I ask of a request and do not get a response within a certain time I take it as GM is not honoring the request at this time. I am fine with that. I was just trying to help the customer out. I am ok with usage at current mileage it's the law.

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 9:15 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, mileage reduction is strictly handled by the CAM, Wes Preece. You will need to get with Wes to discuss a reduction in mileage. I can not approve.

Cindy

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at

current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

As you know I have a BBB case on [REDACTED] He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14 , 2yrs /24k is 10-09-16.He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.

No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)

Sent: Monday, December 05, 2016 9:13 AM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

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1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

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- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
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Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

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Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

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Sent: Wednesday, December 14, 2016 8:05 AM
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Cc: Wes M. Preece; Bobby Qureshi
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Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

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From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

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From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Wes M. Preece
Sent: Friday, December 23, 2016 12:45 AM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, let's go with the protection plan as long as he closed the BBB case.

wes

From: Cindy Hughes
Sent: Wednesday, December 21, 2016 6:35 PM
To: Mary Sewell (C) <mary.sewell@gm.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, I would be OK with that proposal if customer would be completely satisfied and not continue filing BBB in the future. The problem is we have no guarantee on that request. This is a CAM approval/decision only.

Sent from my iPhone

On Dec 21, 2016, at 3:28 PM, Mary Sewell (C) <mary.sewell@gm.com> wrote:

Wes,

I was out of pocket Thursday and Friday of last week. I had not had an opportunity to speak to Mr. [REDACTED]. Our conversation picked up again Monday of this week where I made the offer for trade usage and protection plan or straight with usage. He called me back today asking for just the protection plan and he would keep his vehicle. What do you think about that?

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED]

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

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Thank you,

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Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes

Sent: Wednesday, December 14, 2016 8:05 AM

To: Mary Sewell (C)

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED],

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

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Sent: Monday, December 12, 2016 4:22 PM

To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]
[REDACTED]

Cindy ,

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Sent: Monday, December 05, 2016 12:05 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center . [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.

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From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

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Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

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Dealership Contact: **Chris Welter**

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Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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Howell, Rosa (NHTSA)

To: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED] - [REDACTED]

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:28 AM
To: Mary Sewell (C)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, is this an active BBB case? Please reference Wes email below.

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>

Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

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To: Cindy Hughes

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Mileage: **40, 168**

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Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 07, 2016 11:13 AM
To: Wes M. Preece; Cindy Hughes
Cc: Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Tracking:	Recipient	Delivery
	Wes M. Preece	Delivered: 12/7/2016 11:13 AM
	Cindy Hughes	Delivered: 12/7/2016 11:13 AM
	Bobby Qureshi	Delivered: 12/7/2016 11:13 AM

I have offered [REDACTED] the Trade. He may be receptive but would like to negotiate the usage. His mileage is 40,000 plus. If the usage is negotiable would the sum of 3 to 5k be reasonable relief? That is for a trade. What about a straight ? I have not offered that to him yet.

From: Wes M. Preece
Sent: Monday, December 05, 2016 11:25 AM
To: Cindy Hughes
Cc: Mary Sewell (C); Bobby Qureshi
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
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Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
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From: Cindy Hughes
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Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed a this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'Dan.schexnayder@kingmail.us'
Subject: RE: Requested docs sales and Service

From: Mary Sewell (C)
Sent: Wednesday, December 07, 2016 11:31 AM
To: 'Dan.schexnayder@kingmail.us'
Subject: FW: Requested docs sales and Service

CFF sent.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:06 PM
To: 'john.sambor@kingmail.us'
Subject: Requested docs sales and Service

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned in the voice mail regarding the above mentioned customer. A BBB claim was filed against the GM product owned by [REDACTED]. Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 3:13 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/5/2016 3:14 PM
	Wes M. Preece	Delivered: 12/5/2016 3:14 PM
	Bobby Qureshi	Delivered: 12/5/2016 3:14 PM

This BBB case is a Florida BBB case they are always live. They are not active until the cust returns the claim form with signature. Which at this point he has not. Remember in the FRA I advised you that I provided him with hypothetical situation regarding trade and straight. His factor is that he would be paying usage at 40k plus. I do not feel he want to go through any legal procedure because he has that usage fee. That's why I ask if you would consideration a dlr exchange. He was offered a OLC in CAC for 3k and declined it. I will offer the cust a Trade first then a straight. What about the OLC for 5K Cindy? Should that be the first offer?

From: Cindy Hughes
Sent: Monday, December 05, 2016 11:28 AM
To: Mary Sewell (C)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, is this an active BBB case? Please reference Wes email below.

From: Wes M. Preece
Sent: Monday, December 5, 2016 11:25 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Mary Sewell (C) <mary.sewell@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy with four steering repairs within 24 months the vehicle meets presumption. GM must disclose the repair history at auction. Suggest we offer a trade or straight repurchase with full usage deduction.

wes

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:44 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Ok, Cindy thank you for the rapid response. I appreciate it.

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114 [REDACTED] Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, December 21, 2016 4:04 PM
To: 'John.sambor@kingmail.us'
Subject: Final Repair Attempt,
Attachments: MVDN [REDACTED].pdf

Customer last name: [REDACTED]
Service Request: [REDACTED]
Vehicle 2015 GMC yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings Mr. Sambor,

I just left you a voice message regarding [REDACTED]. He sent in his MVDN and is requesting a Final Repair Opportunity. Erica has been so kind as to schedule him for Wednesday January 4, 2016 at 10am. I have attached the MVDN to this email so you can see what his concerns are. I will be getting back with you to retrieve the repair order once the inspection/repair is complete. Please make sure the invoice reflects Final Repair Attempt. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery	Read
	Cindy Hughes	Delivered: 12/5/2016 12:05 PM	Read: 12/5/2016 12:05 PM
	Wes M. Preece	Delivered: 12/5/2016 12:05 PM	
	Bobby Qureshi	Delivered: 12/5/2016 12:05 PM	

Cindy,

This case is now closed in the Business Resource Center . [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that is it repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114 [REDACTED], Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy,**

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 12:10 PM
To: Cindy Hughes
Subject: Initial Notification of BBB Case VIN: [1GKS1HKC4FR[REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114695], Customer: [REDACTED], SR# [REDACTED]
Attachments: CCF[REDACTED].pdf

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/1/2016 12:10 PM

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: **Sunset Chevrolet Buick, 114695, Sarasota Florida**
Dealership Contact: **Chris Welter**
VIN: **1GKS1HKC4FR[REDACTED]**
Vehicle: **2015 GMC Yukon XL**
Mileage: **40168**

Dear **Cindy**,

This case may be ineligible if I need further assistance I will reach out.

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their **2015 GMC Yukon XL**. The customer has stated **steering column replaced three times, brake vacuum pump replaced , driver's seat cover replaced , plastic seat back replaced, power outlet replaced , 3 door handles replaced**, and is seeking **replacement**. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 11/28/16
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Yukon XL	Year: 2015	Current mileage: 40000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , FL			
Primary Servicing dealer/city/state: SUNSET CHEVROLET,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 10/09/14		Mileage at purchase/lease:	
First repair attempt date: How often is the vehicle used for business purposes (percentage): 0 %		First repair attempt mileage: 0 Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

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

Replacement

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

VEHICLE IDENTIFICATION NUMBER 1GKS1HKC4F [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)Case Number:

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering Column Replaced 3 times		4		yes
Brake Vacuum Pump Replaced		1		yes
Drivers Seat Cover Replaced		1		yes
Plastic Seat back Replaced		1		yes
Rear power Outlet Replaced		1		yes
3 door handles replaced		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

Howell, Rosa (NHTSA)

To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Resolution for BBB Case VIN: 1GNSCHKC6GR [REDACTED], Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

From: Mary Sewell (C)
Sent: Thursday, December 22, 2016 4:00 PM
To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Resolution for BBB Case VIN: 1GNSCHKC6GR [REDACTED], Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

Dear **Todd**,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a **Repurchase** through mediation and has **accepted** the offer. Required Vehicle Disclosure Center will process the claim and close the case.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling **866-790-5700**, extension **#5921001**. Thank you for your assistance in resolving this case.

Thank you,

Mary Sewell (C)

From: Mary Sewell (C)
Sent: Saturday, December 03, 2016 4:57 PM
To: 'todd.yorlano@gm.com'
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: Recommendation for BBB Case VIN: 1GNSCHKC6GR [REDACTED] Bomnin, BAC: 264 [REDACTED], Customer: [REDACTED] SR# [REDACTED]

I spoke to the customer last week he said he was taking both vehicle back to the dlr so that he could test drive them with JC. That is after the FRA was done.

Dear **Todd**,

I previously contacted you to notify you that [REDACTED] filed a complaint with the Better Business Bureau for their **2016 Chevrolet Suburban**. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend a **Technical Expert (TE) report**.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your **feedback** or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Mary Sewell (C)

From: Mary Sewell (C)

Sent: Wednesday, November 16, 2016 9:43 AM

To: 'todd.yorlano@gm.com'

Cc: Wes M. Preece; Bobby Qureshi

Subject: Initial Notification of BBB Case VIN: 1GNSCHKC6GR[REDACTED], Bomnin, BAC: 264[REDACTED], Customer: [REDACTED] SR# [REDACTED]

Initial Notification of BBB Case VIN: 1GNSCHKC6GR[REDACTED], Bomnin, BAC: 264[REDACTED] Customer: [REDACTED] SR# [REDACTED]

Service Request: [REDACTED]

Customer Last Name: [REDACTED]

Involved Dealership: Bomnin, BAC 264[REDACTED] Miami Florida

Dealership Contact: JC Herrero

VIN: 1GNSCHKC6GR[REDACTED]

Vehicle: 2016 Chevrolet Suburban

Mileage: 11800

Dear Todd,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for his 2016 Chevrolet Suburban. The customer has stated shaking vibration in steering wheel, driver's seat making noise and rear passenger seats make noise going over bumps, front rear view camera turns off, engine does not idle , has dead miss, and is seeking repurchase. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,
Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Mary Sewell (C)
Sent: Wednesday, December 21, 2016 3:28 PM
To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Wes,

I was out of pocket Thursday and Friday of last week. I had not had an opportunity to speak to [REDACTED]. Our conversation picked up again Monday of this week where I made the offer for trade usage and protection plan or straight with usage. He called me back today asking for just the protection plan and he would keep his vehicle. What do you think about that?

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

As you know I have a BBB case on [REDACTED]. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14, 2yrs /24k is 10-09-16. He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED].

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: resolution for BBB Case VIN: [1GKS1HKC4FR [REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]], Customer: [REDACTED], SR# [REDACTED]

From: Mary Sewell (C)
Sent: Wednesday, January 04, 2017 10:52 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: resolution for BBB Case VIN: [1GKS1HKC4FR [REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]], Customer: [REDACTED], SR# [REDACTED]

SR # [REDACTED]
Customer last name [REDACTED]
Involved Dealership: Sunset Chevrolet Buick, 114 [REDACTED], Sarasota Florida
Dealership Contact: Chris Welter
VIN: 1GKS1HKC4FR [REDACTED]
Vehicle: 2015 GMC Yukon XL
Mileage: 40168

Dear «Cindy»,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a "Comprehensive" Component Coverage Letter for 5-75 and has accepted the offer.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension # 5921001. Thank you for your assistance in resolving this case.

Thank you,
Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 12:10 PM
To: Cindy Hughes
Subject: Initial Notification of BBB Case VIN: [1GKS1HKC4FR [REDACTED]], [SUNSET CHEVROLET-BUICK-GMC], BAC: [114 [REDACTED]], Customer: [REDACTED], SR# [REDACTED]

Service Request: [REDACTED]
Customer Last Name: [REDACTED]

Involved Dealership: **Sunset Chevrolet Buick, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40168**

Dear **Cindy**,

This case may be ineligible if I need further assistance I will reach out.

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their **2015 GMC Yukon XL**. The customer has stated **steering column replaced three times, brake vacuum pump replaced , driver's seat cover replaced , plastic seat back replaced, power outlet replaced , 3 door handles replaced**, and is seeking **replacement**. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mary Sewell (C)

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'jkleer@conlelybuickgmc.com'
Subject: RE: Repair orders

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:25 PM
To: 'jkleer@conlelybuickgmc.com'
Subject: Repair orders

Customer last name: [REDACTED]

Service Request: [REDACTED]

2015 GMC Yukon XL

Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned our conversation regarding the above mentioned customer. A BBB claim was filed against the GM product owned by Mr. [REDACTED]. Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: 'john.sambor@kingmail.us'
Subject: RE: Requested docs sales and Service

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 2:06 PM
To: 'john.sambor@kingmail.us'
Subject: Requested docs sales and Service

Customer last name: [REDACTED]
Service Request: [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings,

As mentioned in the voice mail regarding the above mentioned customer. A BBB claim was filed against the GM product owned by [REDACTED] Being that he purchased his vehicle and had it serviced at your dealer, I am requesting the sales and service information generated on the vehicle. Thank you in advance for support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Chris Welter (Sunset Buick-Gmc)
Cc: 'cindy.hughes@gm.com'
Subject: RE: Sales & Service documentation

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:52 AM
To: Chris Welter (Sunset Buick-Gmc)
Cc: 'cindy.hughes@gm.com'
Subject: Sales & Service documentation

Customer last name: [REDACTED]
Service Request [REDACTED]
2015 GMC Yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

GoodMorning Chris,

I left you a voice mail December 1, 2016 regarding [REDACTED] and his MVDN claim. He had previously sent in his BBB claim also. Nevertheless I was requesting the repair orders generated on this vehicle. Attached is a dealer letter with the requested information needed. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 4:09 PM
To: Wes M. Preece
Cc: Cindy Hughes
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

OK, I call the svc-mgr and arrange it.

From: Wes M. Preece
Sent: Wednesday, December 14, 2016 4:02 PM
To: Mary Sewell (C)
Cc: Cindy Hughes
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Mary, we should arbitrate if the customer declines the offers. If we have never performed an FRA I would set one up for the service manager to complete without DMA or FSE.

wes

From: Mary Sewell (C)
Sent: Wednesday, December 14, 2016 8:21 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy ,

He is talking to the BBB now. His BBB rep emailed me yesterday asking for GM'S position. Wes did give me permission to offer a trade and a straight. I thought [REDACTED] was on the up and up with me after I advised him of the remedies. I don't know what he is trying to accomplish. I am just going to offer him the straight. He is playing games the law says usage at current mileage and that is what it is. In my opinion it is senseless for him to do a FRA especially if he was offered the highest offer we have he is not getting anything better. Another thing I did not tell you he said he was a pilot and he just purchased a Lexus so he is paying a note on that vehicle as well. I just want to offer him the straight and be through with him.

This is what his BBB rep emailed me yesterday.

Mary, this case is past due and I am needing GM's position please. I understand from the C that you had offered to replace the vehicle per FL LL but he asked if you could get a better offer with reduced mileage. He advised you told him you would be back in touch on Thursday with both a answer to the replacement offer and that a scheduling date was being set up for a final repair? Please respond.

Thank you,

Rhonda Eakins, *Mediation Specialist*
Council of Better Business Bureaus
3033 Wilson Blvd., Ste. 600
Arlington, VA 22201-3843

From: Cindy Hughes
Sent: Wednesday, December 14, 2016 8:05 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Not sure how to proceed. Customer can have FRA completed at GM Dealer of choice; however, I am not sure what his strategy is at this point either. We did offer him a trade correct with mileage adjustment to be determined by CAM? Is he now wanting to keep the vehicle and did he decline the trade repurchase? Please advise.

Thanks Mary,
Cindy

From: Mary Sewell (C)
Sent: Monday, December 12, 2016 4:22 PM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

As you know I have a BBB case on [REDACTED] I. He now wants to resume the FRA and have it done at Fountain the selling dealer. Teri Miracle is the DMA for that dealer should I call her about the FRA? His vehicle purchase is 10-09-14 , 2yrs /24k is 10-09-16.He filed with the BBB 11-28 2016 which makes him eligible and with the trade and straight available I am not seeing what his strategy is. Nevertheless he is speaking to someone.

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that is it repaired now.

He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:44 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

MVDN Attached

From: Mary Sewell (C)

Sent: Thursday, December 01, 2016 6:37 PM

To: Cindy Hughes

Cc: Wes M. Preece; Bobby Qureshi

Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go buy age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114 [REDACTED], Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

To: Teri Miracle
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,

From: Mary Sewell (C)
Sent: Friday, December 30, 2016 2:38 PM
To: Teri Miracle
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,


2015 GMC Yukon XL
1GKS1HKC4FR

Greetings ,

 accepted the CCL Comprehension for 60/75. The CBGC was not able to be provided for 5/1000 due to the current vehicle being outside the bumper to bumper by mileage. Nevertheless he is canceling his January 4, 2017 appointment for the FRA/ADDREP.

From: Teri Miracle
Sent: Saturday, December 24, 2016 10:41 AM
To: Mary Sewell (C)
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay; Wes M. Preece
Subject: RE: Final Repair Attempt,

I can't believe my eyes (green block showing you're online) – surely you're not working on Christmas Eve !!!

Thanks so much for the update. We'll proceed without a FSE with the understanding that the customer will pay for the inspection.

Merry Christmas Mary!

Thanks,

Teri Miracle

DMA Orlando

810.240.5058

From: Mary Sewell (C)
Sent: Friday, December 23, 2016 4:31 PM
To: Teri Miracle <teri.miracle@gm.com>
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck) <john.sambor@kingmail.us>; Harold Fay <harold.fay@gm.com>; Wes M. Preece <wes.m.preece@gm.com>
Subject: RE: Final Repair Attempt,

1GKS1HKC4FR
2015 GMC Yukon

Teri ,

The cust has filed a BBB claim on the veh and lives in Florida his milage is very high as a matter a fact outside of the bumper to bumper 40,168. He also sent in the MVDN and postponed it and now for some strange reason he want to have it completed. I have been working with Wes and the servicing dealer DMA Cindy Hughes. Since the customer has already been offered the highest most generous offer GM could provide. Trade with protection plan worth \$2,500 and full usage or Repurchase with full usage. Now he ask for just to keep the vehicle. I reached out to Wes on that and just got the approval for that. Wes advised me to schedule the apt with the selling dealer and a FSE did not have to be present. Since the customer is outside of the bumper to bumper he would be responsible for the diagnostic fee. So basically the cust would be getting an additional repair attempt or inspection. His vehicle is repaired now.

From: Teri Miracle
Sent: Friday, December 23, 2016 11:56 AM
To: Mary Sewell (C)
Cc: John Sambor (Fountain Oldsmobile-Gmc Truck); Harold Fay
Subject: FW: Final Repair Attempt,

I'm not sure who Erica is, but I need to have a FSE at Fountain for a FRA. As you know this vehicle was purchased from Fountain but serviced on the west coast at two other dealers I believe. Fountain and I will both be walking into this blind. I'm not sure why the FRA is at a dealership that hasn't serviced it, but we AT LEAST need to reschedule it when my FSE, Brook Fay, can be there. I know he is already booked the first week of January and possibly the 2nd by now as well.

Out of curiosity, where does the customer live now? His selling and servicing dealers are probably two hours apart.

Please advise ASAP if the date can be rescheduled so FSE will be in attendance.

Thanks,

Teri Miracle

DMA Orlando

810.240.5058

From: Sambor, John [<mailto:John.Sambor@kingmail.us>]
Sent: Wednesday, December 21, 2016 6:11 PM
To: Teri Miracle <teri.miracle@gm.com>
Subject: [EXTERNAL] FW: Final Repair Attempt,

Teri,

Are you aware of this? We sold this vehicle but never serviced it.
Please look into it and let me know how to proceed.
I will be off tomorrow but will be back in on Friday.

Thanks,
John

John Sambor
Fixed Operations Manager
Fountain Auto Mall
p. 407.888.5161
f. 407.888.4557

From: Mary Sewell (C) [<mailto:mary.sewell@gm.com>]
Sent: Wednesday, December 21, 2016 4:04 PM
To: Sambor, John <John.Sambor@kingmail.us>
Subject: Final Repair Attempt,

Customer last name: [REDACTED]
Service Request: [REDACTED]
Vehicle 2015 GMC yukon XL
Vin: 1GKS1HKC4FR [REDACTED]

Greetings Mr. Sambor,

I just left you a voice message regarding [REDACTED]. He sent in his MVDN and is requesting a Final Repair Opportunity. Erica has been so kind as to schedule him for Wednesday January 4, 2016 at 10am. I have attached the MVDN to this email so you can see what his concerns are. I will be getting back with you to retrieve the repair order once the inspection/repair is complete. Please make sure the invoice reflects Final Repair Attempt. Thank you in advance for your support in this matter.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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Please consider the environment before printing this e-mail



GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

December 5, 2016

Chris Welter
Sunset Chevrolet Buick GMC
1800 Bay RD
Sarasota FL 34239- 6999

Re: [REDACTED]
Service Request: [REDACTED]
Vehicle Identification Number: 1GKS1HKC4FR [REDACTED]
2015 GMC Yukon XL
Customer Relationship Specialist: Mary

Dear Mr. Welter:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).
- Rental or loaner agreements if applicable.

Please fax them to 866-432-1689. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5921001.

Your cooperation is greatly appreciated.

Sincerely,

GMC

SUNSET

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866-7800

OR ADDITIONAL CUSTOMER INFORMATION REGARDING PERMITS
CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR CAREY PAIGE	533	TAG NO.	[REDACTED]	INVOICE DATE 11/17/16	INVOICE NO.	[REDACTED]
		LABOR RATE	LICENSE NO.	MILEAGE 40,193	COLOR /	STOCK NO.		
		YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD				DELIVERY DATE	DELIVERY MILES	
		VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.		R.O. DATE 11/02/16		
		COMMENTS				MO: 40198		

TOTAL - MISC 150.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$162.00 (+TAX)

COMMENTS-----
DMM, KK RESCH. CAC # [REDACTED]

TOTALS-----

METHOD OF PAYMENT

() cash... () check #.....
() credit card.. () other.....
() charge #.....

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 150.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 10.50

TOTAL INVOICE \$ 160.50

"This charge represents costs and profits to the motor
vehicle repair facility for miscellaneous shop supplies
or waste disposal." [s.559.904(4)]

ALL PARTS ARE NEW UNLESS OTHERWISE
INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL
WORK PERFORMED, INCLUDING ANY
ADDITIONAL WORK THAT MAY HAVE BEEN
ADDED ON THE ORIGINAL WORK ORDER.
I ACKNOWLEDGE RECEIPT OF A COPY OF
THIS INVOICE AND I HAVE REVIEWED THE
TERMS AND CONDITIONS LISTED ON THE
REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X

The Reynolds and Reynolds Company (R&R)
SF631825 O (02/13)

SUNSET

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ADDITIONAL CUSTOMER INFORMATION REGARDING CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	TAG NO. 533	INVOICE DATE 11/17/16
LABOR RATE	LICENSE NO.	40,193	COLOR
YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R	SELLING DEALER NO.	PRODUCTION DATE	
R.T.E. NO.	P.O. NO.	R.O. DATE 11/02/16	
ONE	COMMENTS		

MO: 40198

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	2	11547017	BOLT 6.521		
		1GKS1HKC4FR			
JOB # 4	2	11547344	BOLT 6.514		
JOB # 4	1	22834658	MOTOR 6.522		
J# 4 TOTAL PARTS				0.00	
J# 4 TOTAL LABOR & PARTS				0.00	

J# 5 12BUZ	WINDOWS/DOORS/SEATS	TECH(S):56 62	WARRANTY
C/S: DRIVER SIDE REAR DOOR HANDLE PAINT CHIPPING. PLEASE SEE STEVE WEAVER. PAINT IS PEELING ON THE LF,LR AND RR OUTSIDE DOOR HANDLES REPLACED LF,LR AND RR DOOR HANDLES AND PAINT NEW HANDLES CUSTOMER REQUESTED ASSISTANCE FROM GM AND PAID A PORTION OF THE COST.			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	2	13585375	HANDLE KI 16.350		
JOB # 5	1	13593804	HANDLE KI 16.350		
J# 5 TOTAL PARTS				0.00	
J# 5 TOTAL LABOR & PARTS				0.00	

J# 6+08BUZ2	BRAKE SYSTEM	TECH(S):608	WARRANTY
DURING ROAD TEST, FOUND THE BRAKE PEDAL TO BE VERY HARD TO PRESS, MAKING IT DIFFICULT TO STOP VEHICLE. (ADDED OPERATION, 11/10/16 @ 12:16. VERIFIED BY STEVE WEAVER) VERIFIED EXCESSIVE EFFORT TO STOP VEHICLE. CHECKED FOR PRESENCE OF VACUUM IN POWER BRAKE BOOSTER AND FOUND VACUUM EXTREMELY LOW, TEST VACUUM OUTPUT FROM VACUUM PUMP AND FOUND 1-2IN PRESENT. CHECKED FOR BULLETINS AND PIS. FOUND BULLETIN FOR PUMP FAILURE ALLOWING OIL INTO BOOSTER. INSPECT FOR PRESENCE OF OIL AND FOUND NOTHING IN BOOSTER VACUUM PUMP REPLACEMENT 4023850 1.4 NEC TO REMOVE AND REPLACE FAILED VACUUM PUMP ASSEMBLY. REASSEMBLED AND VERIFIED PROPER VACUUM SOURCE AVAILABLE NOW. PERFORMED ROAD TEST AND VERIFIED PROPER BRAKE SYSTEM OPERATION. COMPLETE TECH 608			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	12669488	PUMP 3.280		
J# 6 TOTAL PARTS				0.00	
J# 6 TOTAL LABOR & PARTS				0.00	

G.O.G. & SUPPLIES					
JOB # 5	1.0	PAINT & MATERIALS	@	/UNIT	
TOTAL - GOG				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 5	54	CUST PORTION/FACTORY REP PO	546980	150.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

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1800-1850 BAY RD. • SARASOTA, FL 34239

logroup.com

7800

ADDITIONAL CUSTOMER INFORMATION REGARDING SERVICE CELL:

CAREY PAIGE		533	TAG NO. [REDACTED]	INVOICE DATE 11/17/16	INVOICE NO. [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 40,193		COLOR /	STOCK NO.
YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD				DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.		FL O. DATE 11/02/16	
COMMENTS					

MO: 40198

LABOR & PARTS

J# 1 00BUZ033 COMPLIMENTARY GM TECH(S):608 0.00
 PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT INSPECTION ATTACHED
 WE PERFORMED THE GM CERTIFIED SERVICE MULTI-POINT INSPECTION WHICH IS ATTACHED . THANK YOU FOR YOUR BUSINESS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 88BUZZ-16007 16007-FRONT AIRBAG & TECH(S):608 WARRANTY
 PRODUCT SAFETY RECALL-16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY.
 TOO MANY VEHICLES TO PUT IN COMPUTER SEE RECALL 16007.
 9102276-INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE PROGRAM INSPECTION .2 REFLASH .1
 REFLASH CODE S303B
 COMPLETE TECH 608

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 70BUZIN-DM DM INBOUND CALL TECH(S):608 0.00

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 03BUZ *STEERING/SUSP DIAG TECH(S):608 WARRANTY
 C/S: STILL HAS CREAKING NOISE IN STEERING COLUMN.
 (SEE STEVE WEAVER)
 INSPECT AND FOUND STEERING COLUMN LOOSE UP AND DOWN, SOME NOISE PRESENT FROM LOOSNESS WHEN TURNING. CONTACT TAC TO CHECK ON ANY RELATED CASES. CASE NUMBER [REDACTED] TAC RECOMMENDED CORRECTING LOOSENESS AND RE-EVALUATING COLUMN FOR ABNORMAL NOISE. REMOVED TRIM COVERS AND INSPECT TILT HOUSING FOR LOOSE COMPONENTS. FOUND ALL PLAY IN JACK SCREW FOR TILT MOTOR ACTUATOR.
 7440490 2.0 ADD .3
 NEC TO REMOVE STEERING COLUMN TILT MOTOR ACTUATOR FROM COLUMN. INSTALLED NEW MOTOR AND NEW UPPER AND LOWER BOLTS TORQUED BOLTS TO SPEC. VERIFIED PROPER TILT OPERATION. PERFORMED ROAD TEST AND MOTOR REPLACEMENT AND VERIFIED NO NOISE PRESENT AND COLUMN IS TIGHT.
 COMPLETE TECH 608
 POLICY REPAIRS PER SW - SEE HISTORY OF REPAIRS MULTIPLE STEERING COLUMN ISSUES

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X _____

The Reynolds and Reynolds Company 804010001
 SF631825 O (02/13)

Save up to \$100 on your next service at Sunset Chevrolet
Buick GMC

The more you spend, the more you save! Spend \$50-\$99.99 -- Save \$10
Spend \$100-\$199.99 -- Save \$15 Spend \$200-\$299.99 -- Save \$20
Spend \$300-\$399.99 -- Save \$25 Spend \$400-\$499.99 -- Save \$40
Spend \$500-\$999.99 -- Save \$50 Spend \$1000-\$1999.99 -- Save \$75
Spend \$2000 or more -- Save \$100

Expires on 03/31/2016

*Tax and shop supplies not included. Must present coupon at time of service write up. Not valid with any other discount or offer. Valid at Sunset Chemical Sarasota only. See service department for complete details.



E. Brown

TA, FL 34239
.com

SERVICE HISTORY

CELL

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/23/16	[REDACTED]	35165	533	608	C	00BUZ033	COMPLIMENTARY GM
				608	W	03BUZ00	STEERING/SUSPENSION
				608	C	70BUZIN-DM	DM INBOUND CALL
05/12/16		29705		569	C	00BUZ033	COMPLIMENTARY GM
				569	C	70BUZIN-KK	KK INBOUND CALL
				569	C	00BUZ001E	NATIONAL PROMO DEXOS

S E R V I C E

SALESPERSON NO.

VEHICLE ID NO. 1GKS1HKC4FR		YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		STOCK NO.		LICENSE NO.	
		CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE	
		COLOR		CONTRACT NO.		EXPIRATION DATE	
NONE		TURBO		M / MC		AIR COND.	
		N		BUZZ		Y	
		Y		Y		A	
		35,231		533		PRODUCTION DATE	
BUSINESS PHONE		TIME RECEIVED		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 or articles left in vehicle in case of fire, theft or any other cause by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express acknowledgment has been obtained on vehicle to ensure the safety of service thereto.			
LABOR RATE		08:15am					
DATE / TIME PROMISED		PRIORITY		TO PAY INTEREST AT THE HIGHEST RATE IF COLLECTION IS REQUIRED.			
08/25/16 06:50pm		3					
APPOINTMENT ☒ Yes ☐ No		ADVISOR: CAREY PAIGE					

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS
RECOMMENDED SERVICES

<u>OPERATION</u>	<u>OPERATION DESCRIPTION</u>	<u>MO/HI</u>	<u>TOTAL</u>
00BUZZCABIN	CABIN FILTER REPLACE	MI	0.00
		608 —————	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIG

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL
1100.00

X _____

COMMENTS :
DROP - MUST BE DONE BY 11:00!!

W0680Z01 BODY ELECTRICAL

C/S: REAR POWER OUTLET IS LOOSE, AND GOES OFF JUST BY TOUCHING IT. (VERIFIED BY STEVE WEAVER)

2 C* 70602IN:KK KK:INBOUND CALL

kle

C	04BUZZTIRE/PTIRE	MT.&BAL 4 TIRES

MOUNT AND BALANCE 4 TIRES (MICHELIN DEFENDERS)

4 C 01BU204D ALIGNMENT

PERFORM ALIGNMENT

C * 00BUZ001B L.O.F. DEXOS

PERFORM LUBE, OIL & FILTER CHANGE USING DEXOS1 OIL AND
PERFORM CERTIFIED SERVICE MULTIPOINT INSPECTION

ORIGINAL ESTIMATE \$													
DATE													
TIME													
ADDITIONAL AUTHORIZED AMOUNT \$													
ADD'L REPAIRS AUTHORIZED BY													
REVISED AUTHORIZED ESTIMATE \$													
AUTHORIZATION RECEIVED BY													
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS													
CHARGE FOR ESTIMATE \$													
DESCRIPTION OF ADD'L WORK AUTHORIZED													
IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PRESTANDARDIZED THE CHARGE WILL BE BASED ON: ☐ HOURLY ☐ FLAT RATE ☐ BOTH													
METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ VISA ☐ M/C ☐ AM EX.	<table border="1"> <thead> <tr> <th></th> <th>Y</th> <th>N</th> </tr> </thead> <tbody> <tr> <td>REPAIR CAR</td> <td>☐</td> <td>☐</td> </tr> <tr> <td>SAVE PARTS</td> <td>☐</td> <td>☐</td> </tr> <tr> <td>BODY SHOP</td> <td>☐</td> <td>☐</td> </tr> </tbody> </table>		Y	N	REPAIR CAR	☐	☐	SAVE PARTS	☐	☐	BODY SHOP	☐	☐
	Y	N											
REPAIR CAR	☐	☐											
SAVE PARTS	☐	☐											
BODY SHOP	☐	☐											
MADE FOR CHARGE ☐ FLAT RATE ☐ HOURLY ☐ BOTH	PAYING ☐ YES ☐ NO CALL WHEN READY ☐ YES ☐ NO												

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PAGE 1 OF 1

539818

SERVICE FILE COPY

ADDITIONAL TERMS AND CONDITIONS

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

STORAGE CHARGES UP TO \$15.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 10%, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES - A STANDARD CHARGE FOR SUPPLIES, MATERIALS AND EXPENSES RELATED TO THE HANDLING AND DISPOSAL OF HAZARDOUS MATERIALS AND WASTE GENERATED AND USED IN VEHICLE REPAIR IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL PARTS & LABOR CHARGE, UP TO A MAXIMUM OF \$35.00.

THERE MAY BE AN ADDITIONAL CHARGE TO THE CUSTOMER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [s.403.718] AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. [s.403.7185].

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TOTAL PARTS _____

TOTAL LABOR _____

GOG _____

TAX _____

TOTAL _____

FLAG

TECHNICIAN'S FINDINGS AND REMARKS

MILEAGE OUT -

TECHNICIAN'S NAME & NUMBER *D. Gould 608* JOB 01

CAUSE *wired loose plug - ordered*

CORRECTION *parts*

TECHNICIAN'S NAME & NUMBER *608* JOB 02

CAUSE *Ryph 4 tires*

CORRECTION *mont & balance*

complete

TECHNICIAN'S NAME & NUMBER *608* JOB 03

CAUSE *4 wheel align*

CORRECTION *done*

TECHNICIAN'S NAME & NUMBER *608* JOB 04

CAUSE *lot done*

CORRECTION

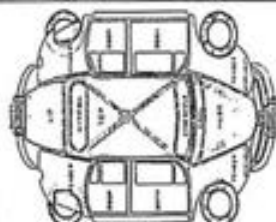
TECHNICIAN'S NAME & NUMBER JOB 05

CAUSE

CORRECTION

FLAG

FLAG



C - Chips
S - Scratch
D - Dent
M - Missing
T - Tear
G - Glass Damage

Spore Tire _____ Phone/Email _____

Radio _____

X _____

SUNSET

CHEVROLET BUICK GMC

A PROUD MEMBER OF THE SUNSET AUTOMOTIVE GROUP

1800-1850 BAY RD. • SARASOTA, FL 34239

www.sunsetautogroup.com

66-7800

FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	TAG NO. 533	INVOICE DATE 08/25/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 35,231	COLOR /
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/25/16	
PHONE	COMMENTS			

MO: 35231

LABOR & PARTS.....
JOB # 1 0680Z01 BODY/ELECTRICAL TECH(S): 608 180.50

C/S: REAR POWER OUTLET IS LOOSE, AND GOES OFF JUST BY TOUCHING IT. (VERIFIED BY STEVE WEAVER)
TECH 608 8:15AM 8-25-16
VERIFIED 110 VOLT PLUG LOOSE... POWER WILL CUT IN AND OUT
REMOVED AND REPLACED THE 110 VOLT PLUG.
TECH 608

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22854091	RECEPTAC 9.709		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	80.50

JOB # 2 080BUZIN-KK INBOUND CALL TECH(S): 608 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 04BUZTIRE/PTIRE MT & BAL 4 TIRES TECH(S): 608 65.95

MOUNT AND BALANCE 4 TIRES
(MICHELIN DEFENDERS)
MOUNT & BALANCE 4 TIRES
INFLATE TO PROPER TIRE PSI

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	4	19340395	M2755520 5.880	226.85	907.40
				JOB # 3 TOTAL PARTS	907.40
				JOB # 3 TOTAL LABOR & PARTS	973.35

JOB # 4 01BUZ04D ALIGNMENT TECH(S): 608 105.00

PERFORM ALIGNMENT
ALIGNMENT COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	105.00

JOB # 5 00BUZ001B OIL & FILTER DEXOS TECH(S): 608 10.00

PERFORM LUBE, OIL & FILTER CHANGE USING DEXOS1 OIL AND
PERFORM CERTIFIED SERVICE MULTIPOINT INSPECTION
COMPLETE LUBE, OIL & FILTER CHANGE WITH CERTIFIED SERVICE
MULTIPOINT INSPECTION WHICH IS ATTACHED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	19330000	FILTER 1.836	5.75	5.75
JOB # 5	8	88864007	OIL 8.800	3.66	29.28

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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CHEVROLET BUICK GMC

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1800-1850 BAY RD. • SARASOTA, FL 34239

www.sunsetautogroup.com

7800

ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

Cell: [REDACTED]

CUSTOMER NO.	ADVISOR CAREY PAIGE	TAG NO. 533	INVOICE DATE 08/25/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 35,231	COLOR /
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/25/16	
ONE	COMMENTS			MO: 35231

JOB # 5 TOTAL PARTS 35.03

JOB # 5 TOTAL LABOR & PARTS 45.03

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP MATERIALS & SUPPLIES		12.00
JOB # 3	TF	FED TIRE FEE		4.00
JOB # 3	GCCP	10% P&L DISCOUNT GMC		-100.00
TOTAL - MISC				-84.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1200.00 (+TAX)

COMMENTS
DROP - MUST BE DONE BY 11:00!!

TOTALS

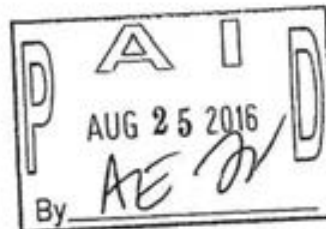
METHOD OF PAYMENT

() cash... () check #.....
() credit card.. () other.....
() charge #.....

TOTAL LABOR....	261.45
TOTAL PARTS....	942.43
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	16.00
TOTAL MISC DISC	-100.00
TOTAL TAX.....	78.40

TOTAL INVOICE \$ 1198.28

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]



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CUSTOMER
SIGNATURE X



CAR RENTAL CONTRACT

1800-1850 Bay Road
Sarasota, FL 34239
941-366-7800
www.sunsetgm.com

VIN# 1G6TG5DE33G1

CARS MUST BE IN BY 5:00 P.M.

CUST #

MAKE	GMC	COLOR	Red
YEAR	2010	MODEL	Canyon
LICENSE NO.	[REDACTED]	STOCK NO.	[REDACTED]
DATE AND TIME OUT	8-25-16	DATE AND TIME DUE IN	8-22am
DATE AND TIME RETURNED	8-25-16		4:06pm

PRESENT ADDRESS: PHONE:

RATE PER DAY	DAYS
RATE: €	PER MILE

ALL CUSTOMER'S RESPONSIBILITY FOR FUEL USED.

ODOMETER READING:	2010	2028
FUEL READING:	full	full
FUEL GAUGE OUT		FUEL GAUGE IN
OUT		IN

DOB

METHOD OF PAYMENT

M/C VISA	☐	OUTSIDE WARRANTY CO.	☐
AM. EXPRESS	☐	OTHER	☐
CASH	☐		

IN COMPLIANCE WITH FLORIDA LAW
STATUTE 627.7263.RE RENTAL AND LEASING DRIVER'S
INSURANCE IS TO BE PRIMARY.

LESSEE'S INSURANCE CO. USAA

INSURANCE CO. POLICY NO. [REDACTED]

LAW SECTION 1

627.7263 Rental and leasing driver's insurance to be primary; exception (1) The valid and collectible liability insurance or personal injury protection insurance providing coverage for the lessor of a motor vehicle for rent or lease shall be primary unless otherwise stated in bold type on the face of the rental or lease agreement. Such insurance shall be primary for the limits of liability and personal injury protection coverage as required.

LESSEE'S
SIGNATURE

NOTICE OF RESPONSIBILITY

CUSTOMER IS RESPONSIBLE FOR ANY DAMAGE (INCL. TIRES) TO THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR DAMAGE TO OTHER PROPERTY WHILE THIS VEHICLE IS UNDER CUSTOMER CONTROL.
CUSTOMER IS RESPONSIBLE FOR ANY FINES FOR PARKING, TRAFFIC VIOLATIONS, OR OTHER VIOLATIONS AGAINST THE VEHICLE.

LESSEE AGREES TO RENT THE ABOVE CAR SUBJECT TO THE TERMS AND CONDITIONS OF THIS CONTRACT.

IMPORTANT - READ BEFORE SIGNING

In consideration of the mutual promises and covenants herein contained, the undersigned customer rents from the owner the automobile described above, and the customer agrees, by his signature hereon, to rent the automobile subject to the terms and conditions on the reverse side hereof, which the customer acknowledges to have read and which provisions, by reference hereto, are incorporated into this agreement.

DRIVER UNDER 21 YEARS OF AGE IS PROHIBITED

REPAIR ORDER NO. [REDACTED] SERVICE ADVISOR: Carey

DATE: 8-25-16

PRE BY: [REDACTED]

CUSTOMER RENTAL AGREEMENT

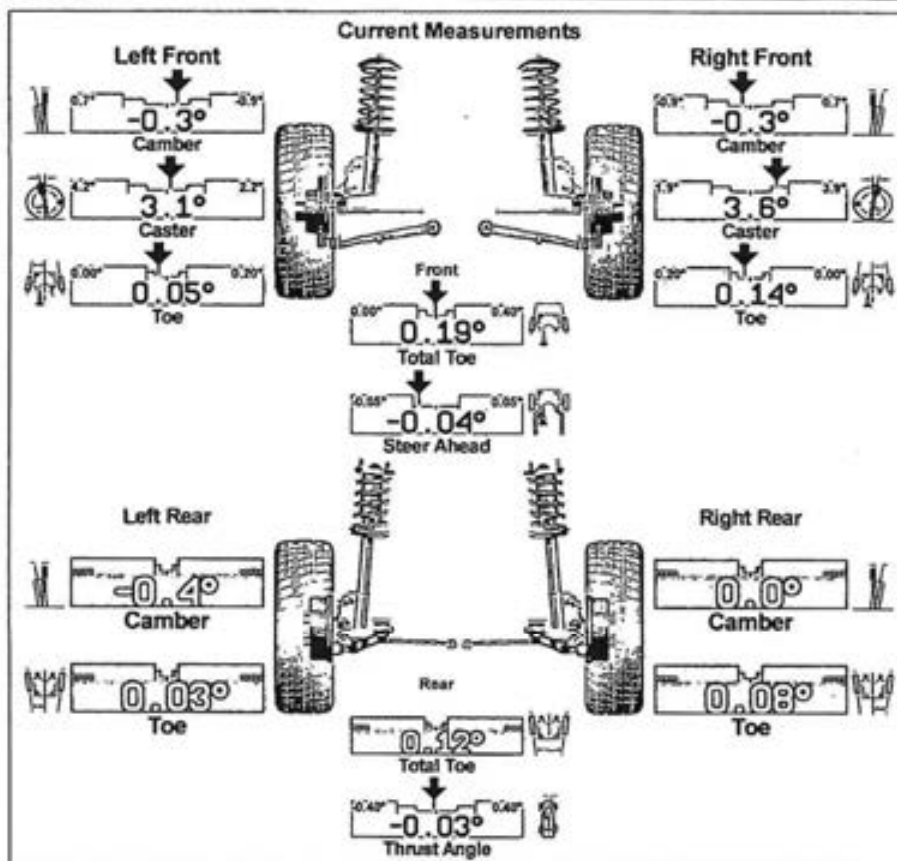
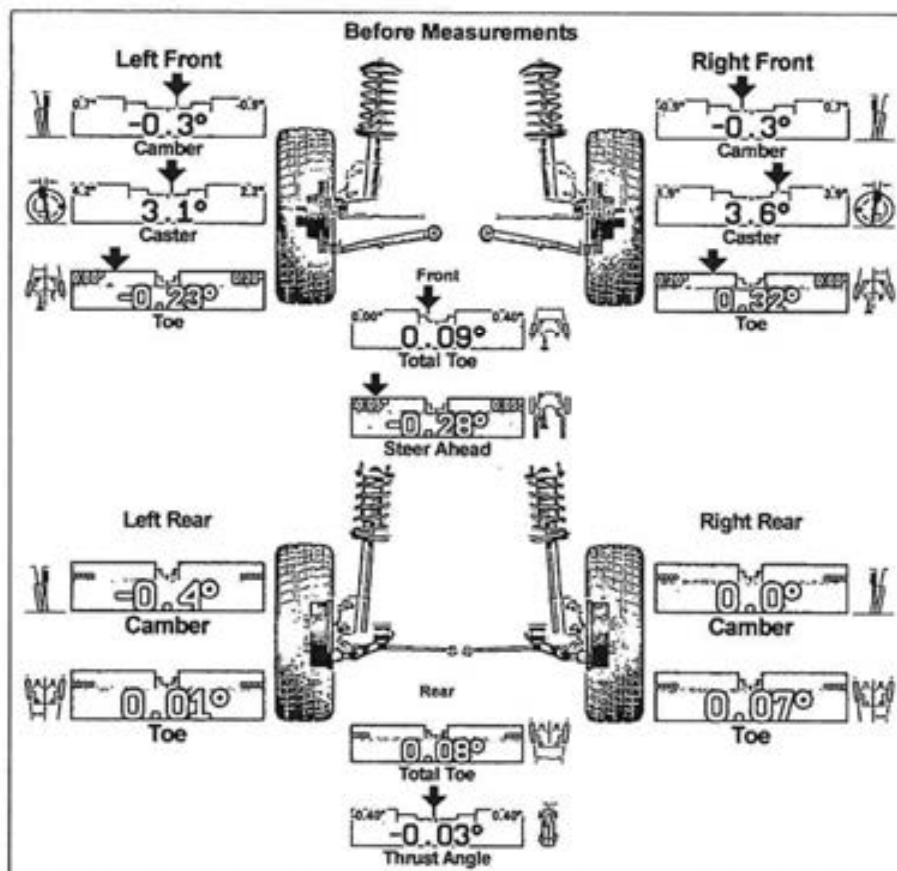
In consideration and upon covenants, terms and conditions herein contained, the permissive user, as a service customer, hereinafter referred to as "the Customer," rents a temporary substitute automobile that is described in this agreement, hereinafter referred to as "the Automobile," from the owner of the automobile, hereinafter referred to as "the Owner."

1. The Customer acknowledges that said Automobile is the property of the Owner, although the registered title may be in some third party name, and that the Customer has received the Automobile in good operating and mechanical condition, and that the Customer will cause the Automobile to be used only in a normal and prudent manner.
2. It is expressly agreed that the Customer is not the agent, servant or employee of the Owner in any manner whatsoever.
3. The Customer warrants that he, and any other person operating the Automobile, has a current and valid driver's license in his possession issued by a competent authority of any one of the United States or the District of Columbia, and the Customer's use, or any other driver's use of the Automobile will not, or is not in violation of any section of the Motor Vehicle Code of the state in which the Automobile is operated.
4. The Customer agrees that he will return the Automobile to Owner's premises from which it was rented, or to such other place as hereon designated for return in the same condition as the Customer received it, ordinary wear and tear excepted, on the return date stated herein, or sooner, upon demand of the Owner.
5. The Customer agrees that said Automobile shall not be used or operated:
 - a. In violation of any of the terms or conditions of this agreement.
 - b. By any person in violation of law as to age or by the Customer or by a driver who has given a fictitious name or false age or address.
 - c. For any illegal purpose.
 - d. In any race, speed test, contest, and preparation thereof.
 - e. To propel or to tow any automobile or trailer.
 - f. By any person while under the influence of intoxicants or narcotics or drugs.
 - g. By any person other than the Customer who signed this agreement unless the written consent of the Owner is endorsed hereon.
 - h. By any person not in possession of a valid driver's license.
 - i. To carry passengers or property for a consideration, express or implied.
 - j. To carry passengers other than in the passenger compartment.
 - k. In violation of any federal, state, or municipal law, ordinance, rule or regulation governing the use, operation or return thereof.
 - l. Outside the scope of permission granted by this agreement as to mileage, distance or other restriction as contained in this agreement without the prior written consent of the Owner.
 - m. Farther than 250 air miles from the Owner's business premises without the written permission of the Owner. In no case will this distance include Mexico.
6. The Customer agrees to pay the Owner on demand:
 - a. A mileage charge and service and time charges computed at the rate specified hereon until the Automobile is returned to the Owner's premises.
 - b. The amount of any fines for parking, traffic or legal violations as assessed against the Automobile, driver or Owner until the Automobile is returned to the Owner.
7. The Customer agrees that he will, at his sole risk and expense, maintain Bodily Injury and Property Damage insurance covering the use of the Automobile during the time it is in his possession or used with his permission, and at his direction, until it is returned to the Owner with limits at least equal to or greater than the statutory requirements of the state in which the Automobile is rented.
8. The Customer agrees that he will, at his sole risk and expense, maintain Physical Damage Insurance covering the Automobile during the time it is in his possession, used at his direction or with his permission, until it is returned to the Owner. The Customer accepts responsibility for loss of or damage to the Automobile, tires, tools, accessories, and other equipment, from any cause, and shall reimburse the Owner at full market value for any loss, loss of use, and physical damage of or to the Automobile.
9. The Customer shall lock the Automobile and remove the key therefrom at all times when the Automobile is not being operated.
10. The Customer shall not disconnect or tamper with the odometer or speedometer and if there is evidence that the same has been tampered with or disconnected,

or for any reason shall be inoperative, the Customer agrees that, at the option of the Owner, the Customer shall pay, in addition to all other charges specified in this agreement, \$5.00 (Five Dollars) for each hour while the Automobile is rented under this agreement.

11. The Customer agrees to indemnify and hold the Owner harmless of, from and against any and all loss, claims, damages, attorneys' fees, expenses, and liability in connection with, growing out of or resulting from this agreement of the use of the Automobile by the Customer or other. If suit is instituted by the Owner to recover possession of the Automobile or to enforce any of the terms of this agreement, or to collect any sums of money, damages or costs from the Customer hereunder, the Customer shall pay all costs and reasonable attorneys' fees and reasonable collection costs incurred by the Owner in such suit or suits.
12. If there is any violation of any of the terms, conditions, covenants or restrictions of this agreement by the Customer or by any other driver to whom the Customer has granted permission to operate the Automobile, the rights of the Customer and such other driver to use or operate the Automobile shall terminate immediately, and such violation shall constitute an absolute defense against any claim filed against the Owner or its insurance carrier, and the Customer and such other driver, hereby agree, jointly and severally, to indemnify and save harmless the Owner and its insurance carrier of and from any and all damages, loss, cost and expense that the Owner or its insurance carrier, or both, shall sustain including, but not limited to, court costs and counsel fees by reason of any claim for personal injury or property damage.
13. Upon termination of the rights of the Customer and such other driver to use or operate the Automobile due to a violation as provided in paragraph 12, the Customer and such other driver agree to cease using or operating the Automobile immediately, to notify Owner of said cessation and to pay all expenses incurred by the Owner in returning the Automobile to the Owner's premises, and the Customer and such other driver further agree that any continued operation or use of the Automobile after such a violation, is an operation or use without the knowledge, consent, and permission of the Owner, and the Owner may notify the police or other authorities that the Automobile has been stolen; and the Customer and such other driver hereby release and discharge the Owner from any and all claims of whatever nature arising therefrom.
14. The Customer and any other person authorized to drive the Automobile, hereby agree with the Owner and its insurance carrier, that all provisions covering bodily injury caused by the Owner or operator of an uninsured motor vehicle under the Owner's policy and any subsequent renewal thereof, are hereby deleted and shall be of no force or effect with respect to any person or insured named or otherwise, Customer or other driver.
15. If the Customer has directed the billing for charges, in connection with this agreement, to be transmitted to another person, firm or organization which, upon being so billed, has failed to make payment, then the Customer shall, upon being billed, properly pay said charges.
16. The Customer shall not permit any repairs or alterations to be made to the Automobile or to permit any lien to be placed upon the Automobile without the Owner's prior written consent. The Customer shall pay all unauthorized charges in connection with the use or safekeeping of the Automobile.
17. The Customer warrants that he has now, and will maintain in full force and effect, a policy of insurance for Bodily Injury and Property Damage Liability equal to or greater than the statutory limits required by any state or province in which the Automobile may be operated and that in the event of any lapse or cancellation of the Customer's insurance policies, the Customer will immediately cease to operate the Automobile or to permit its further use or operation by any other person than the Owner. The Customer further warrants that he will maintain Physical Damage insurance that will provide full replacement or repair of any damage that may occur, from any cause, to the Automobile and that in the event such insurance is cancelled or lapses, the Customer will immediately cease to operate the Automobile or allow to be operated by any other person other than the named insured.
18. The Customer agrees to report all accidents, damage or loss of any nature to the Owner as soon as practical and to further assist the Owner in all negotiations for repair, replacement and loss of use of the Automobile with the Customer's insurance carrier.
19. This agreement constitutes the entire agreement between the Owner and the Customer. No changes in this agreement shall be valid unless written hereon and signed by both the Owner and the Customer. The Customer warrants that all information stated to the Owner is true, full and correct.

GMC : Yukon XL : 2015 : 4X2 : with 20" Wheel (RPO QSS & R5A - Continental P275/55R20 all-season, blackwall)
ExpressAlign Total Alignment



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(941) 366-7800

SERVICE HISTORY

CELL: [REDACTED]

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/16	[REDACTED]	29706	533	569	C	00BUZ033	COMPLIMENTARY GM
				569	C	70BUZIN-KK	KK INBOUND CALL
				569	C	00BUZ001E	NATIONAL PROMO DEXOS
01/12/16	[REDACTED]	22962	533	424	C	01BUZ05D	SPECIALTY CAR ALIGN
				424	C	13BUZ0D	TRIM INT./EXT.
				424	C	01BUZ	MAINTENANCE

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKS1HKC4FR		YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		STOCK NO.	LICENSE NO.	R.O. NO.
[REDACTED]		CUSTOMER NO. [REDACTED]		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
[REDACTED]		COLOR		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
[REDACTED]		TURBO N		M / MC BUZZ	AIR COND. Y	P. S. Y
[REDACTED]		TRANS A		MILEAGE 35,166	ADVISOR NO. 533	PRODUCTION DATE
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 or articles left in vehicle in case of fire, theft or any other cause by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to test and/or inspection. An express statement of work shall be provided. PAY INTEREST AT THE HIGHEST RATE IF COLLECTION IS REQUIRED.						
BUSINESS PHONE		LABOR RATE				
DATE / TIME PROMISED 08/23/16 06:50pm		PRIORITY 3				
APPOINTMENT ☒ Yes ☐ No		ADVISOR: CAREY PAIGE				

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
00BUZZCABIN	CABIN FILTER REPLACE	MI	0.00

6008

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I REQUEST A WRITTEN ESTIMATE.

SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS:
DROP OFF DIAG BY 1030AM

1 C 00BUZ033 COMPLIMENTARY GM
PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT INSPECTION ATTACHED

2 W 03BUZ0D STEERING/SUSPENSION
CUSTOMER STATES THERE IS A NOISE COMING FROM THE STEERING WHEEL. PLEASE INSPECT AND ADVISE WHEN TURNING ITS MORE OF A CREAKING

3 C 70BUZIN-DM DM INBOUND CALL
DM

Vehicle needs tires
P275/55R20

ORIGINAL ESTIMATE \$	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE \$	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE \$	DESCRIPTION OF ADD'L WORK AUTHORIZED	
IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ HOURLY ☐ FLAT RATE ☐ BOTH		
METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ VISA ☐ M.A.S. CARD ☐ AM. EXP.	RENTAL CAR SAVE PARTS BODY SHOP	Y N ☐ ☐ ☐ ☐ ☐ ☐
BASIS FOR CHARGE ☐ FLAT RATE ☐ HOURLY RATE	WAITING ☐ YES ☐ NO CALL WHEN READY	

~~2347~~ ~~Curry~~
~~2302~~ ~~JW~~
~~2315~~ ~~Todd~~

steering Column

w/RPO
 N38

7441760

3.0

~~QED~~

35168

D. Gold 608

3.0

Unpaid noise from within
 in steering column. Curt
 has had concerns w/ noise
 in past. Unpaid noise from
 center/top of steering column -
 we - to remove & replace
 Column assembly. Release steering
 Angle & unpaid noise no
 longer present. at w

WPI - done

608

Needs tires

S/Column

2338/1949

Mic. Def. 226.85

(405)

4 tires

22807730

Continental

\$172.69 each

yes

19107491

9/4 year

\$144.33 each

FLAG

4 wheel Alignment



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www.sunsetautogroup.com

866-7800

OR ADDITIONAL CUSTOMER INFORMATION REGARD

CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	533	TAG NO.	INVOICE DATE 08/23/16	STOCK NO.
	LABOR RATE	LICENSE NO.	MILEAGE 35,166	COLOR	DELIVERY MILES
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD			DELIVERY DATE	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R			SELLING DEALER NO.	
	P.T.E. NO.			P.O. NO.	R.O. DATE 08/23/16
COMMENTS					MO: 35166

LABOR & PARTS
J# 1 00BUZ033 COMPLIMENTARY GM TECH(S):608 0.00
PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT
INSPECTION ATTACHED
TECH 608 10:00AM 8-23-16
WE PERFORMED THE GM CERTIFIED SERVICE MULTI-POINT INSPECTION
WHICH IS ATTACHED. THANK YOU FOR YOUR BUSINESS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03BUZ0D STEERING/SUSPENSION TECH(S):608 WARRANTY
CUSTOMER STATES THERE IS A NOISE COMING FROM THE STEERING
WHEEL. PLEASE INSPECT AND ADVISE
WHEN TURNING ITS MORE OF A CREAKING
VERIFIED CUSTOMER CONCERN. FOUND NOISE TO BE WITH IN COLUMN
ASSEMBLY. CUSTOMER HAS HAD CONCERNS AND REPAIRS IN PAST WITH
COLUMN.
NEC TO REMOVE STEERING COLUMN ASSEMBLY. TRANSFER ALL
COMPONENTS TO NEW COLUMN AND VERIFIED PROPER FIT OF
ELECTRIC TILT AND TELESOPING MOTORS. REINSTALL COLUMN
AND REASSEMBLE TRIM. RELEARNED STEERING WHEEL ANGLE AND
RETEST VEHICLE FOR NOISE. NONE HEARD AT THIS TIME.
COMPLETE TECH 608 7441760 WITH N38 3.0

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 23381949 COLUMN 6.518 WARRANTY 0.00
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 70BUZIN-DM DM INBOUND CALL TECH(S):608 0.00

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

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

COMMENTS
DROP OFF DIAG BY 1030AM

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WORK PERFORMED, INCLUDING ANY
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I ACKNOWLEDGE RECEIPT OF A COPY OF
THIS INVOICE AND I HAVE REVIEWED THE
TERMS AND CONDITIONS LISTED ON THE
REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X



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866-7800

OR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS
CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CAREY PAIGE	533	TAG NO.	INVOICE DATE 08/23/16	
	LABOR RATE	LICENSE NO.	MILEAGE 35,166	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.C.		I.O. DATE 08/23/16	
	COMMENTS				

MO: 35166

TOTALS-----

METHOD OF PAYMENT	TOTAL LABOR....	0.00
() cash... () check #.....	TOTAL PARTS....	0.00
() credit card.. () other.....	TOTAL SUBLET...	0.00
() charge #.....	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]

"The State of Florida requires a \$1.00 fee to be collected

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CUSTOMER
SIGNATURE X

ADDITIONAL TERMS AND CONDITIONS

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

STORAGE CHARGES UP TO \$15.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 10%, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES - A STANDARD CHARGE FOR SUPPLIES, MATERIALS AND EXPENSES RELATED TO THE HANDLING AND DISPOSAL OF HAZARDOUS MATERIALS AND WASTE GENERATED AND USED IN VEHICLE REPAIR IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL PARTS & LABOR CHARGE, UP TO A MAXIMUM OF \$35.00.

THERE MAY BE AN ADDITIONAL CHARGE TO THE CUSTOMER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [s.403.718] AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. [s.403.7185].

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TOTAL PARTS _____

TOTAL LABOR _____

GOG _____

TAX _____

TOTAL _____

FLAG

TECHNICIAN'S FINDINGS AND REMARKS

RELEASE OUT -

TECHNICIAN'S NAME & NUMBER

#569

JOB 01

CAUSE

CORRECTION

Loft Rct 8

TECHNICIAN'S NAME & NUMBER

JOB 02

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 03

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

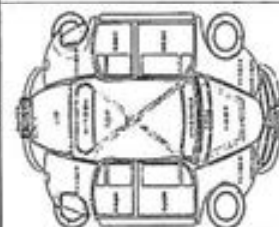
JOB 05

CAUSE

CORRECTION

FLAG

FLAG

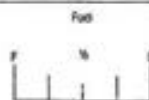


C - Chips
S - Scratch
D - Dent
M - Missing
T - Tear
G - Glass Damage

Spare Tire _____ Phone/Elect _____

Radio _____

X _____



SUNSET

CHEVROLET  BUICK  GMC

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www.sunsetautogroup.com

866-7800

OR ADDITIONAL CUSTOMER INFORMATION REGARDING CELL

CUSTOMER NO.	ADVISOR CAREY PAIGE	TAG NO. 533	INVOICE DATE 05/12/16	REVENUE
	LABOR RATE	LICENSE NO.	SALES TAX 29,706	STOCK NO.
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/12/16	
	COMMENTS			MO: 29706

LABOR & PARTS
 JOB # 1 COMPLIMENTARY GM TECH(S): 569 0:00
 PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT INSPECTION ATTACHED
 TECH 569 3:45pm 5-12-16
 WE PERFORMED THE GM CERTIFIED SERVICE MULTI-POINT INSPECTION WHICH IS ATTACHED. THANK YOU FOR YOUR BUSINESS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

JOB # 2 70BUZINIKK INBOUND CALL TECH(S): 569 0:00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

JOB # 3 00BUZ001 NATIONAL PROMO DEXOS TECH(S): 569 13:80
 PERFORM LUBE OIL & FILTER CHANGE WITH DEXOS OIL, TIRE ROTATION AND CERTIFIED SERVICE MULTIPOINT INSPECTION
 COMPLETE LUBE OIL & FILTER CHANGE WITH DEXOS OIL, TIRE ROTATION AND CERTIFIED SERVICE MULTIPOINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	19330000	FILTER 1.836	5.75
JOB # 3	8	88864007	OIL 8.800	3.66
JOB # 3 TOTAL PARTS				29.28
JOB # 3 TOTAL LABOR & PARTS				35.03
				48.83

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP MATERIALS & SUPPLIES	
TOTAL - MISC			4.88

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$57.50 (+TAX)
 COMMENTS
 WAIT

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X
 The Reynolds and Reynolds Company ERAMITTE

SUNSET

CHEVROLET BUICK GMC

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(941) 366-7800

WAIT

STATE REG# E

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/PM	TOTAL
00BUZZCABIN	A/C CABIN FILTER	MI	48.88
	<i>Wash</i>		

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNATURE _____ DATE _____

SERVICE HISTORY

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/16/15		21572	533	398	C	70BUZIN-HD	MO INBOUND CALL
				398	M	00BUZ-0600743	2014/15* 2YR MAIN.
				398	C	00BUZ033	COMPLIMENTARY GM

SERVICE

SALESPERSON NO.

VEHICLE ID NO. **1GKS1HKCAEB** YEAR/MAKE/MODEL **15/GMC/YUKON XL/4DR 2WD** STOCK NO. _____ LICENSE NO. _____

CUSTOMER NO. _____ SERVICE CONTRACT _____ DELIVERY DATE _____ DELIVERY MILES _____ SELLING DEALER NO. _____ R.O. DATE **01/12/16**

COLOR _____ CONTRACT NO. _____ EXPIRATION DATE _____ EXPIRATION MILES _____

TURBO **N** M/MC **BUZZ** AIR COND. **Y** P.S. **Y** TRAVS **A** MILEAGE **22,962** ADVISOR NO. **533** PRODUCTION DATE _____

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 or articles left in vehicle in case of fire, theft or any other cause by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

AN 10 DAYS. I AGREE TO PAY INTEREST AT THE HIGHEST FEY'S FEE, AND ALL COST IF COLLECTION IS REQUIRED.

APPOINTMENT ☒ Yes ☐ No ADVISOR: CAREY PAIGE R SIGNATURE _____

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 90.00

X _____

COMMENTS:
WAIT/WASH/\$10 OFF

C-01BUZ05D 4 WHEEL ALIGNMENT
CHECK 4 WHEEL ALIGNMENT AND ADJUST IF NEEDED

C-13BUZ00 TRIM/INT/EXT
C/S: HEARS A RATTLING SOUND COMING FROM THE DASH OF STEERING COLUMN WHILE DRIVING DOWN THE RD. C/S ON THE 3RD STEERING COLUMN.

C-01BUZ MAINTENANCE
NO INSPECTION REQUIRED DUE TO RECENT SERVICE VISIT.

ORIGINAL ESTIMATE \$
DATE
TIME
ADDITIONAL AUTHORIZED AMOUNT \$
ADDITIONAL REPAIRS AUTHORIZED BY
REVISED AUTHORIZED ESTIMATE \$

SAVE \$10*

Save \$10 on a front and/or four wheel alignment

\$10 OFF

Expires on 01/03/2016



*Tax and shop supplies not included. Must present coupon at time of service with up. Not valid with any other discount or offer. Valid at Sunset Chevrolet Sarasota only. See service department for complete details.

**Bluetooth*

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ADDITIONAL TERMS AND CONDITIONS

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability, fitness for a particular purpose, and neither assumes nor authorizes any other person to assume warranty on its behalf in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

STORAGE CHARGES UP TO \$15.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair. If the actual charges will exceed the written estimate, including any additional authorized charges, by 10%, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES - A STANDARD CHARGE FOR SUPPLIES, MATERIALS AND EXPENSES RELATED TO THE HANDLING AND DISPOSAL OF HAZARDOUS MATERIALS AND WASTE GENERATED AND USED IN VEHICLE REPAIR IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL PARTS & LABOR CHARGE, UP TO A MAXIMUM OF \$35.00.

THERE MAY BE AN ADDITIONAL CHARGE TO THE CUSTOMER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [s.403.718] AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. [s.403.7185].

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL

FLAG

TECHNICIAN'S EMPLOYER & PHONE

RELEASE OUT

TECHNICIAN'S NAME & NUMBER

424

CAUSE

CORRECTION

Alignment

TECHNICIAN'S NAME & NUMBER

424

CAUSE

CORRECTION

NPF
Inspec Road Tested

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

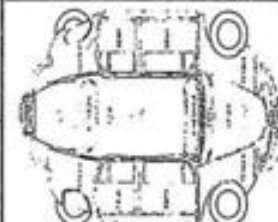
JOB 05

CAUSE

CORRECTION

FLAG

FLAG



C - Chips
S - Scratch
D - Dent
M - Missing
T - Tear
G - Glass Damage

Spare Tire Phone/Dial

Radio

X

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www.sunsetautogroup.com

6-7800

ADDITIONAL CUSTOMER INFORMATION REGARDING CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	TAG NO. 533	INVOICE DATE 01/12/16
	LABOR RATE	LICENSE NO.	STOCK NO.
		22,962	
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 01/12/16
COMMENTS			

MO: 22962

LABOR & PARTS
JOB # 1 01BUZ050 4 WHEEL ALIGNMENT TECH(S): 424 89.88

CHECK 4 WHEEL ALIGNMENT AND ADJUST IF NEEDED
TECH 424 8:30AM 1-12-16
ALIGNMENT OUT OF FACTORY SPECIFICATIONS
PERFORM FRONT AND REAR SUSPENSION ALIGNMENT TO
FACTORY SPECIFICATIONS /ROADTEST VEHICLE

JOB # 1 TOTAL LABOR & PARTS 89.88

JOB # 2 13BUZ00 TRIM INT./EXT. TECH(S): 424 0.00

C/S: HEARS A RATTLING SOUND COMING FROM THE DASH OR
STEERING COLUMN WHILE DRIVING DOWN THE RD. C/S ON
THE 3RD STEERING COLUMN.
COULD NOT DUPLICATE CUSTOMERS CONCERN.
NO REPAIRS REQUIRED AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 01BU7 MAINTENANCE TECH(S): 424 0.00

NO INSPECTION REQUIRED DUE TO RECENT SERVICE VISIT.

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC. CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS SHOP MATERIALS & SUPPLIES	3.00
JOB # 1	GCCP 10% P&L DISCOUNT GMC	-10.00
TOTAL - MISC		-7.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$90.00 (+TAX)

COMMENTS
WAIT/WASH/\$10 OFF

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X



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FOR ADDITIONAL CUSTOMER INFORMATION REGARDING

CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	533	TAG NO.	INVOICE DATE 01/12/16
	LABOR RATE	LICENSE NO.	MILEAGE 22,962	COLOR /
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD			DELIVERY DATE
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.		R.O. DATE 01/12/16
	COMMENTS			

MO: 22962

TOTALS

METHOD OF PAYMENT

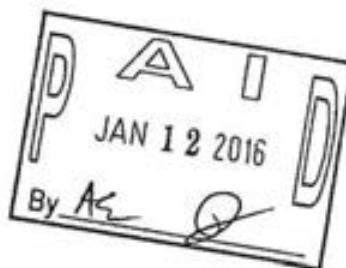
() cash... () check #.....
() credit card.. () other.....
() charge #.....

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]

"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.71(3)] and a \$1.50 fee to be collected for each new tire sold in the state [s. 403.71(3)]"

TOTAL LABOR.... 89.88
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.00
TOTAL MISC DISC -10.00
TOTAL TAX..... 5.81

TOTAL INVOICE \$ 88.69

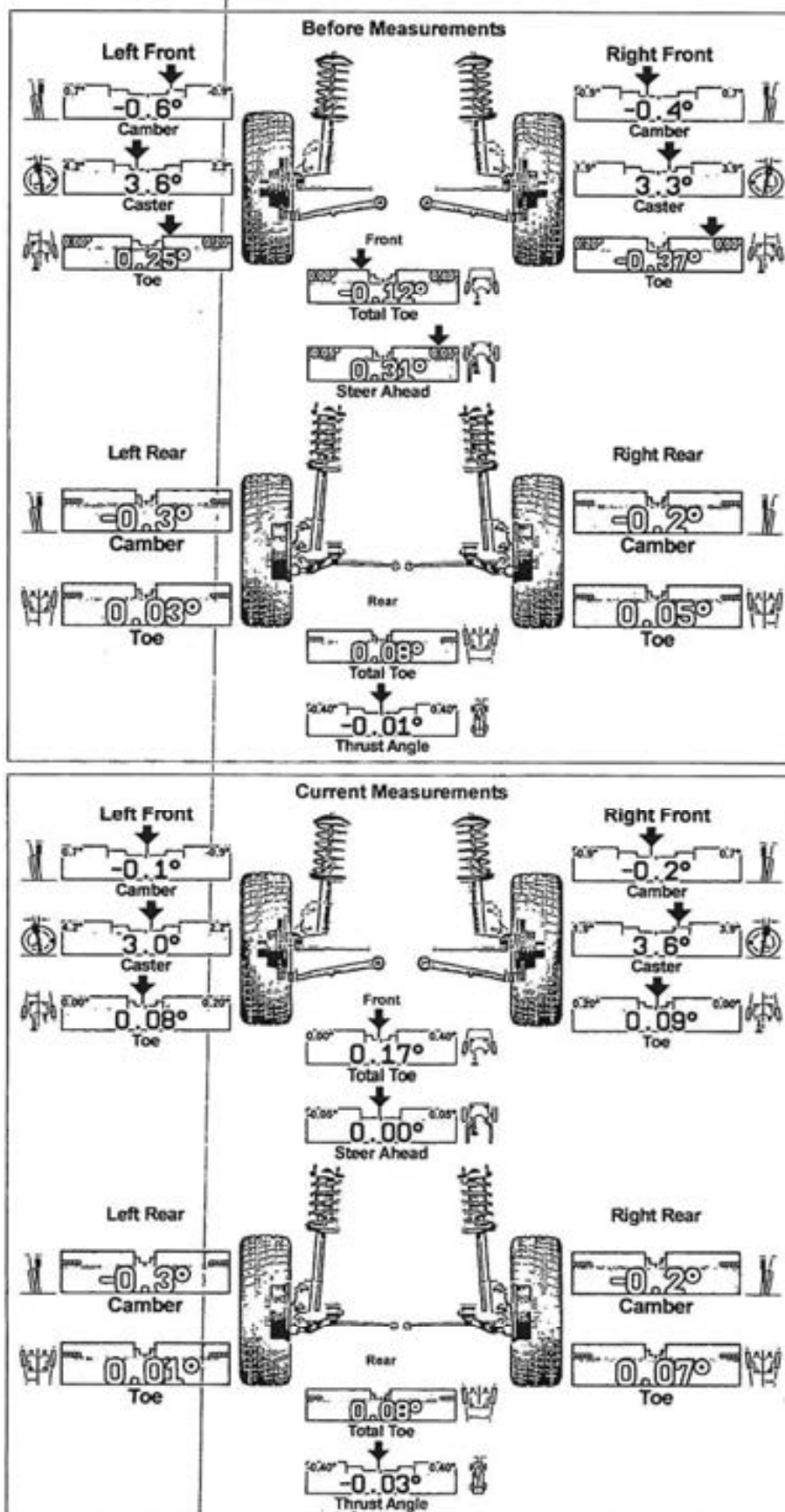


ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X

GMC : Yukon XL : 2015 : 4X2 : with 20" Wheel (RPO QSS & R5A - Continental P275/55R20 all-season, blackwall)
 ExpressAlign Total Alignment



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WAIT 398

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKS1HKC4FR		YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		STOCK NO.	LICENSE NO.	REG. NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER REG.	12/16/15	
COLOR		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	MILEAGE	
TURBO	M / MC	AIR COND.	R. S.	TRANS	MILEAGE	ADVISOR NO.
N	BUZZ	Y	Y	A	21,572	533
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 or articles left in vehicle in case of fire, theft or any other cause by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on vehicle to secure the amount of repairs thereto.				PRODUCTION DATE		

DATE / TIME PROMISED
12/16/15 06:50pm

PRIORITY
3

APPOINTMENT ☒ Yes ☐ No

ADVISOR: CAREY PAIGE

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 or articles left in vehicle in case of fire, theft or any other cause by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on vehicle to secure the amount of repairs thereto.

AGREE TO PAY INTEREST AT THE HIGHEST RATE OF INTEREST IF COLLECTION IS REQUIRED.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / PM	TOTAL
00BUZZCABIN	A/C CABIN FILTER	MI	48.85
	Wash		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

COMMENTS: MD-SHUTTLE Wait

C-70BUZIN-MD MD-INBOUND CALL

W-00BUZ-0600743 2014/15 2YR MAIN

GMC 2YR SCHEDULED MAINTANCE
LOFTIRE ROTATION / MPVI
2014 SAVANA & SIERRA 2500/3500 INCLUDE DIESEL EXHAUST FLUID
TOP OFF
(EXCLUDES DUAL REAR WHEEL VEHICLES)

C-00BUZ033 COMPLIMENTARY GM

PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT
INSPECTION ATTACHED

ORIGINAL ESTIMATE \$	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	ADDITIONAL AUTHORIZED BY	
ADDITIONAL AUTHORIZED ESTIMATE \$	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHOSE AUTHORITY ADDL. REPAIRS	CHARGE FOR ESTIMATE \$	
DESCRIPTION OF ADD'L WORK AUTHORIZED	IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ HOURLY ☐ FLAT RATE ☐ BOTH	
METHOD OF PAYMENT	RENTAL CAR	Y N
☐ CASH	☐ SAVE PARTS	☐
☐ CHECK	☐ BODY SHOP	☐
☐ VISA	☐	☐
☐ M/C CARD	☐	☐
☐ M/C EXP.	☐	☐
BASES FOR CHARGE	WAITING	Y N
☐ FLAT RATE	☐ YES ☐ NO	☐
☐ HOURLY RATE	☐	☐
☐ BOTH	☐	☐

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

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PAGE 1 OF 1

SERVICE FILE COPY

We warrant our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and labor.

STORAGE CHARGES UP TO \$15.00 PER DAY WILL BE INCLUDED IN WORK ORDER AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 10%, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES - A STANDARD CHARGE FOR SUPPLIES, MATERIALS AND EXPENSES RELATED TO THE HANDLING AND DISPOSAL OF HAZARDOUS MATERIALS AND WASTE GENERATED AND USED IN VEHICLE REPAIR IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL PARTS & LABOR CHARGE, UP TO A MAXIMUM OF \$35.00.

THERE MAY BE AN ADDITIONAL CHARGE TO THE CUSTOMER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (§403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (§403.7185).

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

TOTAL PARTS
TOTAL LABOR
GOG
TAX
TOTAL

FLAG

398
LoF, tire rotation

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

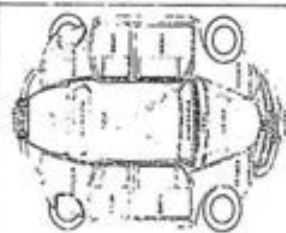
TECHNICIAN'S NAME & NUMBER

CAUSE

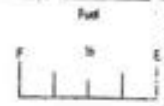
CORRECTION

FLAG

FLAG



- C - Chips
- S - Scratch
- D - Dent
- M - Missing
- T - Tear
- G - Glass Damage



Spent Tire _____ Phone/Elect _____
Radio _____
X



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800

ADDITIONAL CUSTOMER INFORMATION REGARDING SERVICE

CELL:

CUSTOMER NO.	ADVISOR CAREY PAIGE	533	TAG NO.	INVOICE DATE 12/16/15
	LABOR RATE	LICENSE NO.	MILEAGE 21,572	COLOR /
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 12/16/15	
COMMENTS				

MO: 21572

LABOR & PARTS
JOB # 1 70BUZIN MD INBOUND CALL TECH(S): 398 1107AM 0:00

MD
TECH 398 1107AM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 00BUZ 0600743 2014/15 2YR MAIN TECH(S): 398 WARRANTY

GMC 2YR SCHEDULED MAINTANCE
LOF/TIRE ROTATION / MPVI
2014 SAVANA & SIERRA 2500/3500 INCLUDE DIESEL EXHAUST FLUID
TOP OFF
(EXCLUDES DUAL REAR WHEEL VEHICLES)
MAXIMUM OF 4 SERVICE EVENTS WITHIN 2 YEARS OR 24,000
MILES
PERFORM LUBE, OIL & FILTER CHANGE, TIRE ROTATION AND
MULTIPOINT VEHICLE INSPECTION/DEXOS OIL
BASED ON ENGINE/RPO \$35.00, \$50.00 OR \$85.00.
\$85.00 INCLUDES DEF TOP OFF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	19330000	FILTER 1.836		WARRANTY
JOB # 2	8	88864007	OIL 8.800		
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

JOB # 3 00BUZ033 COMPLIMENTARY GM TECH(S): 398 0:00

PERFORM COMPLIMENTARY GM CERTIFIED SERVICE MULTIPOINT
INSPECTION ATTACHED
WE PERFORMED THE GM CERTIFIED SERVICE MULTI-POINT INSPECTION
WHICH IS ATTACHED. THANK YOU FOR YOUR BUSINESS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

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

COMMENTS
MD SHUTTLE

ALL PARTS ARE NEW UNLESS OTHERWISE
INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL
WORK PERFORMED, INCLUDING ANY
ADDITIONAL WORK THAT MAY HAVE BEEN
ADDED ON THE ORIGINAL WORK ORDER.
I ACKNOWLEDGE RECEIPT OF A COPY OF
THIS INVOICE AND I HAVE REVIEWED THE
TERMS AND CONDITIONS LISTED ON THE
REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X



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366-7800

OR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

Cell: [REDACTED]

CUSTOMER NO.	ADVISOR CAREY PAIGE	533	TAG NO.	INVOICE DATE 12/16/15	STOCK NO.
	LABOR RATE	LICENSE NO.	MILEAGE 21,572	COLOR /	
	YEAR / MAKE / MODEL 15/GMC/YUKON XL/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 1 H K C 4 F R			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 12/16/15	
	COMMENTS				

MO: 21572

TOTALS-----	
METHOD OF PAYMENT	
() cash... () check #.....	TOTAL LABOR.... 0.00
() credit card.. () other.....	TOTAL PARTS.... 0.00
() charge #.....	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

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]

"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold."

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER
SIGNATURE X

SELLER: ORLANDO AUTOMOTIVE LLC		ORDER DATE: 09 OCT 2014		DELIVERY DATE: 09 OCT 2014	
BUYER: [REDACTED]		DRIVER'S LICENSE NO.: [REDACTED]		DATE OF BIRTH: [REDACTED]	
CO-BUYER/LESSEE AND/OR (CIRCLE ONE)		DRIVER'S LICENSE NO.:		DATE OF BIRTH:	
ADDRESS: [REDACTED]		CITY: [REDACTED]		STATE: [REDACTED]	
HOME PHONE: [REDACTED]		BUSINESS PHONE: [REDACTED]		SALES PERSON 1: WELLS, JOHN M.	
E-MAIL ADDRESS: [REDACTED]		SALES PERSON 2:		VEHICLE TO BE TITLED AS FOLLOWS IF DIFFERENT THAN ABOVE:	
VEHICLE PURCHASED					
NEW	USED	YEAR: 2015	MAKE: GMC	MODEL: YUKON	BODY STYLE: SUV
COLOR: SUMMIT WHITE		SERIAL NO.: 1GKS1HKC4FR			MILEAGE: 36
DELIVERY RECEIPT					
By my signature below, I hereby acknowledge that I have inspected the condition of the Vehicle described above and I approve of the appearance and I accept delivery. In the event this is a new vehicle, the sales price below includes oil changes as specified in the guaranteed maintenance program and I acknowledge that I have received a warranty manual. All promises for goods and services or any other obligations must be in writing on a Customer Due Bill or Seller Stationary and signed by myself or myself by requesting all promises will not be honored. Buyer's Signature: [REDACTED]			Executive Vehicle Delivery I realize that I am purchasing a vehicle which was used by a dealership employee for personal use and that I will receive the balance of the Manufacturer's warranty, both time and mileage. I also understand that the Limited Warranty offered by the Manufacturer expires at the date and mileage limitations described in its warranty agreement. In other words there is no additional mileage or time extension due to executive use. Buyer's Signature: [REDACTED]		
CLEARED IN					
MAKE: [REDACTED]	MODEL: [REDACTED]	YEAR: [REDACTED]	BODY STYLE: [REDACTED]	COLOR: [REDACTED]	SERIAL NO.: [REDACTED]
I hereby certify the following about the above described vehicle which is being traded in: 1) I am the owner of the trade-in or have permission from the owner to trade it in. 2) The title is free and clear of all liens and encumbrances except as noted below. 3) The serial number has not been altered and agrees with the title delivered. 4) I guarantee that the above vehicle has no frame damage and has never had any frame damage. 5) I will deliver to Seller a valid title to this trade-in within three days of delivery or pay a lost title fee of \$125.00. 6) I hereby give you authorization to payoff the trade-in of the same vehicle and secure title to same. MILES: [REDACTED] Buyer's Signature: [REDACTED]					
TRADE-IN PAYOFF INFORMATION					
WHAT NAME IS TITLE IN	WHAT STATE TITLED	ACCOUNT NO.	VEHICLE SELLING PRICE	PRICING	
LIEN: NONE	EST. PAYOFF: [REDACTED]		56796.36		
LIENHOLDER STREET ADDRESS (NOT P.O. BOX):	1025 VIRGINIA AVE		ACCESSORIES	N.A.	
CITY: ATLANTA	STATE: GA	ZIP: 30354	LESS TRADE-IN ALLOWANCE AND/OR DISCOUNT	N.A.	
LIENHOLDER PHONE:	CONFIRMED PAYOFF:	DATE GOOD UNTIL:	CASH DIFFERENCE	56796.36	
QUOTED BY:	OBTAINED BY:	DATE OBTAINED:	PRE-DELIVERY SERVICE CHARGES - These charges represent cost and profit to the seller/dealer for items such as inspection, cleaning and adjusting new and used vehicles and preparing documents related to the sale. Pre-Delivery Service Charges: 649.50 Private Temporary Tag Fees: N/A		
I agree to pay the difference if the Balance owed on my Trade-In exceeds the amount shown above and understand any overcharge will be refunded. Buyer's Signature: [REDACTED]			OPTIONAL ELECTRONIC FILING: 24.00 WASTE TIRE FEE (\$1 EACH F.S. 403.716): 5.00 LEAD ACID BATTERY FEE (\$1.50 F.S. 403.716): 1.50 TOTAL VEHICLE TAXABLE: 57476.36 VEHICLE SALES TAX: 3473.58 OTHER BENEFITS - Extended Mechanical Protection: N.A. Maintenance: N.A. GAP: N.A. Elch: N.A. Road Hazard: N.A. Credit Life Ins.: N.A. Credit Disability Ins.: N.A. Other: N.A. Total Other Benefits: N.A. SALES TAX - OTHER BENEFITS: N.A. BALANCE DUE ON TRADE-IN: N.A. ESTIMATED TAG & TITLE FEES: 252.00 OTHER NON-TAXABLE: N.A. DOCUMENTARY STAMPS: N.A. CUSTOMER REBATE: 750.00 DOWN PAYMENT: N.A. ADDITIONAL DOWN PAYMENT: N.A. BALANCE DUE: 30,451.94		
This Buyer's Order, along with all documents in the "Delivery Package," shall set forth the entire agreement between the parties and shall supersede all other agreements between the parties (collectively, the "Buyer's Order"). On a cash transaction this offer is not valid unless signed and accepted by an authorized representative of Seller such as a sales manager. Seller reserves the right to limit the use of credit cards to under \$500.00 per vehicle sold. I (we) certify that the above information is complete and accurate. I (we) authorize an investigation of my (our) credit and employment history and the release of information about my (our) credit experience. I (we) give the King Automotive Group its vendors, affiliates, and the manufacturer of your vehicle and its parts, permission to contact me (us) by telephone or mail. I (we) am (we are) eighteen years of age or am of legal age in the state of Florida. Buyer's Signature: [REDACTED]					
I hereby agree that in the event that I fail to make any payment, including down payment or bad check replacement, or fail to provide proper insurance coverage or if I furnish inaccurate or false information either verbal or written, or the financing is not approved by the Finance or Lease Company, you are authorized by me and have the right to take said vehicle back from me, without the necessity of a court order or any judicial process. I further agree that if it becomes necessary for you to take said vehicle back, you are permitted to do so at any time of the day or night and may enter and remove said car from my property where I may leave said Vehicle. I also give you permission to use any reasonable means to open or gain entry into said vehicle without causing any undo damage in the process of taking it back. In the event of a rescission of the Buyer's Order I agree to pay the Seller a fee of 30 cents a mile for each mile the car was driven while in my possession. Buyer's Signature: [REDACTED]					
I (we) hereby acknowledge that I (we) have read and understand the terms and conditions of the vehicle. Also that I (we) have read and understand the terms and conditions. Buyer's Signature: [REDACTED] Seller's Signature: [REDACTED] Co-Buyer's Signature: [REDACTED] ORLANDO AUTOMOTIVE LLC					

CNTY# AGY# SUB# RPT#

7 70 CVR 0

AUDIT #



STATE OF FLORIDA APPLICATION FOR VEHICLE/VESSEL CERTIFICATE OF TITLE

L#

T#

B#

S#

TITLE NUMBER	VEHICLE/VESSEL IDENTIFICATION #	YR. MAKE	MAKE or MANUFACTURER	BODY TYPE	VEHICLE COLOR	WT/LENGTH	GVW/LOC		
	1GKSIHKC4FR	2015	GMC	UT	WHI	5524			
DATE OF ISSUE MO. DAY YEAR	TRANS CODE	VEHICLE USE	HULL MATERIAL	PROPULSION	FUEL	VESSEL TYPE	WATER	FL NUMBER	AUTH DESTRUCTION
10 29 14	ORT	PRIVATE							

BIRTHDATE
SEX MO. DAY YEAR Y N ALIEN RES.#

1st OWNER FL/DL# OR
F.E.I.D.#

2nd OWNER FL/DL# OR
UNIT #

VOLUNTARY CONTRIBUTIONS

AGENCY
FEE

TITLE FEE

SALES TAX

GRAND TOTAL

4.75

75.00

0.00

79.75

Action Requested: ORIG NEW TITLE
RETAINED AS ELECTRONIC TITLE

Brands:

PREV. STATE	DATE ACQUIRED	NEW	USED	ODOMETER / VESSEL MANUFACTURER	ODOMETER DECLARATION CERTIFICATION
	10/09/2014	XX		36 MILES 10/09/2014 ACTUAL	☐

LIEN INFORMATION	DATE OF LIEN	RECEIVED DATE	FEID # OR FL / DL AND SEX AND DATE OF BIRTH	DMV ACCOUNT #
NAME OF FIRST LIENHOLDER: DELTA COMMUNITY CREDIT UNION ADDRESS: ELECTRONIC LIEN	ELT 10/09/2014	10/29/2014		
SALVAGE TYPE				

SELLER INFORMATION
NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER ORLANDO AUTOMOTIVE LLC ADDRESS: 8701 S ORANGE BLOSSOM TRL ORLANDO, FL 32809 DEALER LICENSE NO. [REDACTED]
CONSUMER OR SALES TAX EXEMPTION #

SALES TAX AND USE REPORT

TRANSFER OF TITLE ☐ PURCHASER HOLDS VALID
IS EXEMPT FROM EXEMPTION CERTIFICATE
FLORIDA SALES OR ☐ VEHICLE / VESSEL WILL BE
USE TAX FOR THE USED EXCLUSIVELY FOR RENTAL
REASON(S) CHECKED ☐ OTHER

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY
UNPAID BALANCE DUE SELLER, BANK OR OTHERS

\$

INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER
212, FLORIDA STATUTES

\$

0.00

☒ SELLING PRICE VERIFIED

APPLICANT CERTIFICATION

I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.
I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED NOTICE IS HEREBY GIVEN THAT THERE IS AN
EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Owner

Signature of Applicant/Co-Owner

HSMV 82041 REVISED 02/06

SCAN CODE

MVT

I UNDERSTAND THAT MY DRIVER LICENSE AND REGISTRATIONS WILL BE SUSPENDED IMMEDIATELY IF THE INSURER DENIES
THE INSURANCE INFORMATION SUBMITTED FOR THIS REGISTRATION.

TAG AND REGISTRATION FEES

Customer:  Vehicle: 2015 GMC Yukon XL

	<u>Estimated Fees</u>	<u>Customer Signature</u>
1. Tags	\$475	
2. Transfer Lease Tag to Purchase	\$475	
3. Transfer Tag	\$185	

Transfer Requirements:

1. Must be current and valid registration.
2. Must be registered in same name.
3. If a lease transfer, customer must have a letter of relinquishment from lease company.
4. Must have copy of current registration or tag.

Tag Purchase Agreement:

1. I understand that my tag fees and official fees are estimated and vary depending the type of vehicle I have purchased, my date of birth, the type of tag purchased whether or not I have previously purchased a Florida tag which can be transferred, etc.
2. I understand that the seller will provide proof of the fees paid.
3. I understand that any shortage will be my responsibility to pay within 30 days of notification, and that any over payment will be refunded within 30 days.
4. I understand the transfer requirements listed above and agree to comply within 48 hours of delivery. Further I agree that if the appropriate information is not provided by me within 48 hours, I hereby authorize the seller to purchase for me a new tag and I agree to pay for this tag.

I understand the above  its provisions.

Buyer's Signature:  Date: 10/9/2014

Manager's Signature:  Date: _____

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
APPLICATION FOR CERTIFICATE OF TITLE WITH/WITHOUT REGISTRATION
SUBMIT THIS FORM TO YOUR LOCAL TAX COLLECTOR OFFICE

DEAL#

STK#

www.fhsmv.gov/offices/

CHECK APPLICATION TYPE: ☒ ORIGINAL ☐ TRANSFER VEHICLE TYPE: ☒ MOTOR VEHICLE ☐ MOBILE HOME ☐ VESSEL OFF-HIGHWAY VEHICLE: ☐ ATV ☐ ROV ☐ MC

1		OWNER / APPLICANT INFORMATION			
Customer Number	Check this box if you are requesting the certificate of title to be printed. ☐	Owner	Co-Owner	Unit Number	Fleet Number
		Are you a Florida resident? ☐ yes ☐ no	Are you a Florida resident? ☐ yes ☐ no		
		Are you an alien? ☐ yes ☐ no	Are you an alien? ☐ yes ☐ no		
☐ OR ☐ AND NOTE: When joint ownership, please indicate if "or" or "and" is to be shown on title when issued. If neither box is checked, the title will be issued with "and." If applicable: ☐ Life Estate/Remainder Person ☐ Tenancy By the Entirety ☐ With Rights of Survivorship ☐ Owner's County of Residence: MANATEE					
Owner's Name (First, Full Middle/Maiden, & Last Name)		Owner's Email Address		Sex M	FL Driver License or FEID/Suffix #
Co-Owner/Lessee's Name (First, Full Middle/Maiden, & Last Name)		Co-Owner's/Lessee's Email Address		Date of Birth	Sex
Is Co-Owner/Lessee a member of the Military?		City		State	Zip
Is Co-Owner/Lessee a member of the Military?		City		State	Zip
Is Co-Owner/Lessee a member of the Military?		City		State	Zip
Physical Address (if applicable) Check if a mobile home rental park with 10 or more lots.		City		State	Zip
Mail To Customer Name (if different From Above Owner)		Mail To Customer's Email Address		Date of Birth	Sex
Mail To Customer Address (if different From Above Mailing Address)		City		State	Zip

2		MOTOR VEHICLE, MOBILE HOME OR VESSEL DESCRIPTION			
Vehicle/Vessel Identification # 1GKS1HKC4FR	Make/Manufacturer GMC	Year 2015	Color UT SUMMIT	Florida Title Number MCO	
Previous State of Issue	Length Ft. In.	BHP/CC	GVW/LOC	VAN USE, IF APPLICABLE ☐ PASSENGER ☐ OTHER	
TYPE		PROPULSION		FUEL	
☐ Open Motorboat ☐ Cabin Motorboat ☐ Auxiliary Sailboat ☐ Inflatable		☐ Outboard ☐ Inboard ☐ Inboard/Outboard ☐ Other		☐ Gas ☐ Diesel ☐ Electric ☐ Other	
USE OF VESSEL		PREVIOUS OUT-OF-STATE REGISTRATION NUMBER		DRAFT OF VESSEL (The depth of water a vessel draws) FT. IN.	
☐ Recreational (Pleasure) ☐ Dealer/Manuf. ☐ Exempt		☐ Commercial Blue Crab ☐ Commercial Stone Crab ☐ Commercial Shrimp Recip. ☐ Commercial Shrimp Non-Recip.		☐ Government ☐ Commercial Charter ☐ Commercial Oyster ☐ Commercial Spiny Lobster	
Previously Federally Documented Vessel, Attach Copy of: ☐ U.S. Coast Guard Release From Documentation Form; or ☐ Copy of Canceled Documentation Papers		State of Principal Use			

3		BRANDS, USAGE AND TYPE (Check Applicable Boxes)			
☐ SHORT TERM LEASE	☐ LONG TERM LEASE	☐ REBUILT	☐ POLICE VEHICLE	☐ PRIVATE USE	☐ TAXI CAB
☐ ASSEMBLED FROM PARTS	☐ BONDED TITLE	☐ KIT CAR	☐ GLIDER KIT	☐ MANUF. BUY BACK	☐ REPLICA
				☐ FLOOD	☐ FLEET
				☐ AUTONOMOUS	☐ CUSTOM
				☐ ELECTRIC	☐ STREET ROLL

4		LIENHOLDER INFORMATION			
CHECK IF ELT CUSTOMER ☐	FEID #	DL # and Sex and Date of Birth	DMV Account #	Date of Lien 10-09-14	Lienholder's Name Delta Community Credit Union
Lienholder's Email Address		Lienholder's Address 1025 Virginia Ave		City Atlanta	State GA
				Zip 30354	
☐ If Lienholder authorizes the Department to send the motor vehicle or mobile home title to the owner, check box and countersign: (Does not apply to vessels). If box is not checked, title will be mailed to the first lienholder. (Signature of Lienholder's Representative)					

5		TRANSFER TYPE			
☒ IF OWNERSHIP HAS TRANSFERRED, HOW AND WHEN WAS THE VEHICLE, MOBILE HOME, OR VESSEL ACQUIRED?		DATE ACQUIRED 10/09/14			
☐ SALE	☐ GIFT	☐ REPOSSESSION	☐ COURT ORDER	☐ OTHER (SPECIFY)	
ODOMETER DECLARATION					

6					
WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines or imprisonment.					
I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS 0000035 MILES, DATE READ 10/09/14 AND I/WE HEREBY CERTIFY THAT TO THE BEST OF MY/OUR KNOWLEDGE THE ODOMETER READING:					
☐ 1. REFLECTS ACTUAL MILEAGE. ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS. ☐ 3. IS NOT THE ACTUAL MILEAGE.					

7		DEALER SALES TAX REPORT AND VEHICLE TRADE IN INFORMATION (IF APPLICABLE)			
SALES TAX NUMBER 58-001533062	DATE OF SALE 10/09/14	DEALER LICENSE NUMBER	AMOUNT 3479.58	DEALER IDENTIFICATION	
YEAR OF TRADE IN	MAKE OF TRADE IN	TITLE NUMBER OF TRADE IN (IF KNOWN)	TRADE IN IDENTIFICATION		

506822

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
Neil Kirkman Building - Tallahassee, FL 32399-0500
MOTOR VEHICLE TITLE REASSIGNMENT SUPPLEMENT

(Instructions on Reverse Side)

This reassignment is supplement to: ☐ Title No.: _____ State of Issue: _____☒ Manufacturer's Statement or Certificate of Origin

Is the title electronic?

☐ Yes☐ No

VEHICLE DESCRIPTION

Vehicle Identification Number	Year	Make	Model	Body
1GKS1HKC4FR [REDACTED]	15	GMC	YUKON	UT

REASSIGNMENT INFORMATION

Name of Seller(s)/Agent (Print)	DL/ID#, DMS ACCT#, FEID#	DEALER/AUCTION LICENSE (if applicable)	
Street Address		State	Zip
Selling Price (If Applicable)	Sales Tax Collected (If Applicable)	Sales Tax Reg. No. (If Applicable)	
Purchaser Printed Name(s)	Date of Sale		
Purchaser	City	State	Zip
Co-Purchaser			
Auction Name (If applicable)	Auction License Number	State of License	Date of Auction
Street Address	City	State	Zip

ODOMETER DISCLOSURE STATEMENT

WARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU STATE THE ODOMETER MILEAGE IN CONNECTION WITH TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS 0000036 XX (NO TENTHS) MILES,
DATE READ 10-09-14, AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING.

CAUTION:
READ CAREFULLY
BEFORE YOU
CHECK A BOX

- ☐ 1. REFLECTS ACTUAL MILEAGE
☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS
☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Printed Name of seller(s)/Agent	Seller
Printed Name	Co-Seller Signature (if applicable)
Purchaser(s)	Co-Purchaser(s) Signature
Purchaser(s) First, Last	Co-Purchaser(s) Printed Name First, Full Middle or Maiden, Last

NOTICE: ANY ALTERATION OR FALSIFICATION MAY VOID THIS ASSIGNMENT AND REASSIGNMENTS THAT FOLLOW.

ORIGINAL: SUBMIT WITH APPLICATION FOR TITLE

COPY: SELLER/DEALER RETAIN IN FILE

Howell, Rosa (NHTSA)

From: Cindy Hughes
Sent: Monday, December 05, 2016 9:42 AM
To: Mary Sewell (C)
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

I believe the best way to proceed with [REDACTED] is to offer the OLC because a Trade will not be beneficial for him at this time with his mileage. If CAM approve, I will offer Mr. [REDACTED] the highest OLC amount of \$5000 in order to satisfy and also to assist him in trading into another GM product. CAM is cc'd on this email and we will wait for his response on the offer. This would be the best way for him to proceed at this time. He will still be able to utilize ALL incentives etc..on his new negotiated purchase.

Thanks Mary. We will wait for response.

Cindy

From: Mary Sewell (C)
Sent: Monday, December 5, 2016 9:13 AM
To: Cindy Hughes <cindy.hughes@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>; Bobby Qureshi <bobby.qureshi@gm.com>
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114695, Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR** [REDACTED]

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy**,

This email is being sent to notify you of an FRA for your region per the **MVDN** received on **December 1, 2016** and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **December 10, 2016**

Repair Attempt Must be Conducted by: **Ten days after scheduled date.**

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

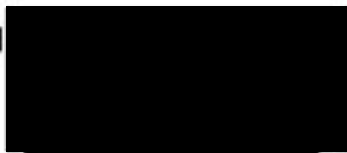
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.



1000

U.S. POSTAGE
PAID
BRADENTON, FL
34203
NOV 28, 16
AMOUNT

\$6.47

R2303S103139-26

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



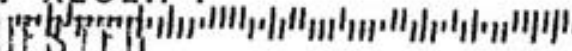
GMC CUSTOMER ASSISTANCE CENTER
P.O. BOX 33172
DETROIT, MI 48232-5172

RECEIVED DEC 01 2016

RETURN RECEIPT

48232-517272

REQUESTED



Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) STEERING COLUMN REPLACED THREE (3) TIMES.
VEHICLE IS ON ITS FOURTH (4TH) STEERING COLUMN. DURING FOURTH (4TH) REPAIR,
OF STEERING COLUMN, BRAKE VACUUM PUMP REPLACED. ADDITIONAL COMPONENTS REPLACED.
(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make GMC Model YUKON XL Year 2015

VIN 1/G/K/S/1/H/K/C/4/F/R/ [REDACTED] Date of Delivery OCT 11 2014

Name and City/State of selling dealer or leasing company (if applicable)

FOUNTAIN AUTO MALL ORLANDO FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs:

CONLEY GMC BRADENTON FLORIDA

SUNSET GMC SARASOTA FLORIDA

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone () [REDACTED]

[REDACTED] Signature [REDACTED]

[REDACTED] Date Mailed NOV 28 2016 ()

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/5/2016 9:13 AM
	Wes M. Preece	Delivered: 12/5/2016 9:13 AM
	Bobby Qureshi	Delivered: 12/5/2016 9:13 AM

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:44 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],

MVDN Attached

From: Mary Sewell (C)
Sent: Thursday, December 01, 2016 6:37 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy, I did send you the BBB file as well and the vehicle is outside of the Bumper to Bumper by mileage. I do know in the state of Florida there is no mileage parameter they go by age. This customer was offered a OLC as well and turned it down.

Involved Dealership: **Sunset Chevrolet Buick-GMC, 114 [REDACTED], Sarasota Florida**

Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

Dear **Cindy,**

This email is being sent to notify you of an FRA for your region per the MVDN received on December 1, 2016 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

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Below is a summary of the Customer's vehicle complaint:

Steering column replaced three times. Vehicle is on it fourth steering column, during fourth repair of steering column the brake vacuum pump was replaced, additional components replaced.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

Sunset Chevrolet Buick-GMC Sarasota FL;

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

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If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Howell, Rosa (NHTSA)

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Sent: Thursday, December 01, 2016 6:44 PM
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Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED],
Attachments: MVDN [REDACTED].pdf

Tracking:	Recipient	Delivery
	Cindy Hughes	Delivered: 12/1/2016 6:44 PM
	Wes M. Preece	Delivered: 12/1/2016 6:44 PM
	Bobby Qureshi	Delivered: 12/1/2016 6:44 PM

[MVDN Attached](#)

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Dealership Contact: **Chris Welter**

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Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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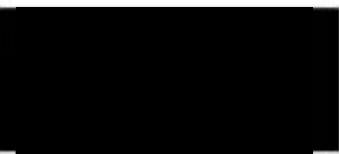
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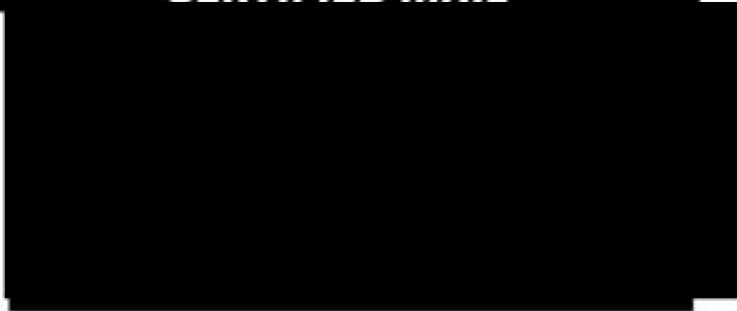
1000



U.S. POSTAGE
PAID
BRADENTON, FL
34203
NOV 28, 16
AMOUNT
\$6.47
R2303S103139-26

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



GMC CUSTOMER ASSISTANCE CENTER
P.O. BOX 33172
DETROIT, MI 48232-5172

RECEIVED DEC 01 2016

48232-517272 RETURN RECEIPT
REQUESTED



Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) STEERING COLUMN REPLACED THREE (3) TIMES.
VEHICLE IS ON ITS FOURTH (4TH) STEERING COLUMN. DURING FOURTH (4TH) REPAIR,
OF STEERING COLUMN, BRAKE VACUUM PUMP REPLACED. ADDITIONAL COMPONENTS REPLACED.
(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make GMC Model YUKON XL Year 2015

VIN 1/G/K/S/1/H/K/C/4/F/R/ [REDACTED] Date of Delivery OCT 11 2014

Name and City/State of selling dealer or leasing company (if applicable)

FOUNTAIN AUTO MALL ORLANDO FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs:

CONLEY GMC BRADENTON FLORIDA

SUNSET GMC SARASOTA FLORIDA

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone ()

[REDACTED] Signature [REDACTED]

[REDACTED] Date Mailed NOV 28 2016 ()

Howell, Rosa (NHTSA)

To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 12:05 PM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

This case is now closed in the Business Resource Center. [REDACTED] elected to postpone the FRA as a result at Postponement letter was sent out at his request.
No further action is required. Further action will be handled in the BBB case SR [REDACTED]

From: Mary Sewell (C)
Sent: Monday, December 05, 2016 9:13 AM
To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) Florida Initial Notification for [REDACTED]

Cindy,

Here is the status on the [REDACTED] FRA case. [REDACTED] has a BBB case pending as well but he mileage is 40k plus which means he is outside of the bumper to bumper. He just got this vehicle back from the dlr recently and confirms that it is repaired now. He has stated to me that he does not want to take it back to the dlr and therefore has agreed to postpone the FRA at which I have sent a Postponement /delay letter. Once the letter is approved I am closing this case and working out of the BBB case. He was offered a OLC through CAC for possible 3K and turned it down. I provided him with hypothetical situations such as if GM were to honor a trade or repurchase. That gave him something to think about in his quest for customer satisfaction. At this point he is at a stand still being that usage is charged on both ends of the spectrum. He wants out of the vehicle and announces that this is the first New GM veh that he has purchased period and for the two years he has owned it, it has become a safety issue for him and his family. Do you think that there is consideration for a dealer exchange?

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To: Cindy Hughes
Cc: Wes M. Preece; Bobby Qureshi
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MVDN Attached

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Dealership Contact: **Chris Welter**

VIN: **1GKS1HKC4FR [REDACTED]**

Vehicle: **2015 GMC Yukon XL**

Mileage: **40,168**

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Tracking:	Recipient	Delivery
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VIN: [REDACTED]

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Mileage: **40, 168**

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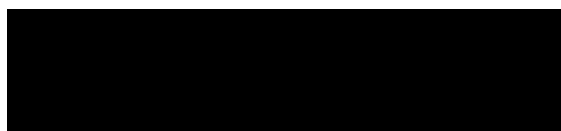
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PE18-012

GM

3-27-2019

Q3



GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CASE NUMBER: [REDACTED]

VIN: 1GYS4BKJ8GR [REDACTED]

MODEL YEAR: 2016

MODEL: Escalade

MILEAGE: 14000

SOURCE: Phone

*****GENERAL CASE INFORMATION*****

CODE: C33

Trim - Dash Pad

REPAIR ATTEMPTS:

No Symptom Indicated

CODE: H01

Brakes - General

REPAIR ATTEMPTS:

No Symptom Indicated

CODE: R56

Electrical Radio - Entertainment System/DVD Player/Video Screen

REPAIR ATTEMPTS:

No Symptom Indicated

*****WORK HISTORY*****

8-15W53LL

ZZD2XB

Nov 21 2016 10:45AM

Nov 21 2016 10:45AM

New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: EJ Wright EJ here is the info requested for SR# [REDACTED] Customer's concern: Primary concern seems to be an ongoing brake concern where she claims she has been in 5 times. Also brought up a jerking motion, lights on the dash on, and radio/navigation concerns. Looks like there was no original contact with you at customer request. Looks like she wanted to try to work with your dealer directly before we got more involved. Our last contact with the customer was 11/14/16 where she advised that we had a part on order for a Brake Regulator, and we were following up on repair. Customer: [REDACTED] Phone number: [REDACTED] OR [REDACTED] - Email: [REDACTED] Vehicle: 2016 Cadillac Escalade - Current Mileage: 14000 - VIN: 1GYS4BKJ8GR [REDACTED] SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] If you need anything from me, please let me know how I can help. The owning Senior Advisor is Kiersen who can be reached at 1-866-790-5600 extension 5914707 Thank you, Kristan Cadillac Customer Assistance Center Team Lead Phone Number: 1-866-790-5600 Extension Number: 5317052 [SR: [REDACTED]]

8-167WWEY

VZ720P

Nov 30 2016 11:50AM

Nov 30 2016 11:50AM

CAC Information Request (24 hr follow-up): [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] Do not delete/alter this line) To: E.J. WRIGHT CC: ARTHUR MISKIN I'm missing some information from you. Please reply within 1 business day. Please provide: I need your Action Plan, Resolution in full details, and the Vehicle status. Customer: [REDACTED] - Phone number [REDACTED] - Customer's concern: Customer called because of the multiple issues on their vehicle. She been taking it to the dlrshp 5 times in less than a year. The ongoing issue is the brake that goes all the way down and she have to **pump** it. Also the jerking motion, the lights on the dash, radio and navigation going out. And the service guy said there's nothing wrong with it. Cust seeks to get a new truck or get her money back because hers is defective. Dlrshp advised to call GM. Vehicle: 2016 Cadillac Escalade - Current Mileage: 14000 - VIN: 1GYS4BKJ8GR [REDACTED] SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] Thank you! Kiersen Mahone Cadillac Customer Assistance Phone Number: 1-866-790-5600 Extension Number: 5914707 [SR: [REDACTED]]

8-16M0N1U

VZ720P

Dec 9 2016 6:39PM

Dec 9 2016 6:39PM

██████████, Cadillac Request for your Contact Dear ██████████ We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided. Total customer satisfaction is important to us at Cadillac. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative. Sincerely, Kiersen Cadillac Customer Assistance Center Service Request Number: ██████████ Phone Number: 1-866-790-5600 Extension: 5914707

8-16WEZJY

VZ720P

Dec 16 2016 4:40PM

Dec 16 2016 4:40PM

██████████, Cadillac Request for your Contact Dear ██████████ We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided. Total customer satisfaction is important to us at Cadillac. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative. Sincerely, Kiersen Cadillac Customer Assistance Center Service Request Number: ██████████ Phone Number: 1-866-790-5600 Extension:5914707

8-157NFHL

VZ720P

Nov 3 2016 12:00AM

Nov 4 2016 5:04PM

Nov 4 2016 5:04PM

Buy back trade in. Customer state: Customer called because of the multiple issues on their vehicle. She been taking it to the dlrshp 5 times in less than a year.

The ongoing issue is the brake that goes all the way down and she have to **pump** it. Also the jerking motion, the lights on the dash, radio and navigation going out. And the service guy said there's nothing wrong with it. Cust seeks to get a new truck or get her money back because hers is defective. Dlrshp advised to call GM. Customer seek: A buy back or trade in SA advised: WE aim too get the vehicle repaired. We don't handle buy backs or trade ins that's handle with the dealership. Do you want to get the vehicle repaired? You dont have to take it to the Dlr your purchased it from for a diagnosis. Customer: leave the case open. Let me call my salesman to see what should i do. SA advised: Not a problem Kiersen/WMi/CAC TIER 2

8-157OGX4

WZZVPV

Nov 3 2016 12:00AM

Nov 3 2016 12:51PM

Nov 3 2016 12:51PM

Buyback/Trade In Customer's reason for calling: - Customer called because of the multiple issues on their vehicle and been taking it to the dlrshp 5 times in less than a year. The ongoing issue is the brake that goes all the way down and she have to **pump** it. Also the jerking motion, the lights on the dash, radio and navigation going out. And the service guy said there's nothing wrong with it. Cust seeks to get a new truck or get her money back because hers is defective. Dlrshp advised to call GM. Expectations set for this customer: - Informed customer that there's no guarantee of assistance, buyback is unlikely. Will work with T2/SA Transferred Cust over to T2/SA Kirsten Resources: - GWM - DI430 Desi/CAC T1 Redesign/ Mla

8-1595MA0

VZ720P

Nov 4 2016 12:00AM

Nov 4 2016 5:04PM

Nov 4 2016 5:04PM

Please Assume Case as per Normal Business Process Mark / Super Coach / CAC / T1 / Manila

8-159K6KC

AUSEMAILBRCSUP

Nov 4 2016 12:00AM

Nov 4 2016 2:24PM

Nov 4 2016 2:24PM

Service Request Ownership has changed FROM: WZZVPV TO:

8-159K6KI

VZ720P

Nov 4 2016 12:00AM

Nov 4 2016 4:57PM

Nov 4 2016 4:57PM

See Comments Case has been force assumed to your ID per process. Please see TL for concerns. EricCollins/WMI/TL

8-15CVW5N

VZ720P

Nov 7 2016 12:00AM

Nov 8 2016 8:19PM

Nov 8 2016 8:19PM

follow up-

8-15EGZA9

VZ720P

Nov 8 2016 12:00AM

Nov 14 2016 4:23PM

Nov 14 2016 4:23PM

Reminder socc

8-15MNAWR

VZ720P

Nov 14 2016 12:00AM

Nov 14 2016 4:23PM

Nov 14 2016 4:23PM

Made Contact SA Advised: Hello [REDACTED] I spoke with your wife about your vehicle concern . I calling today to follow-up on the status of the repairs.

Customer: The dealership ordered the part. Its an Brake regulator. SA: Do you have a schedule day for repairs? Customer: No SA: okay, When you schedule the repairs can you please give me a call so i can update your case. (provided number) Kiersen/WMI/Tier 2

8-15MQRK5

VZ720P

Nov 14 2016 12:00AM

Nov 21 2016 3:24PM

Nov 21 2016 3:24PM

Follow-up

8-15W53CZ

ZZD2XB

Nov 21 2016 12:00AM

Nov 21 2016 10:36AM

Nov 21 2016 10:36AM

EJ Wright CEM Gold Coast Cadillac Reason for Calling: Received a list from my DMA on active CAC cases, this one is listed but I have never been notified. Could you tell me what is going on? TL adv looks like the cust [REDACTED] Contacted us regarding a 2016 Cadillac Escalated to T2 for multiple issue, looks like our last contact with the cust was that day. CEM adv please send me the info on it so I can see where we are at on our end to get it closed out Kristan Manley.CAC.ATX.TL

8-15W53LQ

VZ720P

Nov 21 2016 12:00AM

Nov 21 2016 3:24PM

Nov 21 2016 3:24PM

See Inbound Dealer Please

8-16047BX

VZ720P

Nov 23 2016 12:00AM

Nov 25 2016 10:51AM

Nov 25 2016 10:52AM

follow-up

8-161Y2TN

VZ720P

Nov 25 2016 12:00AM

Nov 28 2016 4:39PM

Nov 28 2016 4:39PM

Follow up

8-1659765

VZ720P

Nov 28 2016 12:00AM

Nov 29 2016 6:02PM

Nov 29 2016 6:02PM

FOLLOW UP

8-166VZZN

VZ720P

Nov 29 2016 12:00AM

Nov 30 2016 11:50AM

Nov 30 2016 11:50AM

Reminder socc

8-16AK4ES

VZ720P

Dec 1 2016 12:00AM

Dec 2 2016 5:56PM

Dec 2 2016 5:56PM

Follow up

8-16CC4K4

VZ720P

Dec 2 2016 12:00AM

Dec 5 2016 6:17PM

Dec 5 2016 6:17PM

follow up

8-16F5KRL

VZ720P

Dec 5 2016 12:00AM

Dec 6 2016 11:29AM
Dec 6 2016 11:30AM
RM Socc

8-16IJ6HN
VZ720P
Dec 7 2016 12:00AM
Dec 8 2016 6:00PM
Dec 8 2016 6:00PM
follow up

8-16K9S1P
VZ720P
Dec 8 2016 12:00AM
Dec 9 2016 6:07PM
Dec 9 2016 6:07PM
repairs

8-16M0N1Z
VZ720P
Dec 9 2016 12:00AM
Dec 12 2016 6:05PM
Dec 12 2016 6:05PM
Follow up

8-16PFI9A
VZ720P
Dec 12 2016 12:00AM
Dec 13 2016 3:04PM
Dec 13 2016 3:04PM
follow up

8-16R3VSD

VZ720P

Dec 13 2016 12:00AM

Dec 14 2016 11:40AM

Dec 14 2016 11:40AM

follow up

8-16S4WCO

VZ720P

Dec 14 2016 12:00AM

Dec 14 2016 11:47AM

Dec 14 2016 11:47AM

Voicemail recieved From E.j 908-670-2026 Kiersen/WMI/Tier 2

8-16S4WCT

VZ720P

Dec 14 2016 12:00AM

Dec 14 2016 12:21PM

Dec 14 2016 12:21PM

Made Contact With E.J Wright 908-670-2026 SA: Hello. E.j returning your call. CEM: I don't know what we are doing with this customer Don't have any part on order. We towed the truck to the shop we test drove the vehicle. It had no current -trouble code. The service manager took it home. The brake fluid level was full. The vehicle is operating fine. The service manager drove it for an Additional 70 miles. Just let me know cause as of now the vehicle is not in our facility. SA: I will call and follow up with the customer. and give you a call and let you know whats going on. CEM: okay thank you and shoot me and email as well. SA: okay. Kiersen/WMI/Tier 2

8-16SWN84

VZ720P

Dec 14 2016 12:00AM

Dec 15 2016 6:08PM

Dec 15 2016 6:08PM

follow up

8-16UO0UH

VZ720P

Dec 15 2016 12:00AM

Dec 16 2016 4:36PM

Dec 16 2016 4:36PM

follow up

8-16WEZJ6

VZ720P

Dec 16 2016 12:00AM

Dec 16 2016 4:41PM

Dec 16 2016 4:41PM

Left Message for [REDACTED] Kiersen/WMI/Tier 2

8-16WEZKD

VZ720P

Dec 16 2016 12:00AM

Dec 19 2016 12:01PM

Dec 19 2016 12:01PM

close under UTC

8-16ZBZ14

VZ720P

Dec 19 2016 12:00AM

Dec 19 2016 12:30PM

Dec 19 2016 12:30PM

Final Case Review Final resolution: The customer called in seeking a new truck. There was multiple issues on their vehicle and been taking it to the dlrshp 5 times in less than a year. The ongoing issue is the brake that goes all the way down and she have to **pump** it. Also the jerking motion, the lights on the dash, radio

and navigation going out. And the service guy said there's nothing wrong with it. The customer bought the vehicle used. I spoke with the CEM he advised that the customer haven't been to the dealership since September. At this time the customer has not returned my calls or emails. i'm closing this case under UTC. Vehicle Repaired:No Goodwill/Cost assistance:No

8-16ZBZ7I

VZ720P

Dec 19 2016 12:00AM

Dec 19 2016 12:31PM

Dec 19 2016 12:31PM

Sr Summary The customer called in seeking a new truck. There was multiple issues on their vehicle and been taking it to the dlrshp 5 times in less than a year.

The ongoing issue is the brake that goes all the way down and she have to **pump** it. Also the jerking motion, the lights on the dash, radio and navigation going out. And the service guy said there's nothing wrong with it. The customer bought the vehicle used. I spoke with the CEM he advised that the customer haven't been to the dealership since September. At this time the customer has not returned my calls or emails. i'm closing this case under UTC. UTC Kiersen/WMI/Tier 2

8-16ZBZIL

VZ720P

Dec 19 2016 12:00AM

Dec 19 2016 12:32PM

Dec 19 2016 12:32PM

Service Request has been Closed Unable to Contact.

*****PRODUCT ALLEGATION RESOLUTION (PAR) INFORMATION*****

INCIDENT DATE:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:
ROAD SURFACE:
NUMBER OF PEOPLE:
BODY INJURY:
NUMBER OF INJURIES:
INJURY COMMENTS:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:
PROPERTY DAMAGE:
WAS VEHICLE INSURED:
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:
WAS VEHICLE INSPECTED:
INSPECTORS NAME:
INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:
PROPERTY OWNER:
PROPERTY TYPE:
PROPERTY DAMAGE TYPE:
PROPERTY INCIDENT REPORT:
PROPERTY CONDITION:

PROPERTY ESTIMATED COST:
PROPERTY CURRENT COST:
PROPERTY AGE:
COLLISION OWNER:
COLLISION DRIVER:
COLLISION DATE OF BIRTH:
COLLISION PRIMARY VEHICLE:
COLLISION VEHICLE TYPE:
COLLISION DAMAGE TYPE:
COLLISION INCIDENT REPORT:
COLLISION OTHER:
COLLISION SPEED:
COLLISION WEATHER CONDITION:
COLLISION ESTIMATED COST:
COLLISION LAST SERVER INFO:
COLLISION COMMENTS:
NON COLLISION PRIMARY VEHICLE:
NON COLLISION DAMAGE TYPE:
NON COLLISION INCIDENT REPORT:
NON COLLISION WEATHER CONDITION:
NON COLLISION ESTIMATED COST:
NON COLLISION SPECIAL EQUIPMENT:
NON COLLISION COMMENTS:

*****BODILY INJURY*****

NAME:
ADDRESS:
CITY:
STATE:
ZIP:
PHONE NUMBER:
LOCATION:
DRIVER:
SEATING POSITION:
RESTRAINT:

TYPE OF INJURY:
TREATED:
IF SO, WHERE:

*****BUSINESS RESOURCE CENTER(BRC) CONTACT INFORMATION*****

NAME:
CONTACT TYPE:
COMPANY:
ADDRESS:
CITY:
STATE:
ZIP:
COUNTRY:
CONTACT PHONE:

Customer**Vehicle**

Cadillac Escalade 2016
 1GYS4BKJ8GR[REDACTED]
 Mileage Now: 18107 mi
 Warranty Start: 10/10/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress
 Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 7 or more days	
<i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [REDACTED]
 Tier 2 CAC advisor: Kethry Sawyer --> 1-866-790-5700 Ext # 5915041

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CASE NUMBER: [REDACTED]

VIN: 1GYS4BKJ8GR [REDACTED]

MODEL YEAR: 2016

MODEL: Escalade

MILEAGE: 18107

SOURCE: Phone

*****GENERAL CASE INFORMATION*****

CODE: C33

Trim - Dash Pad

REPAIR ATTEMPTS:

No Symptom Indicated

CODE: H01

Brakes - General

REPAIR ATTEMPTS:

No Symptom Indicated

*****WORK HISTORY*****

8-19TWO0E

MZ4W11

Feb 23 2017 1:26PM

Feb 23 2017 1:26PM

CAC Information Request (24 hr follow-up): [REDACTED], [REDACTED] 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: E.J. Wright

CC: Arthur Miskin I'm missing some information from you. Please reply within 1 business day. Please provide: Action Plan, Resolution details Customer: [REDACTED]

[REDACTED] - Phone number: [REDACTED] - Customer's concern: Customer states that one month is not enough for the inconvenience . Customer states that

the brakes are not fixed and she will be taking the vehicle back. Customer states that her dash is intermittent but the dlr cannot fix it. I informed customer that unfortunately at times when the vehicle concerns are intermittent and the dlr cannot get the concern to present itself. Dlr's have to wait until the concern can be duplicated to resolve. Customer states she understands, however this is frustrating. Vehicle: 2016 Cadillac Escalade - Current Mileage: 18107 - VIN: 1GYS4BKJ8GR [REDACTED] SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] Thank you! Marissa Cadillac Customer Assistance Phone Number: 1-866-790-5700 Extension Number: 5913649 [SR: [REDACTED]]

8-19E5P6Z
MZ4W11

Feb 14 2017 11:04AM

Feb 14 2017 11:04AM

New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] Do not delete/alter this line) To: Michael Zafonte CC: EJ Wright & Yvette Chandler Attachment: CAC SR Data Share (PDF) SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] I believe I need your help. I've been working with the Primary CE Mgr, but there are some extenuating circumstances which are making this case a bit more difficult to resolve. Type of concern: Repurchase/Buyback Request Background & assistance needed: Customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) Customer states that she wants out of this Truck, the dlr has had it more than she has and she feels this Truck is a Lemon, and Customer has been dealing with Brian Hill and Jamie in sales (cust is not sure of Jamie's last name) SA Adv: I apologized to the customer for the inconvenience. I informed customer that we work together with the dlr to resolve vehicle concerns. I informed customer that Trade/Buy Back assistance is not guaranteed, however we will send your information for consideration. - Customer: [REDACTED] - Vehicle: 2016 Cadillac Escalade - Current Mileage: 18107 - VIN: 1GYS4BKJ8GR [REDACTED] Sincerely, Marissa Cadillac Customer Assistance Phone Number: 1-866-790-5700 Extension Number: 5913649 [SR: [REDACTED]]

8-19EG64G
MZ4W11

Feb 15 2017 4:53PM

Feb 15 2017 4:53PM

RE: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Thank you, Marissa, I will have to look into this and get some details together before I can weigh in. Please give me a day or two. Thanks, Michael J. (Mike) Zafonte District Manager Aftersales 973.769.8649 Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com] Sent: Tuesday, February 14, 2017 11:04 AM To: Mike Zafonte <mike.zafonte@cadillac.com> Cc: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com> Subject: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: Michael Zafonte CC: EJ Wright & Yvette Chandler Attachment: CAC SR Data Share (PDF) SR#: [REDACTED]

██████████1 Involved Dealer: Gold Coast Cadillac BAC: 231██████████ I believe I need your help. I've been working with the Primary CE Mgr, but there are some extenuating circumstances which are making this case a bit more difficult to resolve. Type of concern: Repurchase/Buyback Request Background & assistance needed: Customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) Customer states that she wants out of this Truck, the dlr has had it more than she has and she feels this Truck is a Lemon,

8-19EPUOK
MZ4W11

Feb 16 2017 9:42AM

Feb 16 2017 9:42AM

[EXTERNAL] RE: New Case Notification, CAC SR Data Share, & Action Plan Request: ██████████, 1GYS4BKJ8GR ██████████ ██████████ has had her vehicle for 16 months and the vehicle has been here 4 times. Her concern is as follows: "Her dash and the center stack goes blank at times!" The first time that she had a concern with the dash was September 22, 2016 @ 13,414miles. The next time we saw the vehicle for the same concern was January 24, 2017 @ 18,115 miles (130 days later)! The concern has happened again February 8, 2017 @ 18,269 miles (vehicle is here now). I explained to ██████████ that a very intermittent concern is frustrating for the customer as well as Gold Coast. It has been road tested by the tech and the SM for numerous miles and have not experienced the concern. There are no DTC'S current or history codes. I have offered a car payment for the inconvenience and the response was "absolutely not, I want another vehicle!" Marco and Jamie have talked to her and tried to put her in another vehicle, however it would be an extra \$200.00 per month for a 2017. She refused! Thanks E.J. Wright Service Director 732.695.8427 goldcoastcadillac.com Gold Coast Cadillac 2123 State Highway 35 Oakhurst, NJ 07755 -----Original Message----- From: GMCACUupdate@gm.com [mailto:GMCACUupdate@gm.com] Sent: Tuesday, February 14, 2017 11:04 AM To: mike.zafonte@gm.com Cc: ejwright@goldcoastcadillac.com Subject: New Case Notification, CAC SR

8-19G8NMJ
MZ4W11

Feb 16 2017 9:42AM

Feb 16 2017 9:42AM

RE: [EXTERNAL] RE: New Case Notification, CAC SR Data Share, & Action Plan Request: ██████████ ██████████, 1GYS4BKJ8GR ██████████ Keith, EJ, et al, Unless you feel strongly otherwise, based on the history that I can see in Global Warranty, I concur with EJ's offer of a monthly vehicle payment in consideration of downtime to date. I appreciate how frustrating intermittent concerns can be for all parties, but as EJ points out, unless we duplicate something, we're unable to diagnose what might be causing it. In reviewing the history, it looks like most of the concerns there were one-and-done, which is why the warranty is there. Unless I'm missing something, I don't see a case for trade consideration here. Keith, just out of curiosity, how many miles per year are allowed on the ██████████ lease? Thanks, Michael J. (Mike) Zafonte District Manager Aftersales ██████████ Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: EJ Wright [mailto:ejwright@goldcoastcadillac.com] Sent: Tuesday, February 14, 2017 2:06 PM To: CARS GMCACUupdate

<gmcacupdate@gm.com>; Mike Zafonte <mike.zafonte@cadillac.com> Cc: kharvey (goldcoastcadillac.com) <kharvey@goldcoastcadillac.com>; jmartin (goldcoastcadillac.com) <jmartin@goldcoastcadillac.com>; 'mparrino' <mparrino@goldcoastcadillac.com>; Art Miskin (Gold Coast Cadillac) <amiskin@goldcoastcadillac.com> Subject: [EXTERNAL] RE: New Case Notification, CAC SR Dat

8-19IN0HV

MZ4W11

Feb 16 2017 4:45PM

Feb 16 2017 4:45PM

RE: [EXTERNAL] RE: RE: New Case Notification, CAC SR Data Share, & Action Plan Request [REDACTED] 1GYS4BKJ8GR [REDACTED] Thank you, EJ! Michael J. (Mike) Zafonte District Manager Aftersales 973.769.8649 Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: EJ Wright [mailto:ejwright@goldcoastcadillac.com] Sent: Thursday, February 16, 2017 12:06 PM To: Mike Zafonte <mike.zafonte@cadillac.com>; CARS GMCACUpdate <gmcacupdate@gm.com> Cc: kharvey (goldcoastcadillac.com) <kharvey@goldcoastcadillac.com>; jmartin (goldcoastcadillac.com) <jmartin@goldcoastcadillac.com>; 'mparrino' <mparrino@goldcoastcadillac.com>; Art Miskin (Gold Coast Cadillac) <amiskin@goldcoastcadillac.com> Subject: [EXTERNAL] RE: RE: New Case Notification, CAC SR Data Share, & Action Plan Request [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Mike, I contacted [REDACTED] this am and explained that GM's position was to forward her (through Gold Coast) a 1 month car payment for her inconvenience. I again apologized to her. I am having the vehicle detailed and the tank filled with gas. I will have the vehicle delivered back to her as soon as the vehicle comes out of detail. I advised her to retain her service request number in case the vehicle's dash goes out again. Thanks, E.J. Wright Service Director 732.695.8427 goldcoastcadillac.com Gold Coast Cadillac 2123 State Highway 35 Oakhurst, NJ 07755

8-1AC50U0

MZ4W11

Mar 9 2017 10:21AM

Mar 9 2017 10:21AM

RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] EJ, Steve and Wade, We must work to determine where the water in the cupholders is coming from. EJ, I saw the video you texted to me that shows we see no signs of water coming from the roof or headliner. We must diagnose what, if anything is going on with the brakes, and what specific light is on and what it means. Need to get a TAC case going on this vehicle immediately for the various concerns. Wade, please inform [REDACTED] that we strongly suggest they do **NOT stop** making payments on their vehicle. While it is their right to do so, they have a contract with the leasing company, not with Cadillac, and suspension of payments may be reported to credit reporting agencies and may adversely affect their credit rating. We need DETAILS from the [REDACTED] about where they were when the brakes "went out" and what specifically happened. Was the vehicle towed to the dealership? Is the vehicle even at the dealership at this time? Michael J. (Mike) Zafonte District

Manager Aftersales 973.769.8649 Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com] Sent: Tuesday, March 7, 2017 10:43 AM To: Mike Zafonte <mike.zafonte@cadillac.com> Cc: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com> Subject: DMA Escalation (

8-1ACL998

MZ4W11

Mar 9 2017 10:21AM

Mar 9 2017 10:21AM

[EXTERNAL] RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Mike, Yes, yes. We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with not duplicate concerns, DTC's or check engine lights. E.J. -----Original Message----- From: Mike Zafonte [mailto:mike.zafonte@cadillac.com] Sent: Wednesday, March 08, 2017 8:57 PM To: CARS GMCACUpdate <gmcacupdate@gm.com> Cc: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com>; sferraro@goldcoastcadillac.com Subject: RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] EJ, Steve and Wade, We must work to determine where the water in the cupholders is coming from. EJ, I saw the video you texted to me that shows we see no signs of water coming from the roof or headliner. We must diagnose what, if anything is going on with the brakes, and what specific light is on and what it means. Need to get a TAC case going on this vehicle immediately for the various concerns. Wade, please inform [REDACTED] that we strongly suggest they do **NOT stop** making payments on their vehicle. While it is their right to do so, they have a contract with the leasing company, not with Cadillac, and suspension of payments may be reported to credit reporting agencies and may adversely affect their credit rating. We need DETAILS from the [REDACTED] about where

8-1ACOLF6

MZ4W11

Mar 9 2017 10:21AM

Mar 9 2017 10:21AM

RE: [EXTERNAL] RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Wade, Given the following from EJ, I would say we have to close the case. Unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. Michael J. (Mike) Zafonte District Manager Aftersales 973.769.8649 Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: EJ Wright [mailto:ejwright@goldcoastcadillac.com] Sent: Thursday, March 9, 2017 7:17 AM To: Mike Zafonte <mike.zafonte@cadillac.com>; CARS GMCACUpdate <gmcacupdate@gm.com> Cc: sferraro@goldcoastcadillac.com Subject: [EXTERNAL] RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Mike, Yes, yes. We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the

last days with not concerns, DTC's or check engine lights. E.J. -----Original Message----- From: Mike Zafonte [mailto:mike.zafonte@cadillac.com] Sent: Wednesday, March 08, 2017 8:57 PM To: CARS GMCACUpdate <gmcacupdate@gm.com> Cc: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com>; sferraro@goldcoastcadillac.com Subject: RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED]

8-1A9JNGP

GZJMGD

Mar 7 2017 10:42AM

Mar 7 2017 10:42AM

DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: Mike Zafonte CC: E.J. Wright SR# [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: [REDACTED] believe I need your help. I've been working with the Primary CE Mgr, but there are some extenuating circumstances which are making this case a bit more difficult to resolve. Customer states: Dealer said vehicle was repaired and gave me a car payment reimbursement. Today the brakes went out and the console is leaking and the light is on. I almost just got killed. I want out of the vehicle and I never want an Escalade again. I am not paying another payment. - Customer: [REDACTED] - Vehicle: 2016 Cadillac Escalade - Current Mileage: 18107 - VIN: 1GYS4BKJ8GR [REDACTED] Sincerely, Wade Cadillac Customer Assistance Phone Number: 1-866-790-5600 Extension Number: 5911107 [SR: [REDACTED]]

8-1ACSGDP

PZPDPX

Mar 9 2017 10:26AM

Mar 9 2017 10:26AM

CAC No Response Escalation to DMA (2 days): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: Michael Zafonte The customer is upset and in tears. She says in all of her 8 years she has never had an issue with Cadillac and she is discouraged and digusted with her vehicle. She no longer wants the vehicle. I did not set expectations that this was an option for her I am emailing you to let you know where she is now. She states that she is not safe in the vehicle and this is steaming from a car accident she almost got into on 3/7/2017. She states her vehicle did **not stop**. Please advise - SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac - BAC: 231 [REDACTED] - Customer: [REDACTED] - Vehicle: 2016 Cadillac Escalade - VIN: 1GYS4BKJ8GR [REDACTED] Thank you, Marissa Walker Cadillac Customer Assistance Phone Number: 1-866-790-5600 Extension Number: 5914694 [SR: [REDACTED]]

8-19I2WRN

MZ4W11

Feb 16 2017 4:45PM

Feb 16 2017 4:45PM

[EXTERNAL] RE: RE: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED] 1GYS4BKJ8GR [REDACTED] Mike, I contacted [REDACTED] this am and explained that GM's position was to forward her (through Gold Coast) a 1 month car payment for her inconvenience. I again apologized to her. I am having the vehicle detailed and the tank filled with gas. I will have the vehicle delivered back to her as soon as the vehicle comes out of detail. I advised her to retain her service request number in case the vehicle's dash goes out again. Thanks, E.J. Wright Service Director 732.695.8427 goldcoastcadillac.com Gold Coast Cadillac 2123 State Highway 35 Oakhurst, NJ 07755 -----Original Message----- From: Mike Zafonte [mailto:mike.zafonte@cadillac.com] Sent: Wednesday, February 15, 2017 11:43 AM To: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com>; CARS GMCACUpdate <gmcacupdate@gm.com> Cc: kharvey (goldcoastcadillac.com) <kharvey@goldcoastcadillac.com>; jmartin (goldcoastcadillac.com) <jmartin@goldcoastcadillac.com>; 'mparrino' <mparrino@goldcoastcadillac.com>; Art Miskin (Gold Coast Cadillac) <amiskin@goldcoastcadillac.com> Subject: RE: [EXTERNAL] RE: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], [REDACTED], 1GYS4BKJ8GR [REDACTED] Keith, EJ, et al, Unless you feel strongly otherwise, based on the history that I can see in Global Warranty, I concur with EJ's offer of a monthly vehicle payme

8-1ADGOGZ

MZ4W11

Mar 14 2017 2:32PM

Mar 14 2017 2:32PM

[EXTERNAL] RE: RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED] 1GYS4BKJ8GR [REDACTED] Mike, Boyd from TAC [REDACTED] has replied to our request for help. He had no **hard** facts, however has a suggestion that we "throw a BPMV and a EBCM at the vehicle". He alluded that it was a just a suggestion and we should contact our DMA. Please advise. E.J. Wright Service Director 732.695.8427 goldcoastcadillac.com Gold Coast Cadillac 2123 State Highway 35 Oakhurst, NJ 07755 -----Original Message----- From: Mike Zafonte [mailto:mike.zafonte@cadillac.com] Sent: Thursday, March 09, 2017 8:45 AM To: E Wright (Gold Coast Cadillac) <ejwright@goldcoastcadillac.com>; CARS GMCACUpdate <gmcacupdate@gm.com> Cc: sferraro@goldcoastcadillac.com Subject: RE: [EXTERNAL] RE: DMA Escalation (Vehicle Concern): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Wade, Given the following from EJ, I would say we have to close the case. Unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. Michael J. (Mike) Zafonte District Manager Aftersales [REDACTED] Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: EJ Wright [mailto:ejwright@goldcoastcadillac.com] Sent: Thursday, March 9, 2017 7:17 AM To: Mike Zaf

8-1AEDHQO

MZ4W11

Mar 14 2017 2:38PM

Mar 14 2017 2:40PM

RE: CAC No Response Escalation to DMA (2 days): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Keith, E J, and Steve, I know the snow is causing some issues today, but as soon as we can, we need to have a conference call on this customer and figure out where we are and what our next steps should be. Please confer amongst yourselves and let me know when would be a good time. I'll be home today. Thanks, Michael J. (Mike) Zafonte District Manager Aftersales [REDACTED] Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: CustomerAssistance@Cadillac.com [mailto:CustomerAssistance@Cadillac.com] Sent: Thursday, March 9, 2017 10:26 AM To: Mike Zafonte <mike.zafonte@cadillac.com> Subject: CAC No Response Escalation to DMA (2 days): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: Michael Zafonte The customer is upset and in tears. She says in all of her 8 years she has never had an issue with Cadillac and she is discouraged and digusted with her vehicle. She no longer wants the vehicle. I did not set expectations that this was an option for her I am emailing you to let you know where she is now. She states that she is not safe in the vehicle and this is steaming from a car accident she almost got into on 3/7/2017. She states her vehicle did **not stop**. Please advise

8-1AF3L4B

MZ4W11

Mar 14 2017 2:32PM

Mar 14 2017 2:32PM

RE: CAC No Response Escalation to DMA (2 days): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] Hi Marissa, I called the extension listed below in your signature line earlier today. The name on the outgoing announcement wasn't yours, so I'm not sure if you got my message. Please call me when you can about this case. Thank you, Michael J. (Mike) Zafonte District Manager Aftersales [REDACTED] Mobile cadillac.com Cadillac 39 Old Ridgebury Road, Suite 1 Danbury, CT 06810 -----Original Message----- From: CustomerAssistance@Cadillac.com [mailto:CustomerAssistance@Cadillac.com] Sent: Thursday, March 9, 2017 10:26 AM To: Mike Zafonte <mike.zafonte@cadillac.com> Subject: CAC No Response Escalation to DMA (2 days): 231961, Gold Coast Cadillac, [REDACTED], 1GYS4BKJ8GR [REDACTED] 7 Email ID# [REDACTED] (Do not delete/alter this line) To: Michael Zafonte The customer is upset and in tears. She says in all of her 8 years she has never had an issue with Cadillac and she is discouraged and digusted with her vehicle. She no longer wants the vehicle. I did not set expectations that this was an option for her I am emailing you to let you know where she is now. She states that she is not safe in the vehicle and this is steaming from a car accident she almost got into on 3/7/2017. She states her vehicle did **not stop**. Please advise - SR# [REDACTED] - Involved Dealer: Gold Coast Cadillac - BAC: [REDACTED]

8-1AKX4CP

MZ4W11

Mar 15 2017 4:55PM

Mar 15 2017 4:55PM

[REDACTED], Cadillac Request Final Resolution Dear [REDACTED] Hello, I apologize that I have been out of the office with the flu, however I have provided notes in the file for any Senior Advisor to give you an update on your case since I've been out. I've also had my supervisor give you a call as well . GM Internal has come up with a final resolution for your vehicle. Your request for a vehicle repurchase was carefully reviewed, but Cadillac is declining to repurchase your vehicle at this time. From our reports there is nothing wrong with the vehicle that requires repairs. GM Internal has stated the vehicle itself is giving the dealership nothing to go on to corroborate your brake concern, even though the vehicle is still being test driving at the moment. Total customer satisfaction is important to us at Cadillac. GM Internal is requiring for you to continue to work with Gold Coast Cadillac to get any remaining vehicle concerns resolved, as there is no further assistance from GM at this time. Sincerely, Marissa Cadillac Customer Assistance Center Service Request Number: [REDACTED] Phone Number: 1-866-790-5700 Extension: [REDACTED]

8-1AG5SP9

TZJJ7T

Mar 11 2017 11:23AM

Mar 11 2017 11:23AM

CAC Information Request (24 hr follow-up): [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: E.J. Wright
CC: Arthur Miskin Good Morning, [REDACTED] called in stating that his brakes failed on him causing him to almost get into an accident. Informed me that the vehicle has been brought back to the dealership. Please let me know what the diagnosis is and what options we have available to resolve this concern.
Customer: [REDACTED] Vehicle: 2016 Cadillac Escalade - Current Mileage: 18107 - VIN: 1GYS4BKJ8GR [REDACTED] SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] Thank you! Marissa Cadillac Customer Assistance Phone Number: 1-866-790-5600 Extension Number: 5913649 [REDACTED]

8-1AHB3SC

MZ4W11

Mar 14 2017 2:32PM

Mar 14 2017 2:32PM

[EXTERNAL] RE: CAC Information Request (24 hr follow-up): [REDACTED] [REDACTED] 1GYS4BKJ8GR [REDACTED] Marissa, Please refer to the history (in e-mail form) re: [REDACTED] You may want to refer to Wades e-mail on Thursday from the DMA. Thanks E.J. -----Original Message----- From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com] Sent: Saturday, March 11, 2017 11:24 AM To: ejwright@goldcoastcadillac.com Cc: amiskin@goldcoastcadillac.com Subject: CAC Information Request (24 hr follow-up): [REDACTED], 1GYS4BKJ8GR [REDACTED] Email ID# [REDACTED] (Do not delete/alter this line) To: E.J. Wright

CC: Arthur Miskin Good Morning, [REDACTED] called in stating that his brakes failed on him causing him to almost get into an accident. Informed me that the vehicle has been brought back to the dealership. Please let me know what the diagnosis is and what options we have available to resolve this concern.

Customer: [REDACTED] Vehicle: 2016 Cadillac Escalade - Current Mileage: 18107 - VIN: 1GYS4BKJ8GR [REDACTED] SR#: [REDACTED] Involved Dealer: Gold Coast Cadillac BAC: 231 [REDACTED] Thank you! Marissa Cadillac Customer Assistance Phone Number: 1-866-790-5600 Extension Number: 5913649 [REDACTED]

8-19E5P7H

MZ4W11

Feb 14 2017 12:00AM

Feb 16 2017 4:45PM

Feb 16 2017 4:45PM

SOCC Follow up with cust

8-19E6MPY

QZN5VT

Feb 14 2017 12:00AM

Mar 6 2017 10:39AM

Mar 6 2017 10:39AM

[REDACTED] Reason: customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) Expectation: transfer to tier 2 Kethry/CACT1/ATX

8-19E5P43

MZ4W11

Feb 14 2017 12:00AM

Feb 14 2017 10:49AM

Feb 14 2017 10:49AM

SR Data Share Attached

8-19E5P47

MZ4W11

Feb 14 2017 12:00AM

Feb 14 2017 10:59AM

Feb 14 2017 10:59AM

Multiple intermittent issues Cust states: customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) Customer states that she wants out of this Truck, the dlr has had it more than she has and she feels this Truck is a Lemon, and Customer has been dealing with Brian Hill and Jamie in sales (cust is not sure of the last name) Cust Seeks: Trade/Buy back SA Adv: I apologized to customer for the inconvenience. I apologized to the customer for the inconvenience. I informed customer that we work together with the dlr to resolve vehicle concerns. I informed customer that Trade/Buy Back assistance is not guaranteed, however we will send your information for consideration. Marissa/WMI/CACTier2

8-19E5P6W

MZ4W11

Feb 14 2017 12:00AM

Feb 14 2017 10:59AM

Feb 14 2017 10:59AM

Service Request Ownership has changed FROM: QZN5VT TO: MZ4W11

8-19HK5CU

MZ4W11

Feb 16 2017 12:00AM

Feb 16 2017 4:45PM

Feb 16 2017 4:45PM

CEM to DMA [REDACTED] has had her vehicle for 16 months and the vehicle has been here 4 times. Her concern is as follows: "Her dash and the center stack goes blank at times!" The first time that she had a concern with the dash was September 22, 2016 @ 13,414 miles. The next time we saw the vehicle for the same concern was January 24, 2017 @ 18,115 miles (130 days later)! The concern has happened again February 8, 2017 @ 18,269 miles (vehicle is here now). I explained to [REDACTED] that a very intermittent concern is frustrating for the customer as well as Gold Coast. It has been road tested by the tech and the SM for numerous miles and have not experienced the concern. There are no DTC'S current or history codes. I have offered a car payment for the inconvenience and the response was "absolutely not, I want another vehicle!" Marco and Jamie have talked to her and tried to put her in another vehicle, however it would be an extra \$200.00 per month for a 2017. She refused! DMA states Unless you feel strongly otherwise, based on the history that I can see in Global Warranty, I concur with EJ's offer of a monthly vehicle payment in consideration of downtime to date. I don't see a case for t I appreciate how frustrating intermittent concerns can be for all parties, but as EJ points out, unless we duplicate something, we're unable to diagnose what might be causing it. In reviewing the history, it looks like most of the concerns there were one-and-done, which is why the warranty

8-19ILN2Q

MZ4W11

Feb 16 2017 12:00AM

Feb 16 2017 4:45PM

Feb 16 2017 4:44PM

CEM EJ I contacted [REDACTED] this am and explained that GM's position was to forward her (through Gold Coast) a 1 month car payment for her inconvenience. I again apologized to her. I am having the vehicle detailed and the tank filled with gas. I will have the vehicle delivered back to her as soon as the vehicle comes out of detail. I advised her to retain her service request number in case the vehicle's dash goes out again Marissa/WMI/CACTier2

8-19ILN55

MZ4W11

Feb 16 2017 12:00AM

Feb 20 2017 2:58PM

Feb 20 2017 2:58PM

SOCC Follow up with customer -CEM states I contacted [REDACTED] this am and explained that GM's position was to forward her (through Gold Coast) a 1 month car payment for her inconvenience. I again apologized to her. I am having the vehicle detailed and the tank filled with gas. I will have the vehicle delivered back to her as soon as the vehicle comes out of detail.

8-19OZ55T

MZ4W11

Feb 20 2017 12:00AM

Feb 20 2017 2:58PM

Feb 20 2017 2:58PM

follow up Cust states that one month is not enough for the inconvenience . Customer states that the brakes are not fixed and she will be taking the vehicle out tomorrow. Customer states that her dash is intermittent but the dlr cannot fix it. i informed cust that unfortunately at times when the vehicle concerns are intermittent and the dlr cannot get the concern to present itself. Dlrs have to wait until the concern can be duplicated to resolve. Customer states she understands, however this is frustrating. I informed cust that I do understand that it is frustrating , however we will send the new information over to the dlr regarding your brake issue and we will do a follow up after your appointment tomorrow. Cust thanked me and we ended call. Marissa/WMI/CACTier2

8-19OZ55Y

MZ4W11

Feb 20 2017 12:00AM

Feb 23 2017 9:19AM

Feb 23 2017 9:19AM

****SOCC** **CASE UPDATE**** -Cust says 1 month payment is not enough for the inconvenience that she has suffered since she has had this vehicle and now the brakes are sticking. Cust states that she has an appointment with the dlr tomorrow. (2/21/17) -Informed cust that we will do a follow up on Wed after appointment

8-19TCRB8

MZ4W11

Feb 23 2017 12:00AM

Feb 23 2017 9:22AM

Feb 23 2017 9:19AM

SA EJ Left VM for SA EJ for update on cust appointment 2/21/17. I provided SR number, my number and extension for call back. Marissa/WMI/CACTier2

8-19TCRBB

MZ4W11

Feb 23 2017 12:00AM

Feb 23 2017 1:29PM

Feb 23 2017 1:30PM

****SOCC** **CASE UPDATE**** -Waiting on update from the dlr

8-19TWO8X

MZ4W11

Feb 23 2017 12:00AM

Feb 23 2017 1:29PM

Feb 23 2017 1:27PM

follow up Left cust VM for update. I provided SR number, my number and extension for follow up Marissa/WMI/CACTier2

8-19TWO91

MZ4W11

Feb 23 2017 12:00AM

Feb 24 2017 10:35AM

Feb 24 2017 10:35AM

****SOCC** **CASE UPDATE**** -Waiting on update from the dlr

8-19V6Q7F

MZ4W11

Feb 24 2017 12:00AM

Feb 24 2017 10:42AM

Feb 24 2017 10:42AM

Follow up with EJ Spoke with Michael in service and informed him that we are waiting on a update from EJ in regards to customers concern. Michael states EJ is with a customer right now can I take a message. I informed Michael that we have left VM's and emails to him in regards to this case and customer concerns and we have not gotten a response. Michael states well all I can do is take down the info and hand it off to him. I provided SR number, cust concern, my number and extension for call back. Marissa/WMI/CACTier2

8-19V6Q7J

MZ4W11

Feb 24 2017 12:00AM

Feb 27 2017 3:42PM

Feb 27 2017 3:42PM

****SOCC** **CASE UPDATE**** Waiting on dlr for update -waiting on cust fro update

8-19YYWUX

MZ4W11

Feb 27 2017 12:00AM

Feb 27 2017 3:49PM

Feb 27 2017 3:49PM

follow up Spoke with SM EJ and he states that the veh came in and left last Monday (Feb. 20th) There was no trouble found. EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered by SA 4940 tomorrow. I thanked SA for the update and we ended call. Marissa/WMI/CACTier2

8-19YYWV2

MZ4W11

Feb 27 2017 12:00AM

Feb 27 2017 3:50PM

Feb 27 2017 3:50PM

follow up Spoke with SM EJ and he states that the veh came in and left last Monday (Feb. 20th) There was no trouble found. Marissa/WMI/CACTier2

8-19YYX06

MZ4W11

Feb 27 2017 12:00AM

Feb 27 2017 3:50PM

Feb 27 2017 3:50PM

final follow up Spoke with SM EJ and he states that the veh came in and left last Monday (Feb. 20th) There was no trouble found. EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered by SA 4940 tomorrow. I thanked SA for the update and we ended call. Marissa/WMI/CACTier2

8-19YYX0A

MZ4W11

Feb 27 2017 12:00AM

Feb 28 2017 4:34PM

Feb 28 2017 4:35PM

****SOCC** **FINAL RESOLUTION**** -SM states there was no trouble found (the issue is very intermittent) -Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered tomorrow by dlr -Possible 750 Accessories Cert

8-1A0M3FC

MZ4W11

Feb 28 2017 12:00AM

Feb 28 2017 4:43PM

Feb 28 2017 4:43PM

final follow up Left cust a VM stating that we have received an update for the dlr stating that Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered tomorrow by dlr . Just was doing a follow up with you. I provided SR number, my number and extension for call back Marissa/WMI/CACTier2

8-1A0M3JC

MZ4W11

Feb 28 2017 12:00AM

Mar 1 2017 4:19PM

Mar 1 2017 4:19PM

****SOCC** **FINAL RESOLUTION**** -SM states there was no trouble found (the issue is very intermittent) -Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered tomorrow by dlr -Possible 750 Accessories Cert

8-1A28TCG

MZ4W11

Mar 1 2017 12:00AM

Mar 1 2017 4:20PM

Mar 1 2017 4:20PM

2nd attempt Left cust a VM stating that we have received an update for the dlr stating that Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered tomorrow by dlr . t. I provided SR number, my number and extension for call back Marissa/WMI/CACTier2

8-1A28TIO

MZ4W11

Mar 1 2017 12:00AM

Mar 6 2017 10:28AM

Mar 6 2017 10:28AM

****SOCC** **FINAL RESOLUTION**** -SM states there was no trouble found (the issue is very intermittent) -Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered tomorrow by dlr -Possible 750 Accessories Cert -close case if no response in 48 hrs (Fri)

8-1A80P9H

MZ4W11

Mar 6 2017 12:00AM

Mar 6 2017 10:34AM

Mar 6 2017 10:34AM

Final Case Review FINAL CASE REVIEW: 1.Has the best resolution possible been provided to the customer? -yes-EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered by SA 4940 2.Were the customers questions answered?-yes- There was no trouble found 3.Was cost Assistance or GW offered if appropriate ?-No 4.Was the veh repaired?-No-No trouble was found 5.Was the customer our compass?- yes 6.Were we an advocate? -yes Marissa/WMI/CACTier2

8-1A80P9L

MZ4W11

Mar 6 2017 12:00AM

Mar 6 2017 10:37AM

Mar 6 2017 10:37AM

cust has not returned our call -2 attempts to contact customer Left cust a VM stating that we have received an update for the dlr stating that Dlr has offered 1 month car payment for the inconvenience and the check is ready and will be delivered. Case will be closed dissatisfied Marissa/WMI/CACTier2

8-1A80PBX

MZ4W11

Mar 6 2017 12:00AM

Mar 6 2017 10:38AM

Mar 6 2017 10:37AM

review to close SR dissatisfied SR Summary: Request to close for the following reasons: 1: Customer vehicle concern/ issue and what customer was seeking.:Customer States: Cust states: customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) Customer states that she wants out of this Truck, the dlr has had it more than she has and she feels this Truck is a Lemon, and Customer has been dealing with Brian Hill and Jamie in sales (cust is not sure of the last name) Cust Seeks: Trade/Buy back 2: What did CEM and SA do to resolve customer concernSpoke with SM EJ and he states that the veh came in and left last Monday (Feb. 20th) There was no trouble found. EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered by SA 4940. We have tried to contact customer to see if she was satisfied but we have been unable to contact SA Adv: Case will be closed dissatisfied Marissa/WMI/CACTier2

8-1A80PC1

MZ4W11

Mar 6 2017 12:00AM

Mar 6 2017 10:39AM

Mar 6 2017 10:39AM

Service Request has been Closed Dissatisfied.

8-1A9IRGY

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 10:24AM

Mar 7 2017 10:24AM

SR in Status of Closed has been Re-Opened by QZ8T1Y

8-1A9IRHX

QZ8T1Y

Mar 7 2017 12:00AM

Mar 7 2017 10:34AM

Mar 7 2017 10:35AM

assisting only Ms. [REDACTED] the wife of the customer called in stated that she is very frustrated on this vehicle. She stated that she almost got killed with this vehicle. She stated that the vehicle wasn't repaired, the brakes just went out on her, the lights came on again on the dash and the roof is leaking. She stated that she wants to be out of the vehicle and she is already done with this. I contacted the OSA but unavailable. I get another SA , partnered with SA Red. Angel / CAC Tier 1 /Manila /Safety Pilot Team

8-1A9JN1B

GZJMGD

Mar 7 2017 12:00AM

Mar 7 2017 10:43AM

Mar 7 2017 10:43AM

[REDACTED] Cust sts: Dealer said vehicle was repaired and gave me a car payment reimbursement. Today the brakes went out and the console is leaking and the light is on. I almost just got killed. I want out of the vehicle and I never want an Escalade again. I am not paying another payment. Adv sts: We can get escalate this up as much as possible. Wade ATX CAC T2

8-1A9LAFW

MZ4W11

Mar 7 2017 12:00AM

Mar 8 2017 4:30PM

Mar 8 2017 4:30PM

ASST ONLY cust called in very upset and wanting an update.

8-1A9LJSU

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 11:06AM

Mar 7 2017 11:05AM

update Cust sts: Dealer said vehicle was repaired and gave me a car payment reimbursement. Today the brakes went out and the console is leaking and the light is on. I almost just got killed. I want out of the vehicle and I never want an Escalade again. I am not paying another payment. Adv sts: We can get escalate this up as much as possible. Wade ATX CAC T2

8-1A9LJT7

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 11:15AM

Mar 7 2017 11:09AM

SM EJ Spoke with EJ and he states yes he is aware of the [REDACTED] brake issue, she has already called the dlr, shes hung up on me, my supervisor and the owner stating that shes going to sue. EJ says we cannot help this customer if she is refusing let us work on the vehicle. EJ states we offered to bring her a rental as we take the vehicle back and she refused. EL states her concern with the brakes are very intermittent the 1st time it happened was in Sept. 2016 then again this January and apparently now. EJ states that the customer stated she will not make another payment on this vehicle and she will let it sit and collect dust. EJ stated the DMA only approved for 1 car payment, he has already stated they are not in position to buy back this vehicle, we have tried to help this customer. I thanked EJ for the update and we ended call. Marissa/WMI/CACTier2

8-1A9LJTB

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 11:16AM

Mar 7 2017 11:16AM

SM EJ Spoke with EJ and he states yes he is aware of the [REDACTED] brake issue, she has already called the dlr, shes hung up on me, my supervisor and the owner stating that shes going to sue. EJ says we cannot help this customer if she is refusing let us work on the vehicle. EJ states we offered to bring her a rental as we take the vehicle back and she refused. EL states her concern with the brakes are very intermittent the 1st time it happened was in Sept. 2016 then again this January and apparently now. EJ states that the customer stated she will not make another payment on this vehicle and she will let it sit and collect dust. EJ stated the DMA only approved for 1 car payment, he has already stated they are not in position to buy back this vehicle, we have tried to help this customer. I thanked EJ for the update and we ended call. Marissa/WMI/CACTier2

8-1A9LJTF

MZ4W11

Mar 7 2017 12:00AM

Mar 9 2017 1:45PM

Mar 9 2017 1:45PM

****SOCC** **FINAL RESOLUTION**** --DMA Mike States Given the following from EJ, I would say we have to close the case. Unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights. -2/27/17 SM EJ stated there was no trouble found with the veh -DMA approved 1 month car payment

8-1A9M72G

NZFQNZ

Mar 7 2017 12:00AM

Mar 7 2017 10:57AM

Mar 7 2017 10:57AM

**** Assisting Only**** Reason for calling: Ms. [REDACTED] called in wanted to make a follow up Customer wanted to speak to her advisor name Marissa Tier 2 Customer request to speak to other advisor if ever Marissa is not available Expectation Set: Inform the customer that will get in touch with her advisor name Marissa Tier 2 and notify her if ever she is not available Mel/CAC T1/Lev0/Man

8-1A9M72J

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 11:04AM

Mar 7 2017 11:04AM

Please see IBCC

8-1A9MMYD

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 11:15AM

Mar 7 2017 11:15AM

see IBCC

8-1A9STLK

HZNFM8

Mar 7 2017 12:00AM

Mar 7 2017 1:16PM

Mar 7 2017 1:16PM

Assisting Only Customer's Concern: Customer has had Issues since purchasing vehicle, 2-3 weeks ago claimed that vehicle is finally repaired. This is the 5th time for the same issue. Today brakes went out as she was driving, went up on the grass also is having the same issues with leaking dealership is aware. No one was hurt or injured but customer is very emotional, customer currently does not have a vehicle. SA Advised: Apologized about the experience and will notify owning advisor. Andre/WMI/Tier 2

8-1A9WFGE

MZ4W11

Mar 7 2017 12:00AM

Mar 8 2017 4:30PM

Mar 8 2017 4:30PM

See IBCC urgent

8-1A9X0SB

TZT1PG

Mar 7 2017 12:00AM

Mar 7 2017 2:53PM

Mar 7 2017 2:51PM

Trying to get ahold of a marissa Reason: she wanted to talk to the agent **working** on her case Expectation: called marissa she didnt answer then phone disconnected.. Resources: GMA,GWM Jasmine/ATX/CAC Tier 1

8-1A9X0SE

TZT1PG

Mar 7 2017 12:00AM

Mar 7 2017 2:54PM

Mar 7 2017 2:54PM

got disconnected Reason: she wanted to talk to the agent **nt working** on her case Expectation: called marissa she didnt answer then phone disconnected.. i called her back no answer so i left a voicemail Resources: GMA,GWM Jasmine/ATX/CAC Tier 1

8-1AA2D7R

MZ4W11

Mar 7 2017 12:00AM

Mar 7 2017 2:54PM

Mar 7 2017 2:54PM

SEE IBCC

8-1AA2PYH

PZHKHF

Mar 7 2017 12:00AM

Mar 7 2017 3:23PM

Mar 7 2017 3:23PM

Assisting only [REDACTED] Customer's reason for calling: I am calling to check the status of my case, I need to talk to the representative assigned on it. Expectation set to the customer: Cust was endorsed to assisting SA Celine"Nicole" / CAC Tier1 / MNL

8-1AA2PZP

MZ4W11

Mar 7 2017 12:00AM

Mar 8 2017 8:42AM

Mar 8 2017 8:42AM

Please see IBCC

8-1AA3PBY

JZRYC7

Mar 7 2017 12:00AM

Mar 7 2017 3:42PM

Mar 7 2017 3:42PM

██████████ Cust sts: The customer called in looking for an update on case. Also mentioned she was having more issues with her vehicle today in traffic and was almost killed. Adv sts: Informed cust I can see we have escalated her concerns to our highest point of escalation and we would be getting back with her once we had an update on case. Trey/CAC/ATX/Tier 2

8-1AA3PC3

MZ4W11

Mar 7 2017 12:00AM

Mar 8 2017 8:41AM

Mar 8 2017 8:41AM

Cust called Cust would like a call back from Marissa. Trey/CAC/ATX/Tier 2

8-1ACSGA0

PZPDPX

Mar 9 2017 12:00AM

Mar 9 2017 10:27AM

Mar 9 2017 10:27AM

*****Assisting Only***** Customer is very upset has been trying to contact OSA for a week and no follow up or call backs. Customer states I have been a customer for 8 years. I have been driving Escalades for 8 years. Since I have leased this vehicle I have nothing but issues. I have been going into service for this vehicle now 6 times. She has been telling the dealership that she has been having all these issues and it seems to be steaming from a leak in the roof. When her electirac panel has gone out, something wrong with her breaks. So she has been told nothing is wrong with the vehicle. She has told them when she stops the pedal goes down **to the floor**. She pulled into the parking lot on last Tuesday and almost got into the accident and she could **not stop**. She has been trying to reach OSA since Tuesday. She wants out of this vehicle. This is now her safety involved. She has not put her children in the vehicle because its not safe. This is a very scary for her. Put Customer on Hold....Calling CEM left a vm. Will email the DMA. She has given the dealership 6 times to get it right and she is done giving chances. I set the expectations with the customer that we will reach out to see what options are available. I also told the customer that she has to fall into certain parameters to qualify for what she is asking and that there is no guarantee that this is an option for her. Jeanetta/WMI/Tier 2

8-1ACSGA3

PZPDPX

Mar 9 2017 12:00AM

Mar 9 2017 10:18AM

Mar 9 2017 10:18AM

Outbound Call Customer Requested EJ Got a voice message Left a voice message to contact me regarding this case Jeanetta/WMI/Tier 2

8-1ACSGA7

PZPDPX

Mar 9 2017 12:00AM

Mar 9 2017 10:18AM

Mar 9 2017 10:19AM

Outbound Call DMA Didn't leave a message. Will email Jeanetta/WMI/Tier 2

8-1ACSGH7

MZ4W11

Mar 9 2017 12:00AM

Mar 9 2017 10:39AM

Mar 9 2017 10:39AM

Please see IBCC, OBCD

8-1ACT1OE

CZKFPK

Mar 9 2017 12:00AM

Mar 9 2017 10:08AM

Mar 9 2017 10:08AM

***assisting only Name: [REDACTED] Reason for Calling : Wants to speak with SA Marissa, almost got into accident after the dealer gave her vehicle She's already afraid to drive the vehicle and very frustrated right now Expectations Set: Called OCRS, reached voicemail and notify CRM. Called another T2 agent , spoke with Janetta Divine/CAC Redesign/ T1/ Manila/Lvl1

8-1ACT1OI

MZ4W11

Mar 9 2017 12:00AM

Mar 9 2017 10:33AM

Mar 9 2017 10:33AM

pls see IBCC

8-1ACTE86

MZ4W11

Mar 9 2017 12:00AM

Mar 9 2017 10:33AM

Mar 9 2017 10:33AM

DMA Mike Given the following from EJ, I would say we have to close the case. Unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights.

Marissa/WMI/CACTier2

8-1ACTEBP

MZ4W11

Mar 9 2017 12:00AM

Mar 9 2017 10:36AM

Mar 9 2017 10:38AM

SA EJ EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights. Unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. Marissa/WMI/CACTier2

8-1AD668H

MZ4W11

Mar 9 2017 12:00AM

Mar 9 2017 1:40PM

Mar 9 2017 1:40PM

[REDACTED] Called customer to deliver final resolution and the phone would ring twice then hang up. I tried calling back 2 times . Will try to call tomorrow.

Marissa/WMI/CACTier2

8-1AD668L

MZ4W11

Mar 9 2017 12:00AM

Mar 14 2017 2:32PM

Mar 14 2017 2:32PM

****SOCC** **FINAL RESOLUTION**** (if customer calls for update and I am not available please provide) --DMA Mike States Given the following from EJ, unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights. I would say we have to close the case. Previously-2/27/17 SM EJ stated there was no trouble found with the veh -DMA approved 1 month car payment

8-1AE99ZE

HZFPR1

Mar 10 2017 12:00AM

Mar 10 2017 9:53AM

Mar 10 2017 9:53AM

****Assisting Only Customer's reason for calling:** >Customer is waiting for Marissa's call. Customer said that she was contacted by Marissa and the phone will just ring once then when she pick up the phone, The SA hung up Expectations: >Contacted Marissa but she was not available. Customer was adamant to speak with other SA. Customer was transferred to Dawn. =*=*=*=*=*=*=*=*=*= Bien/CAC/Tier 1/MLA

8-1AE9EKA

QZ4N6L

Mar 10 2017 12:00AM

Mar 10 2017 10:18AM

Mar 10 2017 10:18AM

*****Assisting Only***** After driving the vehicle for two weeks after Dealership not being able to duplicate the issue, on 3/7/17 customer was driving and brakes would **n't work**. Customer pushed the peddle all the way **to the floor** and it wouldn't **stop**. Assisting CRS gave customer update documented by owning SA. ****FINAL RESOLUTION**** (if customer calls for update and I am not available please provide) --DMA Mike States Given the following from EJ, unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights. I would say we have to close the case. Previously-2/27/17 SM EJ stated there was no trouble found with the veh -DMA approved 1 month car payment. Customer states her SA would call and the phone would ring 1 time and they would hang up. Customer is extremely upset and states GM is not going to be happy until someone is killed in her vehicle. Customer used profanity and Assisting CSR stated she understands customer

is extremely upset but she must keep the call professional and no profanity. Customer apologized and stated she's just upset. Customer's vehicle is back at the Dealership. Dawn/Warren/Tier 2

8-1AF9J4Q

MZ4W11

Mar 10 2017 12:00AM

Mar 14 2017 2:26PM

Mar 14 2017 2:26PM

Manager Review TL: Spoke with customer she stated that she picked her vehicle up from the dealer and had the same issue Tuesday March 8th. The brakes did **not work**. Customer states she almost had an accident. Customer states that the vehicle is back at the dealer now. Customer states that Marissa is not returning her calls. TL: Apologized for her concerns and advised SA will reach out to the dealer and contact her back asap. SA: Please contact the dealer first thing Monday Morning and advise customer asap. Yvette Chandler/WMI/Tier 2 TL

8-1AF9J4V

SZM1X1

Mar 10 2017 12:00AM

Mar 13 2017 11:27AM

Mar 13 2017 11:27AM

Manager Review Montez can you please follow up with Marissa to make sure we contact the dealer and customer first thing Monday morning March 13th. Yvette Chandler/WMI/Tier 2 TL

8-1AEEO4M

MZ4W11

Mar 10 2017 12:00AM

Mar 14 2017 2:26PM

Mar 14 2017 2:26PM

Please see IBCC

8-1AEEO4S

QZ75DM

Mar 10 2017 12:00AM
Mar 10 2017 7:41PM
Mar 10 2017 7:41PM
Please see IBCC

8-1AJBONW
MZ4W11

Mar 14 2017 12:00AM
Mar 14 2017 2:41PM
Mar 14 2017 2:41PM

Receptionist states service dept is closed today Spoke with receptionist and she states service dept. is closed today. I informed her that I would like to leave CEM EJ a VM. She transferred me to the VM and I informed I needed an update on the veh repair. I provided SR number, my number and extension for call back.

8-1AJBOSF
MZ4W11

Mar 14 2017 12:00AM
Mar 16 2017 2:45PM
Mar 16 2017 2:45PM

****SOCC** **FINAL RESOLUTION**** (if customer calls for update and I am not available please provide) --DMA Mike States Given the following from EJ, unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. -3/8/17 Veh went back into the dlr waiting on update from dlr EJ states -We had water on the vehicle for 7 hours yesterday with no leaks! Steve and I have driven the vehicle numerous time in the last days with no concerns, DTC's or check engine lights. I would say we have to close the case. Previously-2/27/17 SM EJ stated there was no trouble found with the veh -DMA approved 1 month car payment

8-1AKB9E9
PZFM01

Mar 15 2017 12:00AM
Mar 15 2017 11:22AM
Mar 15 2017 11:22AM

follow up Reason: Customer called in because they want to get an update regarding on their case. Customer stated that they cannot get hold of their Advisor since last week. Expectations: I informed the customer that I will be transferring her to the OCR's. Unfortunately Senior Adviser is not available. Customer stated

that she wants to talk to another Senior Adviser. Advised the customer that I will be transferring her to another Senior Adviser as she requested. Customer agreed. Mayo/Manila/CACT1

8-1AKB9K7

MZ4W11

Mar 15 2017 12:00AM

Mar 15 2017 4:37PM

Mar 15 2017 4:37PM

assisting only please see previous IBCC

8-1AKE4PH

GZ4X1H

Mar 15 2017 12:00AM

Mar 15 2017 11:46AM

Mar 15 2017 11:41AM

assisting [REDACTED] CUST STS: -Brief description of what has been going on. Has not heard from Marissa ever. I no longer want this vehicle it is unsafe, they repaired it but I had to take it right back CRS STS: -Provided resolution for the customer. Informed her of course the dealership is unable to make repairs unless they are able to duplicate your concern. They have been trying different things to get this addressed but they are not finding anything. -Customer cuts me off to say she will not take the resolution, she is needing to speak with Marissa or someone higher, explained to her SA department is the highest when it comes to CAC, this is the resolution Marissa has been updated with. The previous adv has already tried her but i will try again, SA unavailable customer requested VM arianaaATXCACT2

8-1AKE4PK

MZ4W11

Mar 15 2017 12:00AM

Mar 15 2017 4:27PM

Mar 15 2017 4:28PM

IBCC

8-1AKSKI8

MZ4W11

Mar 15 2017 12:00AM

Mar 15 2017 4:37PM

Mar 15 2017 4:37PM

Buy back is denied Spoke with E.J. and he states the vehicle is still at the dlr, there is NOTHING wrong with this vehicle. We road test this veh over and over again and theres nothing wrong. The DMA is not buying the vehicle back since there is nothing major wrong with it. -DMA Mike states unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time.

8-1AKX4CU

MZ4W11

Mar 15 2017 12:00AM

Mar 15 2017 4:57PM

Mar 15 2017 4:56PM

[REDACTED] Called to deliver customers final resolution and the number listed is disconnected. Marissa/WMI/CACTier2

8-1AKX4KZ

MZ4W11

Mar 15 2017 12:00AM

Mar 18 2017 12:05PM

Mar 18 2017 12:05PM

****SOCC** **FINAL RESOLUTION**** (PLEASE PROVIDE UPDATE IF IM NOT AVAILABLE) -GM Internal states Buy Back Request denied -Dlr states there is nothing wrong with the vehicle, they cannot duplicate cust brake concern -Cust has also gotten resolution ffrom TL -Cust must continue to work with the dlr as there is no further assistance from GM -case will be closed in 48 hrs

8-1AP84SL

QZ0W9L

Mar 18 2017 12:00AM

Mar 18 2017 12:05PM

Mar 18 2017 12:05PM

Service Request Ownership has changed FROM: MZ4W11 TO: QZ0W9L

8-1AP84SO

QZ0W9L

Mar 18 2017 12:00AM

Mar 18 2017 12:05PM

Mar 18 2017 12:06PM

Assumed by CASE RESOLUTION TEAM

8-1AP84TB

QZ0W9L

Mar 18 2017 12:00AM

Mar 20 2017 5:30PM

Mar 20 2017 5:30PM

Close Case SA to close case.

8-1ARM3VX

QZ0W9L

Mar 20 2017 12:00AM

Mar 21 2017 1:58PM

Mar 21 2017 2:01PM

Close Case SA to close case.

8-1ASWZLB

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues/Buy Back CEM update: [REDACTED] has had her vehicle for 16 months and the vehicle has been here 4 times. Her concern is as follows: the dash and the center stack goes blank at times!" The first time that she had a concern with the dash was September 22, 2016 @ 13,414miles. The next time we saw the vehicle for the same concern was January 24, 2017 @ 18,115 miles (130 days later)! The concern has happened again February 8, 2017 @ 18,269 miles (vehicle is here now). I explained to [REDACTED] that a very intermittent concern is frustrating for the customer as well as the dealer. It has been road tested by the tech and the SM for numerous miles and have not experienced the concern. There are no DTC'S current or history codes. I have offered a car payment for the inconvenience and the response was "absolutely not, I want another vehicle!" Marco and Jamie have talked to her and tried to put her in another vehicle, however it would be an extra \$200 per month for a 2017. She refused! Minyaun Green/CRT/WMI

8-1ATC707

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues/Buy Back CEM EJ update: I contacted [REDACTED] this and explained that GM's position was to forward her (through Gold Coast) a 1 month car payment for her inconvenience. I again apologized to her. I am having the vehicle detailed and the tank filled with gas. I will have the vehicle delivered back to her as soon as the vehicle comes out of detail. I advised her to retain her service request number in case the vehicle's dash goes out again. Minyaun Green/CRT/WMI

8-1ATC70A

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues/Buy Back DMA update: Unless you feel strongly otherwise, based on the history that I can see in Global Warranty, I concur with EJ's offer of a monthly vehicle payment in consideration of downtime to date. I appreciate how frustrating intermittent concerns can be for all parties, but as EJ points out, unless we duplicate something, we're unable to diagnose what might be causing it. In reviewing the history, it looks like most of the concerns there were one-and-done, which is why the warranty is there. Unless I'm missing something, I don't see a case for trade consideration here. Minyaun Green/CRT/WMI

8-1ATC70D

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues Spoke with SM EJ and he states that the vehicle came back and left on Monday (Feb. 20th) There was no trouble found. Minyaun Green/CRT/WMI

8-1ATC70G

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues/Buy Back Spoke with E.J. and he states the vehicle is still at the dlr, there is NOTHING wrong with this vehicle. We road test this veh over and over again and theres nothing wrong. The DMA is not buying the vehicle back since there is nothing major wrong with it. -DMA Mike states unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. Minyaun Green/CRT/WMI

8-1ATC72I

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Multiple Vehicle Issues/Buy Back Customer contacted CAC for repeat issues with vehicle; customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) customer states she wants out of this vehicle and the dlr has had it more than she has had it and feels this vehicle is a Lemon; customer seeking a replacement, she been dealing with Brian Hill and Jamie in sales. CEM E.J. sts there is NOTHING wrong with this vehicle. We road test this vehicle over and over again and there is nothing wrong. The DMA is not buying the vehicle back since there is nothing major wrong with it. -DMA Mike states unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered to the customer. Customer dissatisfied. Minyaun Green/CRT/WMI

8-1ATC72L

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Review for Closure Customer contacted CAC for repeat issues with vehicle; customer called due to multiple issues on her vehicle (brake issues, sunroof issue and dash coming out) customer states she wants out of this vehicle and the dlr has had it more than she has had it and feels this vehicle is a Lemon; customer seeking a replacement, she been dealing with Brian Hill and Jamie in sales. CEM E.J. sts there is NOTHING wrong with this vehicle. We road test this vehicle over and over again and there is nothing wrong. The DMA is not buying the vehicle back since there is nothing major wrong with it. -DMA Mike states unless the [REDACTED] are able to duplicate a brake concern with the dealership, the vehicle itself is giving the dealership nothing to go on to corroborate their stated concerns at this time. EJ states they offered them a car payment which was refused and customer finally accepted and he has the check \$1,34.00 and it will be delivered to the customer. Customer dissatisfied. Minyaun Green/CRT/WMI

8-1ATC72O

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

VIN Scan Completed No open SRs

8-1ATC75S

QZ0W9L

Mar 21 2017 12:00AM

Mar 21 2017 5:41PM

Mar 21 2017 5:41PM

Service Request has been Closed Dissatisfied.

*****PRODUCT ALLEGATION RESOLUTION (PAR) INFORMATION*****

INCIDENT DATE:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

NUMBER OF INJURIES:

INJURY COMMENTS:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES:
PROPERTY DAMAGE:
WAS VEHICLE INSURED:
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:
WAS VEHICLE INSPECTED:
INSPECTORS NAME:
INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:
PROPERTY OWNER:
PROPERTY TYPE:
PROPERTY DAMAGE TYPE:
PROPERTY INCIDENT REPORT:
PROPERTY CONDITION:
PROPERTY ESTIMATED COST:
PROPERTY CURRENT COST:
PROPERTY AGE:
COLLISION OWNER:
COLLISION DRIVER:
COLLISION DATE OF BIRTH:
COLLISION PRIMARY VEHICLE:

COLLISION VEHICLE TYPE:
COLLISION DAMAGE TYPE:
COLLISION INCIDENT REPORT:
COLLISION OTHER:
COLLISION SPEED:
COLLISION WEATHER CONDITION:
COLLISION ESTIMATED COST:
COLLISION LAST SERVER INFO:
COLLISION COMMENTS:
NON COLLISION PRIMARY VEHICLE:
NON COLLISION DAMAGE TYPE:
NON COLLISION INCIDENT REPORT:
NON COLLISION WEATHER CONDITION:
NON COLLISION ESTIMATED COST:
NON COLLISION SPECIAL EQUIPMENT:
NON COLLISION COMMENTS:

*****BODILY INJURY*****

NAME:
ADDRESS:
CITY:
STATE:
ZIP:
PHONE NUMBER:
LOCATION:
DRIVER:
SEATING POSITION:
RESTRAINT:
TYPE OF INJURY:
TREATED:
IF SO, WHERE:

*****BUSINESS RESOURCE CENTER(BRC) CONTACT INFORMATION*****

NAME:

CONTACT TYPE:

COMPANY:

ADDRESS:

CITY:

STATE:

ZIP:

COUNTRY:

CONTACT PHONE:

GOLD COAST

Cadillac

www.goldcoastcadillac.com
2123 HWY. 35, DAKHURST, NJ 07755
(732) 695-1400 FAX (732) 695-2025

CUST
NO

Lease Order
☒ New ☐ Used
☐ Demo ☐

CUSTOMER: [REDACTED] DATE: 10/10/2015

ADDRESS: [REDACTED]

HOME PHONE: [REDACTED] WORK PHONE: [REDACTED] CELL PHONE: [REDACTED]

ENTER ORDER FOR 2016 CADILLAC TRUCK ESCALADE

BODY TYPE: SUV COLOR: CRYSTAL WHITE SERIAL NUMBER: 35

INTERIOR TRIM: SHALE WITH APPROX DEL DATE: 10/10/2015

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

Price of Unit

Additional Equipment (options):

39 GAIP MONTH LEASE

10000 MILES PER YEAR

MONTHLY PAYMENT OF 1034.00

TRADE EQUITY 2540.47

DOWN PAYMENT 300.58

SUPPLEMENTAL TITLE FEE 322.92

ADMINISTRATIVE FEE UPFRONT 595.00

FIRST PAYMENT 1034.00

REFUNDABLE SECURITY N/A

NJ TRE TX \$7.50 7.50

Registration/Late Fee (Estimated)

(See Paragraph 15 On Reverse Side) 411.00

Documentation Chemical Expense \$34.00

Fees Document Delivery Service \$95.00

(See Paragraph 16 On Reverse Side)

TOTAL 5550.47

LESS TRADE EQUITY N/A

LESS DEPOSIT N/A

TOTAL DUE FROM CUSTOMER 5550.47

DEAL INCLUDES FACTORY INCENTIVES LISTED BELOW \$3000.00

DEAL SUBJECT TO PRIMARY LENDER APPROVAL

GM TARGETED IN MARKET CASH \$1500.00 "KW"

GM TARGETED PULL AHEAD \$845.00 "JKS"

IF A NEW VEHICLE SALE OR LEASE:

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle, including, without limitation, those which pertain to performance or safety (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE - CHECK APPROPRIATE BOX

☒ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle, including, without limitation, those which pertain to performance or safety (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ATTACHED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price of a sale if the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's use. The undersigned, before entering into this contract, has been advised of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE THE DEALER'S OBLIGATION to make repairs without charge or return the full purchase price of a sale if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 333).

TRADE-IN DESCRIPTION AND ALLOWANCE

Year: 2014 Make: CADILLAC TRUCK Model: ESCALADE

Serial No. 1GYS4BE0E Mileage

Trade-in Value 50000.00 Date of 10/10/15

Less Balance Owed 52540.47

Net Trade-in Allowance -2540.47

Balance Owed to US BANK

Address: PO BOX 3427 OSHKOSH WI 54903

Account No

Date From Good Thru 10/16/15

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a system tampered with or altered.

Date of trade-in vehicle is accurate.

10/10/15

Date

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle, dealer lease information. THIS ORDER IS NOT VALID UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by signing this Order, agrees to receive a true and correct copy of the order. I am 18 years of age or older.

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

Accepted By [REDACTED] Date [REDACTED]

10/10/15

10/10/15

10/10/15

10/10/15

10/10/15

10/10/15

10/10/15

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

DEPOSIT NON-REFUNDABLE



Wednesday, April 05, 2017

[REDACTED]
[REDACTED]
[REDACTED]

Lease Trade Settlement Letter

Subject: Repurchase of 2016 Cadillac Escalade

VIN: 1GYS4BKJ8GR [REDACTED]

Ref [REDACTED]

Dear [REDACTED]:

We regret that you are dissatisfied with your 2016 Cadillac Escalade, VIN **1GYS4BKJ8GR** [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Cadillac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Cadillac customer, Cadillac will assist you into a 2017 Cadillac Escalade, VIN **1GYS4BKJXHR** [REDACTED]. General Motors will terminate the lease repurchase vehicle and allow the credits toward your new lease as stated below.

Lease Termination	\$66,070.63
New veh Gross Cap Cost	\$77,065.48
Reimbursement of down payment	\$3,010.00
Credit from previous Lease	\$3,010.00
Over Mileage penalty	\$1,249.00
Debt from a previous lease or loan.	\$1,433.09
Customer Responsibility from prev lease	\$2,682.09
Total Customer Credit toward new replacement	\$327.91

Customer is responsible for all taxes and fees associated with the new lease.

Please see your dealership for assistance with your new lease.

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 X2839 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

* [REDACTED] *



The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ **A “Power of Attorney” form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An “Odometer Disclosure Statement” form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

*Please return this signed document to fax number **866-802-6668** by Monday April 10, 2017*

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*





April 5, 2017

GOLD COAST CADILLAC
Keith Harvey - Owner
2123 RTE 35
OAKHURST, NJ 07755

Dealer Confirmation Letter – Lease Trade

Subject: **Lease Trade Repurchase**

Customer: [REDACTED]

Vehicle: 2016 Cadillac Escalade

VIN: 1GYS4BKJ8GR [REDACTED]

Ref SR [REDACTED]

Dear [REDACTED]:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **\$327.91** to Gold Coast Cadillac. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of **\$66,070.63** to **GM Financial** to terminate the customer's lease.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GYS4BKJXHR [REDACTED]
New Vehicle Gross Cap Cost:	\$77,065.48
Less Dealer Contribution to Cust	\$0
Total Customer Credit toward closing	\$327.91
Net Cap cost	\$76,737.57
Cash on Delivery (Paid by GM)	\$0
Document Fees:	Not paid by either party
Dealer Processing Fee:	<<\$200 Paid by check, after receipt of documents.>>

Customer is responsible for all taxes and fees associated with new lease

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday April 10, 2017. If you have any questions you may reach me at 866-802-6625 X2839.

GOLD COAST CADILLAC 231961 Management Agent's Signature and Title.

GOLD COAST CADILLAC 231961 Management Agent's Printed Name and Title.

*

[REDACTED]



As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.**

Using the figures above, the customer is responsible for:

Reimbursement of down payment	\$3,010.00
Less Over Mileage Penalty	\$1,249.00
<u>Less Negative Equity</u>	<u>\$1433.09</u>

Total Customer Credit toward closing **\$327.91**

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

GOLD COAST CADILLAC agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*



**Case Number:** [REDACTED]**Originator Name:** Michael J. Zafonte 973-769-8649 mike.zafonte@gm.com**Created Date:** 03/28/2017**Vehicle Info*****VIN:** 1GYS4BKJ8GR [REDACTED]**Year:** 2016**MSRP:** 0.0**Make:** Cadillac***TAC #:** [REDACTED]**Model:** Escalade**Vehicle Comments & TAC Explanation:**

Brake pedal goes to floor intermittently

Date Reviewed with Customer:** 01/01/1900Repurchase Mileage:** 19612**Original Purchase Date:** 01/01/1900*** Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person*** Names(s) on Title:** [REDACTED]*** Title State:** [REDACTED]*** Primary Owner:** [REDACTED]*** Address** [REDACTED]*** City** [REDACTED]*** State** [REDACTED]*** ZIP Code:** [REDACTED]*** Day Phone:** [REDACTED]*** Home Phone:** [REDACTED]*** Cell Phone:** [REDACTED]*** E-mail:** [REDACTED]*** Fax Phone:** [REDACTED]*** Exec Init Repurchase:** N*** Reason Repurchase** Brake pedal intermittently goes to the floor**UCC Codes** (H5004) Brakes - Pedal and Linkage - Inoperative**Vehicle Lien Holder****Type of Secured Interest:** Unknown*** Company:** [REDACTED]**Account #:** [REDACTED]**Contact or Attention:** [REDACTED]**Address** [REDACTED]**City** [REDACTED]**State** [REDACTED]**ZIP Code:** [REDACTED]**Day Phone:** [REDACTED]**Fax:** [REDACTED]**E-mail:** [REDACTED]**Original Selling Dealer***** Dealer #:** [REDACTED]**Dealer Name:** [REDACTED]**Region:** [REDACTED]**District:** [REDACTED]*** Phone:** [REDACTED]**Fax:** [REDACTED]*** Contact Name:** [REDACTED]*** Contact Title:** [REDACTED]**E-Mail:** [REDACTED]**Repurchasing Dealer:** -*** Dealer #:** [REDACTED]**Dealer Name:** GOLD COAST CADILLAC**Region:** 40**District:** 4312*** Phone:** [REDACTED]**Fax:** (732) 695-2025*** Contact Name:** [REDACTED]*** Contact Title** [REDACTED]**E-Mail:** [REDACTED]**Repair***** Contact Name:** [REDACTED]*** Contact Title:** [REDACTED]**Vehicle Location:** -



Case Number: [REDACTED]
Originator Name: Michael J. Zafonte 973-769-8649 mike.zafonte@gm.com
Created Date: 03/28/2017

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	NJ	* Type:	Trade - Lease
Source:	DMA Voluntary		
Replacement VIN:	1GYS4BKJXHR [REDACTED]	Year:	2017 Make: Cadillac Model: Escalade
Compliance Date:		Compliance Type:	
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:**

Customer to be refunded original down payment at time of closing, LESS \$1,249 for being over mileage for this point in time in the lease (should be at 14,582, is at 19,612, so 4,996 excess miles at \$0.25/mile). Any negative equity (prorated) that may have been in the original lease to either be deducted from down payment refund or rolled into new lease as needed. Customer pays applicable taxes and fees. Any aftermarkets to be settl..

Disposition:

*** Processing Instructions:**

Transaction Details

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



LEASE TRADE REPURCHASE WORKSHEET				
File Number		Customer Name		Worksheet filled out by:
[REDACTED]		[REDACTED]		Tara
Old Vehicle VIN:		New Vehicle VIN:		Date:
1GYS4BKJ8GR [REDACTED]		1GYS4BKJXHR [REDACTED]		April 5, 2017
TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$77,065.48	G		
Conversion / Upfit Cost	\$0.00	E		
	\$0.00	N		
	\$0.00	E		
	\$0.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	\$0.00	T		
	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
Total Replacement Price				
	\$77,065.48			
	\$0.00		Upgrade amount	\$1,500.00
	\$0.00		Downgrade amount	\$
	\$0.00	C	TRADE ALLOWANCE	\$ 50,000.00
	\$0.00	U	ACV OF TRADE	\$ 50,000.00
Fees (Explain)	\$0.00	S	DIFFERENCE	\$ -
State Fees	\$0.00	T	If positive= over allowance	
Items below itemize the cust financial contrib to trade		O		
DO NOT USE THIS LINE	\$0.00	M	TRADE ALLOWANCE	\$ 50,000.00
Damage	\$0.00	E	PAYOFF OF TRADE	\$ 52,540.47
NE or OA/Usage/Over Mileage Penalty		R	DIFFERENCE	\$ (2,540.47)
Pro-rated Extended Warranty	\$2,682.09		if negative=negative equity	
Reimb of any payments	\$0.00			
Reimb of aftmkts on old unit	\$0.00			
Reimb of cust down payment less rebates	\$3,010.00		1249 overmiles then pro-rated n/e is 17 payments so 2540.4	
Less Dealer Contribution to Cust	\$0.00		1249 plus 1433.09=	
Total Customer Cost	-\$327.91			
Trade Repurchase Amount	\$66,398.54			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$66,398.54			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$66,070.63			
Dealer Due to GM	0			
GM Due to Dealer	\$327.91		Authorized Signature	Date
NADA (Legal Only)	\$0.00		**This is a "work in process" until approved	
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative**	
Projected (Loss)	-\$66,398.54		(Repurchase Group Only)	
			Form Rev 11/11/2005	

BILL OF SALE	
Purchase Price (New Unit)	\$77,065.48
State Sales Tax	\$0.00
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$0.00
New Aftermarket Items	\$0.00
State Fees	\$0.00
Fees	\$0.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$77,065.48
Cust Responsibility from Previous Lease	
Cap Cost Reduction	\$327.91
Cash on Delivery (Paid by GM)	\$0.00
Total Cap Cost	\$76,737.57
Amount to Dealer for additional Fees	\$0.00
<u>New Vehicle VIN:</u>	
1GYS4BKJXHR	
Form Rev 11/11/2005	

6

NEW YORK
NY 100
04 APR '17
PM 13 1

FIRST CLASS

RECEIVED APR 07 2017

TO THE RIGHT
DOTTED LINE

MAIL®

General Motors
Customer Relations Department
P.O. Box 33172
Detroit, MI 48232-5172

47 5253

48232-517272



[REDACTED]

General Motors
Customer Relations Department
P.O. Box 33172
Detroit, MI 48232-5172
Case# [REDACTED]

April 3th, 2017

To Whom It May Concern:

I believe that my 2016 Cadillac Escalade is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law. I currently have an open case number [REDACTED]

I [REDACTED] leased this vehicle on 10/10/2015 at Gold Coast Cadillac dealer in Oakhurst New Jersey with VIN# 1GYSBKJ8GR [REDACTED]. Since I bought the vehicle, I have had to return it to the dealership a total of five times which four were for a brake issues.

My vehicle has been out of service for repairs for a total of 35 calendar days. The current mileage on my vehicle is 19,780.

To date the problems that I have had or currently have with my vehicle are as follows:

1. Brake pedal compresses and vehicle has issues stopping (4 services)
2. Water leak issues (2 services)
3. Computer dashboard issue
4. Rear defogger issue

My vehicle is currently experiencing intermittent brake problems which has caused us to drive with extreme caution due to failure to stop and has been in service on the below dates.

1. Brake pedal compresses and vehicle has issues stopping and was brought to the dealership via tow on June 22, 2016, September 22, 2016, January 24, 2017 & March 7, 2017.

Since these problems substantially impair the use, value and most importantly the safety of my vehicle, or the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven. I am hereby allowing you one final opportunity to repair my vehicle under the New Jersey Lemon Law. If these repairs are not made within ten calendar days of receipt of this letter, I am entitled under the New Jersey Lemon Law to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

To date General Motors has offered me a replacement vehicle in coordination with dealer Gold Coast Cadillac. I have rejected the offer as I feel I should not be held accountable to re-sign another long term 39 month lease at the same high monthly payment rate when I am 20 months into my current lease contract. This would be a financial burden on me. I would like to state on the record that General Motors was aware of these issues more specifically the faulty brake system and they should be held accountable and liable should anything occur to myself or my family members that may cause bodily harm.

I look forward to hearing from you soon. You can reach me anytime at [REDACTED]

Sincerely [REDACTED]

Document: BRC

Division

- ☐ Chevrolet
- ☐ Buick
- ☐ Cadillac\Hummer
- ☒ GMC
- ☐ Oldsmobile
- ☐ Pontiac
- ☐ Saab
- ☐ Saturn

Subcategory

- ☒ 01 BRC ADR (include ADR, BBB, final repair attempt)
- ☐ 02 BRC PAR
- ☐ N/A
- ☐ 04 BRC Legal (include all legal and AG correspondence)
- ☐ N/A
- ☐ N/A
- ☐ N/A
- ☐ N/A

- ☐ Attachments

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



1000

General Motors Customer Ass
PO Box 33172
Detroit, MI

RECEIVED

48232-5172

482325172 B051



General Motors Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

To Whom It May Concern,

I am requesting that General Motors make a final repair attempt to correct these continuing issues to my vehicle that substantially impair its use, value or safety:

- Heat does not work on driver side – blows cold air
- Touch screen is not reactive. Goes black when adjusting HVAC and freezes when changing stations.

I have made 4 repair attempts to the same substantial defect or condition of my vehicle.

The vehicle has been out of service 33 or more days.

Repair attempts were made on [dates]:

- 12/16/16
- 1/9/17
- 1/16/17
- 2/10/17

Vehicle: 2017 GMC Acadia – VIN# 1GKKNVLS6HZ [REDACTED]

The above

Flagtown, NJ [REDACTED]

Gloria Guzman (C)

From: Gloria Guzman (C)
Sent: Monday, April 10, 2017 10:40 AM
To: Mike Zafonte
Cc: Christopher F. Rose; MILTON HAMILTON
Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]

Yes sir.

Gloria | Business Resource Center
Mediation Liaison
Desk: 866-790-5700 ext 5914234
Fax: 586-920-0814

From: Mike Zafonte
Sent: Monday, April 10, 2017 10:36 AM
To: Gloria Guzman (C)
Cc: Christopher F. Rose; MILTON HAMILTON
Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]

Thank you, Gloria,

I would say that if the trade falls apart for any reason, that I would think we could reinstate the request for an FRA at that time, correct?

Michael J. (Mike) Zafonte
District Manager Aftersales

973.769.8649 Mobile
cadillac.com

Cadillac
39 Old Ridgebury Road, Suite 1
Danbury, CT 06810

From: Gloria Guzman (C)
Sent: Monday, April 10, 2017 11:34 AM
To: Mike Zafonte <mike.zafonte@cadillac.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>; MILTON HAMILTON <milton.hamilton@gm.com>
Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]

Thank you for updating me . Since that's the case we do not need to move forward with the FRA. I will contact the customer and inform them I will be closing the case, since they are getting a replacement already.

Thank you !

Gloria | Business Resource Center
Mediation Liaison

Desk: 866-790-5700 ext 5914234

Fax: 586-920-0814

From: Mike Zafonte

Sent: Monday, April 10, 2017 10:30 AM

To: Gloria Guzman (C)

Cc: Christopher F. Rose; MILTON HAMILTON

Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]

Hi Gloria,

So that you're aware, we were trying to do a substitution of collateral on the existing lease. It sounds like with the original replacement vehicle no longer being available that it may require the start of a new lease. The RVDC and Executive Manager are currently reaching out to the [REDACTED] to review the details with them and get further clarification of where we are on moving forward with the trade, so we're working all that at the local level.

Do we still need to move forward/schedule the FRA at this time?

Thanks,

Michael J. (Mike) Zafonte

District Manager Aftersales

973.769.8649 Mobile

cadillac.com

Cadillac

39 Old Ridgebury Road, Suite 1
Danbury, CT 06810

From: Gloria Guzman (C)

Sent: Monday, April 10, 2017 11:27 AM

To: Mike Zafonte <mike.zafonte@cadillac.com>

Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>; MILTON HAMILTON <milton.hamilton@gm.com>

Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]

Hi Mike,

I was not aware of that. We received the letter on Friday. I have been trying to contact the customer to clarify why they sent the letter, if they are getting a replacement. It's possible they sent it before you made the offer to them. As soon as I have more clarity on this I will contact you.

Thank you !

Gloria | Business Resource Center

Mediation Liaison

Desk: 866-790-5700 ext 5914234

Fax: 586-920-0814

From: Mike Zafonte

Sent: Saturday, April 08, 2017 9:59 AM

To: Gloria Guzman (C)

Cc: Christopher F. Rose; MILTON HAMILTON
Subject: RE: URGENT FRA REQUEST Customer: [REDACTED]
Importance: High

Hi Gloria,

I've already submitted RVDC case [REDACTED] to trade the [REDACTED] out of this vehicle into a replacement. I'm at a loss as to what would prompt them to move for an FRA when we're already progressing with a trade. Please confirm/advise?

Thank you,

Michael J. (Mike) Zafonte
District Manager Aftersales

973.769.8649 Mobile
cadillac.com

Cadillac
39 Old Ridgebury Road, Suite 1
Danbury, CT 06810

From: Gloria Guzman (C)
Sent: Friday, April 7, 2017 4:05 PM
To: Mike Zafonte <mike.zafonte@cadillac.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>; MILTON HAMILTON <milton.hamilton@gm.com>
Subject: URGENT FRA REQUEST Customer: [REDACTED]

Customer: [REDACTED]

Involved Dealership:

231961
GOLD COAST CADILLAC
2123 RTE 35
OAKHURST NJ 07755-7200
7326951400

SR# [REDACTED]

VIN: 1GYS4BKJ8GR [REDACTED]

Vehicle: 2016 Cadillac Escalade

Mileage: 19,612

Dear Mike,

This email is being sent to notify you of an FRA for your region per the Customer received on 4/7/17 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 4/13/17

Repair Attempt Must be Conducted by: 4/17/17

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Customer and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

- Brake pedal compresses and has issues stopping
- Water leak issues
- Computer dashboard issues
- Rear defogger issues

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at

231961
GOLD COAST CADILLAC
2123 RTE 35
OAKHURST NJ 07755-7200
7326951400

2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and

3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- o Drop off **one day before** the scheduled repair appointment (and indicate your position on a rental); or
- o **The day of** the scheduled repair, **and two hours before the appointment.**

As soon as I hear back from you, I will contact the Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

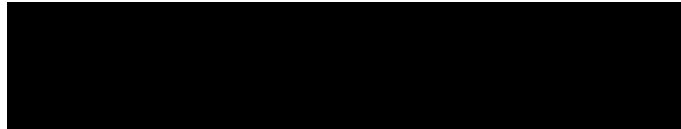
Gloria| Business Resource Center
Mediation Liaison
Desk: 866-790-5700 ext 5914234
Fax: 586-920-0814

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Paul Bobo <PBobo@garberautomall.com>
Sent: Wednesday, May 17, 2017 11:25 AM
To: Matthew Merrill (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR[REDACTED], Various Safety Concerns

We have not been contacted about any of these new concerns other than to schedule an appointment for repairs. We will address their concern once the vehicle arrives, customer has aftermarket warranty that will probably cover the concern vehicle was here last with 65k miles on it.

If you need anything else let me know.

Paul

From: Matthew Merrill (C) [mailto:matthew.merrill@gm.com]
Sent: Wednesday, May 17, 2017 10:27 AM
To: Emily Swarthout; Paul Bobo
Cc: Ron W. Tait
Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR[REDACTED], [REDACTED] Various Safety Concerns

Emily & Paul,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Suburban

- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has gotten into contact with the Executive Office to express a deluge of concerns that she has had with her 2015 Chevrolet Suburban. She cites that she's had the vehicle in many times since taking ownership in October 2014, and the concerns have ranged from minor such as the dvd player/gps units going out, to safety related including an exhaust smell, seat belts not working, various brake issues that she is our severe. She also has cited it has been in for the AC on multiple occasions, and now is coming back again on 5-18-2017.

[REDACTED] states she is unsure of the vehicle's safety and durability, and really desires a vehicle that can be made as such to be reliable. Can you let us know any details regarding Mrs. [REDACTED] various concerns, plans for remedy, and any input on direction?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5914430 or by fax at (586) 920-0839.

Sincerely,

Matthew Merrill

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

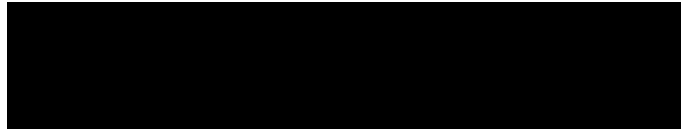
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Paul Bobo <PBobo@garberautomall.com>
Sent: Thursday, May 18, 2017 5:01 PM
To: Matthew Merrill (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, [REDACTED] Various Safety Concerns

We replaced an ac line and she is picking it up late today/tomorrow. She is happy with repairs and dealer.

Thanks,

Paul

From: Matthew Merrill (C) [mailto:matthew.merrill@gm.com]
Sent: Thursday, May 18, 2017 4:51 PM
To: Paul Bobo
Cc: Ron W. Tait
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR[REDACTED], Various Safety Concerns

Paul,

Could you give me an update here regarding [REDACTED] vehicle when you have a chance to analyze the situation?

Thanks,

Matthew Merrill
Executive Customer Assistance

Phone (855) 880-1500 ext 5914430
Fax: (586) 920-0839
Email: matthew.merrill@gm.com
7000 Chicago Road
Warren, MI 48092—1663

From: Paul Bobo [mailto:PBobo@garberautomall.com]
Sent: Wednesday, May 17, 2017 11:25 AM
To: Matthew Merrill (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR[REDACTED], Various Safety Concerns

We have not been contacted about any of these new concerns other than to schedule an appointment for repairs. We will address their concern once the vehicle arrives, customer has aftermarket warranty that will probably cover the concern vehicle was here last with 65k miles on it.

If you need anything else let me know.

From: Matthew Merrill (C) [<mailto:matthew.merrill@gm.com>]

Sent: Wednesday, May 17, 2017 10:27 AM

To: Emily Swarthout; Paul Bobo

Cc: Ron W. Tait

Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], Various Safety Concerns

Emily & Paul,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Suburban
- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has gotten into contact with the Executive Office to express a deluge of concerns that she has had with her 2015 Chevrolet Suburban. She cites that she's had the vehicle in many times since taking ownership in October 2014, and the concerns have ranged from minor such as the dvd player/gps units going out, to safety related including an exhaust smell, seat belts not working, various brake issues that she is our severe. She also has cited it has been in for the AC on multiple occasions, and now is coming back again on 5-18-2017.

[REDACTED] states she is unsure of the vehicle's safety and durability, and really desires a vehicle that can be made as such to be reliable. Can you let us know any details regarding Mrs. [REDACTED] various concerns, plans for remedy, and any input on direction?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5914430 or by fax at (586) 920-0839.

Sincerely,

Matthew Merrill

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Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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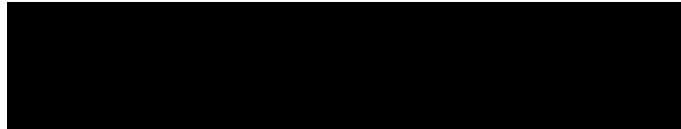
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Matthew Merrill (C)
Sent: Monday, May 22, 2017 11:51 AM
To: 'ron.tait@gm.com'
Cc: 'Paul Bobo'
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED]
[REDACTED] Various Safety Concerns

Ron,

I contacted [REDACTED] this morning regarding her recent vehicle concerns, and her response was essentially she fears for the vehicle's future safety and reliability.

Looking at the repair history, she was experienced a large # of repairs related to trim, the entertainment system, AC repairs, steering and suspension, and repair for an exhaust leak since taking ownership in October 2014. She also had the booster and vacuum pump components of the brakes replaced on 2 occasions in 2017. She also reports she has had various concerns with an auto-brake feature on her vehicle that she feels can cause an accident.

She told us she desires to get out of the vehicle because she feels these are too many concerns for a vehicle that is less than 3 years old. She also mentions she feels uncomfortable trading the vehicle in because she thinks it is defective and will cause a new owner distraught.

Do you have an suggestions on how we can remedy her situation? I wanted to pursue the OLC route until she mentioned she doesn't want to trade the vehicle in. To my knowledge, with 65,000 miles, that would be her only option. What do you think?

Sincerely,

Matthew Merrill
Executive Customer Assistance
Phone (855) 880-1500 ext 5914430
Fax: (586) 920-0839
Email: matthew.merrill@gm.com
7000 Chicago Road
Warren, MI 48092—1663

From: Paul Bobo [<mailto:PBobo@garberautomall.com>]
Sent: Thursday, May 18, 2017 5:01 PM
To: Matthew Merrill (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED]
[REDACTED], Various Safety Concerns

We replaced an ac line and she is picking it up late today/tomorrow. She is happy with repairs and dealer.

Thanks,

Paul

From: Matthew Merrill (C) [<mailto:matthew.merrill@gm.com>]

Sent: Thursday, May 18, 2017 4:51 PM

To: Paul Bobo

Cc: Ron W. Tait

Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], [REDACTED] Various Safety Concerns

Paul,

Could you give me an update here regarding [REDACTED] vehicle when you have a chance to analyze the situation?

Thanks,

Matthew Merrill
Executive Customer Assistance

Phone (855) 880-1500 ext 5914430

Fax: (586) 920-0839

Email: matthew.merrill@gm.com

7000 Chicago Road

Warren, MI 48092—1663

From: Paul Bobo [<mailto:PBobo@garberautomall.com>]

Sent: Wednesday, May 17, 2017 11:25 AM

To: Matthew Merrill (C)

Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], [REDACTED] Various Safety Concerns

We have not been contacted about any of these new concerns other than to schedule an appointment for repairs. We will address their concern once the vehicle arrives, customer has aftermarket warranty that will probably cover the concern vehicle was here last with 65k miles on it.

If you need anything else let me know.

Paul

From: Matthew Merrill (C) [<mailto:matthew.merrill@gm.com>]

Sent: Wednesday, May 17, 2017 10:27 AM

To: Emily Swarthout; Paul Bobo

Cc: Ron W. Tait

Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], [REDACTED] Various Safety Concerns

Emily & Paul,

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In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
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You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

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- Vehicle Info: 2015 Chevrolet Suburban
- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

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Mrs. [REDACTED] states she is unsure of the vehicle's safety and durability, and really desires a vehicle that can be made as such to be reliable. Can you let us know any details regarding Mrs. [REDACTED] various concerns, plans for remedy, and any input on direction?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5914430 or by fax at (586) 920-0839.

Sincerely,

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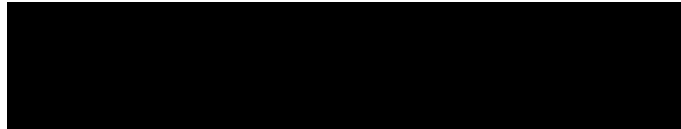
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Matthew Merrill (C)
Sent: Tuesday, May 23, 2017 11:53 AM
To: Ron W. Tait
Cc: Paul Bobo
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED]
[REDACTED] Various Safety Concerns

Ron,

I thank you for that. I will offer her it today, however before I do, I thought I'd let you know that my Product Research Team has informed me the MSRP of her vehicle is \$68,835. With that in mind, the maximum OLC that can be offered is 10% of that, rounded down to \$6500.

What do you think would be appropriate?

Let me know and I will follow up with Mrs. [REDACTED]

Thanks,

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Fax: (586) 920-0839

Email: matthew.merrill@gm.com

7000 Chicago Road

Warren, MI 48092—1663

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District Manager Aftersales

Ron.Tait@GM.com



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Sent: Wednesday, May 17, 2017 10:27 AM

To: Emily Swarthout; Paul Bobo

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Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], Various Safety Concerns

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- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
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- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
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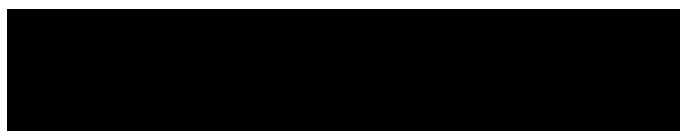
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Ron W. Tait
Sent: Monday, May 22, 2017 12:37 PM
To: Matthew Merrill (C)
Cc: Paul Bobo
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], Various Safety Concerns

The olc is her only viable option that I see,,,she needs to act on it,,,we certainly are not going to repurchase it so it's the only way to go

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District Manager Aftersales
Ron.Tait@GM.com



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Sent: Monday, May 22, 2017 11:51 AM
To: Ron W. Tait <ron.tait@chevrolet.com>
Cc: Paul Bobo <PBobo@garberautomall.com>
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED] [REDACTED], Various Safety Concerns

Ron,

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Looking at the repair history, she was experienced a large # of repairs related to trim, the entertainment system, AC repairs, steering and suspension, and repair for an exhaust leak since taking ownership in October 2014. She also had the booster and vacuum pump components of the brakes replaced on 2 occasions in 2017. She also reports she has had various concerns with an auto-brake feature on her vehicle that she feels can cause an accident.

She told us she desires to get out of the vehicle because she feels these are too many concerns for a vehicle that is less than 3 years old. She also mentions she feels uncomfortable trading the vehicle in because she thinks it is defective and will cause a new owner distraught.

Do you have an suggestions on how we can remedy her situation? I wanted to pursue the OLC route until she mentioned she doesn't want to trade the vehicle in. To my knowledge, with 65,000 miles, that would be her only option. What do you think?

Sincerely,

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Fax: (586) 920-0839

Email: matthew.merrill@gm.com

7000 Chicago Road

Warren, MI 48092—1663

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Sent: Thursday, May 18, 2017 5:01 PM

To: Matthew Merrill (C)

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Sent: Thursday, May 18, 2017 4:51 PM

To: Paul Bobo

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Sent: Wednesday, May 17, 2017 10:27 AM
To: Emily Swarthout; Paul Bobo
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Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], Various Safety Concerns

Emily & Paul,

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Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Suburban
- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has gotten into contact with the Executive Office to express a deluge of concerns that she has had with her 2015 Chevrolet Suburban. She cites that she's had the vehicle in many times since taking ownership in October 2014, and the concerns have ranged from minor such as the dvd player/gps units going out, to safety related including an exhaust smell, seat belts not working, various brake issues that she is our severe. She also has cited it has been in for the AC on multiple occasions, and now is coming back again on 5-18-2017.

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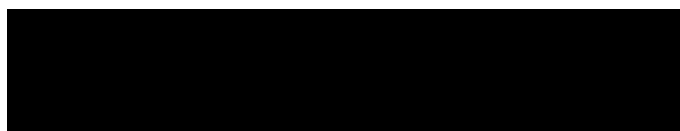
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Ron W. Tait
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Cc: Paul Bobo
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED],
[REDACTED] Various Safety Concerns

I would offer \$4500 as we don't have to go thru the Region then...that's plenty

Ron Tait
District Manager Aftersales
Ron.Tait@GM.com



From: Matthew Merrill (C)
Sent: Tuesday, May 23, 2017 11:53 AM
To: Ron W. Tait <ron.tait@chevrolet.com>
Cc: Paul Bobo <PBobo@garberautomall.com>
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], [REDACTED] Various Safety Concerns

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What do you think would be appropriate?

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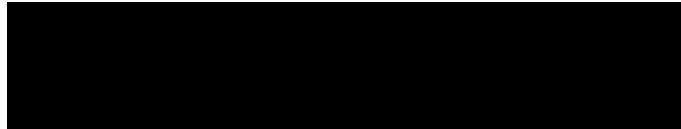
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Matthew Merrill (C)
Sent: Wednesday, May 17, 2017 10:27 AM
To: 'eswarthout@garberautomall.com'; 'pbobo@garberautomall.com'
Cc: 'ron.tait@gm.com'
Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED]
Various Safety Concerns

Emily & Paul,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Suburban
- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has gotten into contact with the Executive Office to express a deluge of concerns that she has had with her 2015 Chevrolet Suburban. She cites that she's had the vehicle in many times since taking ownership in October 2014, and the concerns have ranged from minor such as the dvd player/gps units going out, to safety related including an exhaust smell, seat belts not working, various brake issues that she is our severe. She also has cited it has been in for the AC on multiple occasions, and now is coming back again on 5-18-2017.

[REDACTED] states she is unsure of the vehicle's safety and durability, and really desires a vehicle that can be made as such to be reliable. Can you let us know any details regarding Mrs. [REDACTED] various concerns, plans for remedy, and any input on direction?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5914430 or by fax at (586) 920-0839.

Sincerely,

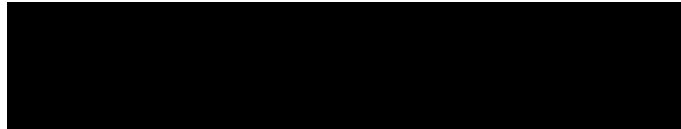
Matthew Merrill

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Matthew Merrill (C)
Sent: Thursday, May 18, 2017 4:51 PM
To: 'Paul Bobo'
Cc: 'ron.tait@gm.com'
Subject: RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED],
[REDACTED], Various Safety Concerns

Paul,

Could you give me an update here regarding [REDACTED] vehicle when you have a chance to analyze the situation?

Thanks,

Matthew Merrill
Executive Customer Assistance

Phone (855) 880-1500 ext 5914430

Fax: (586) 920-0839

Email: matthew.merrill@gm.com

7000 Chicago Road

Warren, MI 48092—1663

From: Paul Bobo [<mailto:PBobo@garberautomall.com>]

Sent: Wednesday, May 17, 2017 11:25 AM

To: Matthew Merrill (C)

Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED]
[REDACTED] Various Safety Concerns

We have not been contacted about any of these new concerns other than to schedule an appointment for repairs. We will address their concern once the vehicle arrives, customer has aftermarket warranty that will probably cover the concern vehicle was here last with 65k miles on it.

If you need anything else let me know.

Paul

From: Matthew Merrill (C) [<mailto:matthew.merrill@gm.com>]

Sent: Wednesday, May 17, 2017 10:27 AM

To: Emily Swarthout; Paul Bobo

Cc: Ron W. Tait

Subject: ACTION REQUIRED BY 5-18-2017 / Exec CAC Case, Garber Chevrolet, 1GNSCKKC4FR [REDACTED], Various Safety Concerns

Emily & Paul,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2015 Chevrolet Suburban
- Mileage: 65,000
- VIN: 1GNSCKKC4FR [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cell Phone
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has gotten into contact with the Executive Office to express a deluge of concerns that she has had with her 2015 Chevrolet Suburban. She cites that she's had the vehicle in many times since taking ownership in October 2014, and the concerns have ranged from minor such as the dvd player/gps units going out, to safety related including an exhaust smell, seat belts not working, various brake issues that she is our severe. She also has cited it has been in for the AC on multiple occasions, and now is coming back again on 5-18-2017.

Mrs. [REDACTED] states she is unsure of the vehicle's safety and durability, and really desires a vehicle that can be made as such to be reliable. Can you let us know any details regarding [REDACTED]' various concerns, plans for remedy, and any input on direction?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5914430 or by fax at (586) 920-0839.

Sincerely,

Matthew Merrill

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is included in this message.

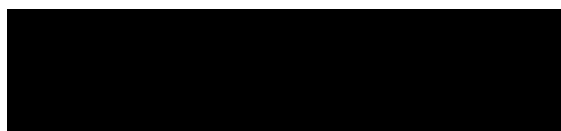
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PE18-012

GM

3-27-2019

Q3



Kevin Carver (C)

From: Kevin Carver (C)
Sent: Friday, May 26, 2017 2:23 PM
To: Steve Franklin
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED] [REDACTED]

[Corrections have been made.](#)

Dear Steve,

This email is being sent to obtain your approval of a Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293 [REDACTED], Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 8,638

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. On the most current visit 5/15/17, TAC was contacted and suggesting replacing the brake vacuum pump if necessary. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Approve repurchase at 3,499 miles. 8 Days down.

4 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate, 4th time replaced brake vacuum pump.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

From: Steve Franklin
Sent: Friday, May 26, 2017 12:17 PM
To: Kevin Carver (C)
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED] Simpson Chevrolet Of Irvine, [REDACTED], [REDACTED]

Kevin,

Please correct the email & case assessment. You state vehicles current mileage is 66,000 yet last repair per IVH shows 8,638 on 5/15/2017. Also, this repair is not listed in you case assessment.

Please resubmit when corrected.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C [REDACTED]

From: Kevin Carver (C)
Sent: Tuesday, May 23, 2017 9:56 AM
To: Steve Franklin <steve.franklin@gm.com>
Subject: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED], [REDACTED]

Dear Steve,

This email is being sent to obtain your approval/denial of a <[Straight Repurchase](#)> or <[Trade Repurchase](#)> for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293879, Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 66,000

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Deny repurchase. 3 Days down.

3 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource

Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

Kevin Carver (C)

From: Lauren Schubert <LSchubert@simpsongm.com>
Sent: Thursday, May 18, 2017 4:50 PM
To: Kevin Carver (C); Roger Abbott
Subject: [EXTERNAL] Re: CA CEC Request for Documentation [REDACTED]
GR [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Kevin, thank you for all the info! I'll get the docs pulled and faxed as soon as possible!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Thursday, May 18, 2017 4:17 PM
To: Roger Abbott
Cc: Lauren Schubert
Subject: CA CEC Request for Documentation [REDACTED] GR [REDACTED]

Customer Last Name: [REDACTED]
Service Request: [REDACTED]
Year Make Model: 2016 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXGR [REDACTED]

Hello, hope all is well. This email is a request for documentation regarding a [CA CEC \(California Customer Engagement Center\) repurchase request](#) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to (586) 920-0818 or reply by email with an attachment. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

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Kevin Carver (C)

From: Kevin Carver (C)
Sent: Thursday, May 18, 2017 4:18 PM
To: 'Roger Abbott'
Cc: 'Lauren Schubert'
Subject: CA CEC Request for Documentation [REDACTED] GR [REDACTED]

Customer Last Name: [REDACTED]
Service Request: [REDACTED]
Year Make Model: 2016 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXGR [REDACTED]

Hello, hope all is well. This email is a request for documentation regarding a [CA CEC \(California Customer Engagement Center\) repurchase request](#) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to [\(586\) 920-0818](#) or reply by email with an attachment. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

Kevin Carver (C)

From: Kevin Carver (C)
Sent: Tuesday, May 23, 2017 9:56 AM
To: Steve Franklin
Subject: URGENT – CA CEC Early Response Approval; GR [REDACTED] Simpson Chevrolet Of Irvine, [REDACTED]
Attachments: 1. [REDACTED] Case Assessment - [REDACTED].xls

Dear Steve,

This email is being sent to obtain your approval/denial of a <[Straight Repurchase](#)> or <[Trade Repurchase](#)> for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293879, Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 66,000

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Deny repurchase. 3 Days down.

3 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

Kevin Carver (C)

From: Steve Franklin
Sent: Friday, May 26, 2017 12:17 PM
To: Kevin Carver (C)
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED] Simpson Chevrolet Of Irvine, [REDACTED] [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Kevin,

Please correct the email & case assessment. You state vehicles current mileage is 66,000 yet last repair per IVH shows 8,638 on 5/15/2017. Also, this repair is not listed in you case assessment.

Please resubmit when corrected.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C [REDACTED]

From: Kevin Carver (C)
Sent: Tuesday, May 23, 2017 9:56 AM
To: Steve Franklin <steve.franklin@gm.com>
Subject: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED]
[REDACTED]

Dear Steve,

This email is being sent to obtain your approval/denial of a <[Straight Repurchase](#)> or <[Trade Repurchase](#)> for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293879, Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 66,000

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Deny repurchase. 3 Days down.

3 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)

[General Motors | California Customer Engagement Center](#)

[Phone \(866\) 790-5600 ext. 5913577](#)

[Fax \(586\) 920-0818](#)

Kevin Carver (C)

From: Lauren Schubert <LSchubert@simpsongm.com>
Sent: Wednesday, May 31, 2017 4:48 PM
To: Karl Mahl
Cc: Javier Morales; Kevin Carver (C)
Subject: [EXTERNAL] Customer trade-in/repurchase

Follow Up Flag: Follow up
Flag Status: Completed

Hi Karl, GM has contacted me with a customer who was offered a trade or repurchase and she chose a trade. The vehicle GM is 'repurchasing' from her is a 2016 4WD Tahoe (VIN: 1GNSKCKCXGR [REDACTED]). She needs to find a vehicle to 'trade' for and we need to provide the VIN and MSRP to General Motors in order for that trade to take place. Javier asked me to give the information to you so that you can help Mrs. [REDACTED]. I've informed Mrs. [REDACTED] that you'll be in touch to set an appointment and assist her in choosing a new vehicle. She did mention she was interested in potentially placing a custom order, in which case GM will need the order number if that's the case.

Please let me/Kevin know if you have any questions (I've CC'd Kevin on this email). Thank you!

Sincerely,
Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com



www.SimpsonGM.com

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Kevin Carver (C)

From: Lauren Schubert <LSchubert@simpsongm.com>
Sent: Wednesday, May 31, 2017 1:25 PM
To: Kevin Carver (C)
Cc: Jay Malloy
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED]
GR [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon Kevin, we would be happy to host the trade/repurchase for the customer. Roger Abbott is out of the office until 6/12/17. During his leave, our Operations Director Jay Malloy will be able to serve as the point of contact for repurchases. Please let me know what [REDACTED] decides so that I may contact her in order to schedule the repurchase/trade. Should she choose to accept a trade, I'll make the necessary arrangements with our sales manager, Javier Morales for him to assist her after she returns the Tahoe with Jay.

Please let me know if there is anything else you need, thank you!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Wednesday, May 31, 2017 10:43 AM
To: Roger Abbott
Cc: Lauren Schubert
Subject: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Dear [REDACTED]

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Simpson Chevrolet of Irvine.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. I'll also need to know who the primary contact will be

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
 - **VIN:** 1GNSKCKCXGR [REDACTED]
 - **Cell Phone:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

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Kevin Carver (C)

From: Steve Franklin
Sent: Tuesday, May 30, 2017 4:29 PM
To: Kevin Carver (C)
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED] Simpson Chevrolet Of Irvine, [REDACTED] [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Kevin,

I agree and approve the recommendation as stated in the case assessment.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C [REDACTED]

From: Kevin Carver (C)
Sent: Tuesday, May 30, 2017 10:20 AM
To: Steve Franklin <steve.franklin@gm.com>
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED]
[REDACTED]

Steve,

Corrections have been made. Please see case assessment.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Kevin Carver (C)
Sent: Friday, May 26, 2017 2:23 PM
To: Steve Franklin
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED]
[REDACTED]

Corrections have been made.

Dear Steve,

This email is being sent to obtain your approval of a Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293879, Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 8,638

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. On the most current visit 5/15/17, TAC was contacted and suggesting replacing the brake vacuum pump if necessary. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Approve repurchase at 3,499 miles. 8 Days down.
4 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate, 4th time replaced brake vacuum pump.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Steve Franklin
Sent: Friday, May 26, 2017 12:17 PM
To: Kevin Carver (C)
Subject: RE: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED]
[REDACTED]

[Kevin,](#)

Please correct the email & case assessment. You state vehicles current mileage is 66,000 yet last repair per IVH shows 8,638 on 5/15/2017. Also, this repair is not listed in you case assessment.

Please resubmit when corrected.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com

C [REDACTED]

From: Kevin Carver (C)
Sent: Tuesday, May 23, 2017 9:56 AM
To: Steve Franklin <steve.franklin@gm.com>
Subject: URGENT – CA CEC Early Response Approval; GR [REDACTED], Simpson Chevrolet Of Irvine, [REDACTED]
[REDACTED]

Dear Steve,

This email is being sent to obtain your approval/denial of a <[Straight Repurchase](#)> or <[Trade Repurchase](#)> for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Simpson Chevrolet Of Irvine, BAC 293879, Irvine, CA

Dealership Contact: Roger Abbott

VIN: 1GNSKCKCXGR [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

Mileage: 66,000

Summary of vehicle concern: Vehicle is a personal vehicle for business [REDACTED] On 12/30/16 the service brake assist light came on and dealership replaced the brake booster vacuum sensor. Two months later on 2/20/17 the brake assist light and the service assistant camera light came on. Dealer found a number of low voltage codes but did not find anything else after road testing vehicle. Customer seeks repurchase and does not feel vehicle is safe to drive on trips.

Facts supporting recommendation: Deny repurchase. 3 Days down.

3 presentations brake assist light; 1st time replace power brake booster vacuum sensor, 2nd time vehicle had 14 low voltage codes in BCM and road tested vehicle, 3rd time no problem found and no codes could not duplicate.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

Kevin Carver (C)

From: Kevin Carver (C)
Sent: Wednesday, May 31, 2017 10:44 AM
To: 'Roger Abbott'
Cc: 'Lauren Schubert'
Subject: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Dear [REDACTED]

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Simpson Chevrolet of Irvine.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. I'll also need to know who the primary contact will be

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
- **VIN:** 1GNSKCKCXGR [REDACTED]
- **Cell Phone:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

Kevin Carver (C)

From: Lauren Schubert <LSchubert@simpsongm.com>
Sent: Thursday, June 01, 2017 7:59 AM
To: Kevin Carver (C)
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED]
GR [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Kevin, I gave her a call last night and let her know that Karl will be in touch to assist her in finding a replacement vehicle.
Thank you!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Wednesday, May 31, 2017 2:31 PM
To: Lauren Schubert
Cc: Jay Malloy
Subject: RE: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Lauren Schubert,

Mrs. [REDACTED] has chosen to accept a trade, please contact customer at your earliest convenience [REDACTED] She will be awaiting your call. Please let us know when customer has selected a VIN or once there is an order number and the MSRP.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Lauren Schubert [<mailto:LSchubert@simpsongm.com>]

Sent: Wednesday, May 31, 2017 1:25 PM

To: Kevin Carver (C)

Cc: Jay Malloy

Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Good afternoon Kevin, we would be happy to host the trade/repurchase for the customer. Roger Abbott is out of the office until 6/12/17. During his leave, our Operations Director Jay Malloy will be able to serve as the point of contact for repurchases. Please let me know what [REDACTED] decides so that I may contact her in order to schedule the repurchase/trade. Should she choose to accept a trade, I'll make the necessary arrangements with our sales manager, Javier Morales for him to assist her after she returns the Tahoe with Jay.

Please let me know if there is anything else you need, thank you!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>

Sent: Wednesday, May 31, 2017 10:43 AM

To: Roger Abbott

Cc: Lauren Schubert

Subject: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Dear [REDACTED]

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Simpson Chevrolet of Irvine.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. I'll also need to know who the primary contact will be

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
 - **VIN:** 1GNSKCKCXGR [REDACTED]
 - **Cell Phone:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
[General Motors | California Customer Engagement Center](#)

Phone (866) 790-5600 ext. 5913577

Fax (586) 920-0818

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Kevin Carver (C)

From: Kevin Carver (C)
Sent: Monday, June 05, 2017 1:14 PM
To: 'Lauren Schubert'
Cc: Jay Malloy
Subject: RE: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Thank you Lauren, with this information I was able to submit case to our repurchase specialty group (RVDC) and that department should be in contact with customer and dealer over the next few days.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Lauren Schubert [mailto:LSchubert@simpsongm.com]
Sent: Monday, June 05, 2017 10:24 AM
To: Kevin Carver (C)
Cc: Jay Malloy
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Good morning Kevin, over the weekend our sales department was able to secure a vehicle to [REDACTED] liking. We have the vehicle in our inventory now - the VIN is 1GNSKCKC1HR[REDACTED]. She also plans to finance an accessory with the vehicle purchase (not sure if you needed that information ahead of time).

Please let me know what other steps my sales department needs to take, if any paperwork regarding MSRP or the sales contract needs to be completed, the contact is Javier Morales.

Thank you and talk to you soon!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Wednesday, May 31, 2017 2:31 PM

To: Lauren Schubert
Cc: Jay Malloy
Subject: RE: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Lauren Schubert,

Mrs. [REDACTED] has chosen to accept a trade, please contact customer at your earliest convenience [REDACTED]. She will be awaiting your call. Please let us know when customer has selected a VIN or once there is an order number and the MSRP.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Lauren Schubert [<mailto:LSchubert@simpsongm.com>]
Sent: Wednesday, May 31, 2017 1:25 PM
To: Kevin Carver (C)
Cc: Jay Malloy
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Good afternoon Kevin, we would be happy to host the trade/repurchase for the customer. Roger Abbott is out of the office until 6/12/17. During his leave, our Operations Director Jay Malloy will be able to serve as the point of contact for repurchases. Please let me know what [REDACTED] decides so that I may contact her in order to schedule the repurchase/trade. Should she choose to accept a trade, I'll make the necessary arrangements with our sales manager, Javier Morales for him to assist her after she returns the Tahoe with Jay.

Please let me know if there is anything else you need, thank you!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Wednesday, May 31, 2017 10:43 AM
To: Roger Abbott
Cc: Lauren Schubert
Subject: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Dear [REDACTED]

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Simpson Chevrolet of Irvine.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. I'll also need to know who the primary contact will be

Customer Name: [REDACTED]
Vehicle Information: 2016 Chevrolet Tahoe
· **VIN:** 1GNSKCKCXGR [REDACTED]
· **Cell Phone:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

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Kevin Carver (C)

From: Kevin Carver (C)
Sent: Tuesday, June 06, 2017 8:20 AM
To: Javier Morales
Cc: 'Lauren Schubert'
Subject: Please send sales contract, [REDACTED] [REDACTED] GR [REDACTED]

Hi Javier,

Please send a copy of the customer's retail sales contract for VIN 1GNSKCKCXGR [REDACTED] either by fax to (586) 920-0818 or email reply attachment at earliest convenience to avoid any delays. The copy we had received is missing line H and I and our Repurchase Specialty Group (RVDC) is requesting a new copy before I can forward paperwork over for processing.

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
- **VIN:** 1GNSKCKCXGR [REDACTED]
- **Cell Phone:** [REDACTED]

If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Lauren Schubert [mailto:LSchubert@simpsongm.com]
Sent: Tuesday, June 06, 2017 8:15 AM
To: Kevin Carver (C)
Cc: Javier Morales
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Hi Kevin, per our conversation please let Javier know what other paperwork you need regarding the contract (see CC'd address for Javier Morales, sales manager).

jmorales@simpsongm.com

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>
Sent: Monday, June 5, 2017 1:13 PM
To: Lauren Schubert
Cc: Jay Malloy
Subject: RE: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Thank you Lauren, with this information I was able to submit case to our repurchase specialty group (RVDC) and that department should be in contact with customer and dealer over the next few days.

If you have further questions, please contact CA CEC District Specialist Kevin at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

From: Lauren Schubert [<mailto:LSchubert@simpsongm.com>]
Sent: Monday, June 05, 2017 10:24 AM
To: Kevin Carver (C)
Cc: Jay Malloy
Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Good morning Kevin, over the weekend our sales department was able to secure a vehicle to [REDACTED] liking. We have the vehicle in our inventory now - the VIN is 1GNSKCKC1HR[REDACTED]. She also plans to finance an accessory with the vehicle purchase (not sure if you needed that information ahead of time).

Please let me know what other steps my sales department needs to take, if any paperwork regarding MSRP or the sales contract needs to be completed, the contact is Javier Morales.

Thank you and talk to you soon!

Lauren Schubert
Simpson Chevrolet of Irvine
(949) 457-2000
lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>

Sent: Wednesday, May 31, 2017 2:31 PM

To: Lauren Schubert

Cc: Jay Malloy

Subject: RE: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Lauren Schubert,

Mrs. [REDACTED] has chosen to accept a trade, please contact customer at your earliest convenience [REDACTED]. She will be awaiting your call. Please let us know when customer has selected a VIN or once there is an order number and the MSRP.

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver

General Motors | California Customer Engagement Center

Phone (866) 790-5600 ext. 5913577

Fax (586) 920-0818

From: Lauren Schubert [<mailto:LSchubert@simpsongm.com>]

Sent: Wednesday, May 31, 2017 1:25 PM

To: Kevin Carver (C)

Cc: Jay Malloy

Subject: [EXTERNAL] Re: CA CEC Request for Dealer to Participate, [REDACTED] [REDACTED] GR [REDACTED]

Good afternoon Kevin, we would be happy to host the trade/repurchase for the customer. Roger Abbott is out of the office until 6/12/17. During his leave, our Operations Director Jay Malloy will be able to serve as the point of contact for repurchases. Please let me know what [REDACTED] decides so that I may contact her in order to schedule the repurchase/trade. Should she choose to accept a trade, I'll make the necessary arrangements with our sales manager, Javier Morales for him to assist her after she returns the Tahoe with Jay.

Please let me know if there is anything else you need, thank you!

Lauren Schubert

Simpson Chevrolet of Irvine

(949) 457-2000

lschubert@simpsongm.com

From: Kevin Carver (C) <kevin.carver@gm.com>

Sent: Wednesday, May 31, 2017 10:43 AM

To: Roger Abbott

Cc: Lauren Schubert

Subject: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Dear [REDACTED]

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Simpson Chevrolet of Irvine.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. I'll also need to know who the primary contact will be

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
 - **VIN:** 1GNSKCKCXGR [REDACTED]
 - **Cell Phone:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

[Kevin Carver](#)
[General Motors | California Customer Engagement Center](#)
[Phone \(866\) 790-5600 ext. 5913577](#)
[Fax \(586\) 920-0818](#)

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Kevin Carver (C)

From: Kevin Carver (C)
Sent: Wednesday, July 05, 2017 12:06 PM
To: 'Tim Bright'
Cc: 'tflint@allenaautos.com'; 'Michael Gibson'; Rojelio Hernandez (C)
Subject: CA CEC Request for Dealer to Participate, [REDACTED] GR [REDACTED]

Dear Tim Bright,

We've offered customer [REDACTED] [REDACTED] their choice of a replacement (trade) or repurchase (refund) and she has tentatively accepted. Right now she is interested in a trade. I wanted to ask if we could host this at Allen Cadillac. Customer has already been in contact with our repurchase coordinator Michael who can be contacted at 866.802.6625 extension 1223.

Please review this request and reply to this email (with history) or call me at the number below to let me know whether or not you can assist. We will also need to know who the primary contact will be

- **Customer Name:** [REDACTED] [REDACTED]
- **Vehicle Information:** 2016 Chevrolet Tahoe
- **VIN:** 1GNSKCKCXGR [REDACTED]
- **Contact number:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

If you have further questions, please contact [CA CEC District Specialist Kevin](#) at (866) 790-5600 extension 5913577 or by fax at [\(586\) 920-0818](#). You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

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

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

Buyer Name and Address (Including County and Zip Code) [REDACTED] LAGUNA NIGUEL CA ORANGE	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] LAGUNA NIGUEL CA ORANGE	Seller-Creditor (Name and Address) SIMPSON CHEVROLET OF IRVINE 21 AUTO CENTER DR IRVINE CA 92618 ORANGE

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 agreement on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU TAHOE	10	1GNSKCKCXGR [REDACTED]	☒ Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$380.00 is \$78040.60 (e) means an estimate
2.99 %	\$ 5112.25 (c)	\$ 64548.35 (b)	\$ 69660.60 (e)	\$ 78040.60 (e)
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	
59	1161.01		Monthly beginning 11/15/2016	
N/A	N/A		N/A	
One first payment	1161.01		DUE ON 10/15/2021	
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment: If you pay early, you may be charged a minimum finance charge. Security Interest: You are giving a security interest in the vehicle being purchased. Additional Information: See a contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, title and 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 any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.				
Vehicle Insurance				
	Term	Premium		
\$ N/A Ded. Comp. Fire & Theft	N/A	Yes \$ N/A		
\$ N/A Int. Collision	N/A	Yes \$ N/A		
Body Injury \$ N/A Limits	N/A	Yes \$ N/A		
Property Damage \$ N/A Limits	N/A	Yes \$ N/A		
Medical \$ N/A	N/A	Yes \$ N/A		
N/A	N/A	Yes \$ 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				
RECU Buyer Co-Buyer Seller				

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	\$ 66915.00 (A)
1. Cash Price Vehicle	\$ 66915.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontransferable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device(s):	
1. (paid to) N/A	\$ N/A (D1)
2. (paid to) N/A	\$ N/A (D2)
3. (paid to) N/A	\$ N/A (D3)
E. (Optional) Surface Protection Product(s)	
1. (paid to) N/A	\$ N/A (E1)
2. (paid to) N/A	\$ N/A (E2)
F. EV Charging Station (paid to) N/A	\$ N/A (F)
G. Sales Tax (on A through F)	\$ 5359.60 (G)
H. Electronic Vehicle Registration or Transfer Charge	
DMV DEFSK	

OPTIONAL DEBT CANCELLATION AGREEMENT	
A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 11 of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.	
Term N/A	Months N/A
Debt Cancellation Agreement	
I want to buy a debt cancellation agreement	
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 11.	
11 Company N/A	
Term N/A	Months or N/A Miles
12 Company N/A	
Term N/A	Months or N/A Miles
13 Company N/A	
Term N/A	Months or N/A Miles
14 Company N/A	
Term N/A	Months or N/A Miles
15 Company N/A	
Term N/A	Months or N/A Miles
Buyer X	

N/A	N/A	N/A
One final payment	1161.01	DUE ON 10/15/2021

Late Charge: If payment is not received in full within 10 days after due date, you will pay a late charge of 5% of the past due payment or a late payment. If you pay early, you may be charged a minimum finance charge.

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

Additional Information: See the contract for more information including information about employment, default, any required repayment, and 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 \$ 66915.00 (A)
1. Cash Price Vehicle \$ 66915.00
2. Cash Price Accessories \$ N/A
3. Other (Non-taxable) Describe N/A \$ N/A
- Describe N/A \$ N/A

- B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)
- C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

- D. (Optional) Theft Deterrent Device(s)
1. (paid to) N/A \$ N/A (D1)
2. (paid to) N/A \$ N/A (D2)
3. (paid to) N/A \$ N/A (D3)

- E. (Optional) Surface Protection Product(s)
1. (paid to) N/A \$ N/A (E1)
2. (paid to) N/A \$ N/A (E2)

- F. EV Charging Station (paid to) N/A \$ N/A (F)

- G. Sales Tax (on taxable items in A through F) \$ 5359.60 (G)

- H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) DMV DESK \$ 29.00 (H)

- I. (Optional) Service Contract(s)
1. (paid to) N/A \$ N/A (I1)
2. (paid to) N/A \$ N/A (I2)
3. (paid to) N/A \$ N/A (I3)
4. (paid to) N/A \$ N/A (I4)
5. (paid to) N/A \$ N/A (I5)

- J. Prior Credit or Lease Balance (if paid by Seller to: Vehicle 1 N/A Vehicle 2 N/A \$ N/A (J) (see downpayment and trade-in calculation)

- K. (Optional) Only Cancellation Agreement \$ N/A (K)

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

- M. Other (paid to) N/A \$ N/A (M)
- To N/A

- N. Other (paid to) N/A \$ N/A (N)
- For N/A

Total Cash Price (A through N) \$72383.60 (1)

2. Amounts Paid to Public Officials

- A. Vehicle License Fee ESTIMATED \$ 435.00 (A)
- B. Registration/Transfer/Titling Fee ESTIMATED \$ 101.00 (B)
- C. California Title Fees \$ 8.75 (C)
- D. Other N/A \$ N/A (D)
- Total Official Fees (A through D) \$ 544.75 (2)

3. Amount Paid to Insurance Companies

- Total premiums from Statement of Insurance \$ N/A (3)

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

5. Subtotal (1 through 4) \$72928.35 (5)

6. Total Downpayment

- A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) \$ N/A (A)
- Vehicle 1 \$ N/A Vehicle 2 \$ N/A
- B. Total Less Prior Credit or Lease Balance (if) \$ N/A (B)
- Vehicle 1 \$ N/A Vehicle 2 \$ N/A
- C. Total Net Trade-In (A-B) (indicate if negative number) \$ N/A (C)
- Vehicle 1 \$ N/A Vehicle 2 \$ N/A
- D. Deferred Downpayment Payable to Seller \$ N/A (D)
- E. Manufacturer's Rebate \$ 8380.00 (E)
- F. Other N/A \$ N/A (F)

RECON

Buyer
Co-Buyer
Seller

OPTIONAL DEBT CANCELLATION AGREEMENT: A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge if you choose to buy debt cancellation. The charge is shown in item 14 of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X

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 1:

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

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

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

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

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

Buyer X

Trade-In Vehicle(s)

1. Vehicle 1

Year N/A Make N/A

Model N/A Odometer N/A

VIN N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property

Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be ≥ 0

for buyer/co-buyer to retain equity) \$ N/A

2. Vehicle 2

Year N/A Make N/A

Model N/A Odometer N/A

VIN N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property

Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be > 0

for buyer/co-buyer to retain equity) \$ N/A

Total Agreed Value of Property

Being Traded-In (1c+2c) \$ N/A

Total Prior Credit or Lease

Balance (1d+2d) \$ N/A

Total Net Trade-In (1e+2e) \$ N/A

(See item 6A-EC in the Itemization of Amount Financed)

OPTION: You pay no finance charge if the

Amount Financed, item 7, is paid in full on or

before N/A Year N/A

SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that pursuant

1. Amount Paid to Seller (see Statement of Financial History)

1. Paid to:	N/A	\$	N/A	(1)
2. Paid to:	N/A	\$	N/A	(2)
3. Paid to:	N/A	\$	N/A	(3)
4. Paid to:	N/A	\$	N/A	(4)
5. Paid to:	N/A	\$	N/A	(5)

J. Prior Credit or Lease Balance (c) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A \$ N/A (6)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ N/A (K)

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

M. Other paid to: N/A \$ N/A (M)

N. Other paid to: N/A \$ N/A (N)

Total Cash Price (A through N) \$72383.60 (7)

2. Amounts Paid to Public Officials

A. Vehicle License Fee ESTIMATED \$ 435.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED \$ 101.00 (B)

C. California Title Fee \$ 8.75 (C)

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

Total Official Fees (A through D) \$ 544.75 (2)

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

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

5. Subtotal (1 through 4) \$72928.35 (5)

6. Total Downpayment

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

C. Total Net Trade-In (A-B) (indicate in negative number) \$ N/A (C)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

E. Manufacturer's Rebate \$ 8380.00 (E)

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

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

Total Downpayment (C through G) \$ 8380.00 (6)

(*) negative, enter zero on line 5 and enter the amount, less than zero as a positive number on line 10 above.

7. Amount Financed (5 less 6) \$54548.35 (7)

Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

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

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

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

Total Agreed Value of Property
Being Traded-In (1c+2c) \$ N/A
Total Prior Credit or Lease
Balance (1d+2d) \$ N/A
Total Net Trade-In (1e+2e) \$ N/A
(*See item 6A-6C in the Itemization of Amount Financed)

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

SELLER'S INITIALS N/A

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

Buyer Signs X
Co-Buyer Signs

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

Buyer Signature N/A Co-Buyer Signature N/A

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable 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 US MUST SIGN**. Notarized changes are binding.

Buyer Signs X Co-Buyer Signs BY:

SELLER'S RIGHT TO CANCEL: Buyer and Co-Buyer can affirm the provisions of the Seller's Right to Cancel section on the back when the Seller's right to cancel is used to assign this contract.

Buyer X Co-Buyer

THE FINANCIAL PLANS, DEALER FINANCING OPTIONS PROVIDED, CAN MUST BE LIST BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOU QUALIFY FOR A FINANCING OPTION, OR ARE UNABLE TO OBTAIN A FINANCING OPTION, PLEASE CONTACT A FINANCIAL INSTITUTION FOR MORE INFORMATION.

Before signing this contract, read the entire contract and the Prior Credit or Lease Balance in Trade-In Vehicle(s). If the initial payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lender(s) or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature N/A

Co-Buyer Signature N/A

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract constitutes the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and **BOTH SIGNED BY BOTH PARTIES**. No oral changes are binding.

Buyer Signs X

Co-Buyer Signs BY

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign this contract, the provisions of the Seller's Right to Cancel appear on the back of this contract. If Seller is unable to assign this contract, Seller will refund to you the amount of the down payment and any finance charges paid by you.

Buyer X

Co-Buyer X

THE MAXIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY 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.

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 PROTECTION AGAINST THEFT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT TO OBTAIN THE NECESSARY INSURANCE COVERAGE. THESE PUBLIC LIMITS ARE NOT A GUARANTEE OF INSURANCE COVERAGE.

Buyer X

Co-Buyer X

N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is unlawful for the seller to make a change without your written consent.

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 subject to identification under California law. See the vehicle's 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 COPY WHEN YOU SIGNED IT.

Buyer Signature X

Co-Buyer Signature X

Co-Buyers and Other Owners. A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X

Address X

GUARANTEE: 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 the contract, each Guarantor must pay when asked. Each Guarantor is 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 he or she does one or more of the following: (1) give the Buyer more time to pay or other payment arrangements; (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 nonpayment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X

Date X

Guarantor X

Date X

Address X

Address X

Seller Sign SIMPSON CHEVROLET OF IRVINE Date 01/01/16

By X

Title X

LAW FORM NO. 553-CA-ARB

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THE SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. BUYER SHOULD CONSULT WITH A LEGAL COUNSEL.

ORIGINAL LIENHOLDER

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

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

Buyer Name and Address (Including County and Zip Code) LAGUNA NIGUEL CA ORANGE	Co-Buyer Name and Address (Including County and Zip Code) LAGUNA NIGUEL CA ORANGE	Seller-Creditor (Name and Address) SIMPSON CHEVROLET OF IRVINE 21 AUTO CENTER DR IRVINE CA 92618 ORANGE

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 agreement 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 Personal, family or household unless otherwise indicated below. ☐ business or commercial
NEW	2016	CHEVROLET TRU TAHOE	10	LGNSKCKCXGR	

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 \$380.00 is \$78040.60 (e)
2.99 %	\$ 5112.25 (e)	\$ 64548.35 (e)	\$ 69660.60 (e)	(e) means an estimate
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of N/A	N/A	N/A		
One Payment of N/A	N/A	N/A		
One Payment of N/A	N/A	N/A		
59	1161.01	Monthly beginning 11/15/2016		
N/A	N/A	N/A		
One final payment	1161.01	DUE ON 10/15/2021		
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment: If you pay early, you may be charged a minimum finance charge. Security Interest: You are giving a security interest in the vehicle being purchased. Additional Information: See our 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	\$ 66915.00 (A)
1. Cash Price Vehicle	\$ 66915.00
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)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device(s)	
1. (paid to)	\$ N/A (D1)
2. (paid to)	\$ N/A (D2)
3. (paid to)	\$ N/A (D3)
E. (Optional) Surface Protection Product(s)	
1. (paid to)	\$ N/A (E1)
2. (paid to)	\$ N/A (E2)
F. EV Charging Station (paid to)	\$ N/A (F)
G. Sales Tax (on taxable items A through F)	\$ 5359.60 (G)
H. Electronic Vehicle Registration or Transfer Charge	

STATEMENT OF INSURANCE			
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.			
Vehicle Insurance			
	Term	Premium	
\$ N/A Ded. Comp. Fire & Theft	N/A	Mos. \$	N/A
\$ N/A Ded. Collision	N/A	Mos. \$	N/A
Body Injury \$ N/A	Limit N/A	Mos. \$	N/A
Property Damage \$ N/A	Limit 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			
RECD			
Buyer			
Co-Buyer			
Seller			

OPTIONAL DEBT CANCELLATION AGREEMENT: A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 11K of the itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.	
Term N/A	Mos. N/A
Debt Cancellation Agreement	
I want to buy a debt cancellation agreement	
Buyer Signs X	

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 11.	
11 Company N/A	
Term N/A	Mos. or N/A Miles
12 Company N/A	
Term N/A	Mos. or N/A Miles
13 Company N/A	
Term N/A	Mos. or N/A Miles
14 Company N/A	
Term N/A	Mos. or N/A Miles
15 Company N/A	
Term N/A	Mos. or N/A Miles
Buyer X	

N/A	N/A	N/A
One final payment	1161.01	DUE ON 10/15/2021

Sale Charge: If payment is not received within 10 days after due date, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See the contract for more information including information about prepayment, late fee, any required registration, and 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 \$ 66915.00 (A)

1. Cash Price Vehicle \$ 66915.00

2. Cash Price Accessories \$ N/A

3. Other (Non-taxable) \$ N/A

Describe N/A \$ N/A

Describe N/A \$ N/A

B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)

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

D. (Optional) Theft Deterrent Device(s)

1. (paid to) N/A \$ N/A (D1)

2. (paid to) N/A \$ N/A (D2)

3. (paid to) N/A \$ N/A (D3)

E. (Optional) Surface Protection Products

1. (paid to) N/A \$ N/A (E1)

2. (paid to) N/A \$ N/A (E2)

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

G. Sales Tax (on taxable items in A through F) \$ 5359.60 (G)

H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) DMV DFSK \$ 29.00 (H)

I. (Optional) Service Contracts

1. (paid to) N/A \$ N/A (I1)

2. (paid to) N/A \$ N/A (I2)

3. (paid to) N/A \$ N/A (I3)

4. (paid to) N/A \$ N/A (I4)

5. (paid to) N/A \$ N/A (I5)

J. Prior Credit or Lease Balance (if paid by Seller to: Vehicle 1 N/A Vehicle 2 N/A \$ N/A (J)

(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ N/A (K)

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

M. Other (paid to) N/A \$ N/A (M)

To N/A

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

For N/A

Total Cash Price (A through N) \$72383.60 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED \$ 435.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED \$ 101.00 (B)

C. California Title Fees \$ 8.75 (C)

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

Total Official Fees (A through D) \$ 544.75 (2)

3. Amount Paid to Insurance Companies

Total premiums from Statement of Insurance \$ N/A (3)

4. State Emissions Certification Fee or State Emissions Exemption Fee

\$ N/A (4)

5. Subtotal (1 through 4)

\$72928.35 (5)

6. Total Downpayment

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

C. Total Net Trade-In (A-B) (indicate if negative number) \$ N/A (C)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

E. Manufacturer's Rebate \$ 8380.00 (E)

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

RECORD

Buyer

Co-Buyer

Seller

OPTIONAL DEBT CANCELLATION AGREEMENT: A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge if you choose to buy debt cancellation. The charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

11 Company N/A

Term N/A Mos. or N/A Miles

12 Company N/A

Term N/A Mos. or N/A Miles

13 Company N/A

Term N/A Mos. or N/A Miles

14 Company N/A

Term N/A Mos. or N/A Miles

15 Company N/A

Term N/A Mos. or N/A Miles

Buyer X

Trade-In Vehicle(s)

1. Vehicle 1

Year: N/A Make N/A

Model N/A Odometer N/A

VIN: N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property

Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be ≥ 0

for buyer/co-buyer to retain equity) \$ N/A

2. Vehicle 2

Year N/A Make N/A

Model N/A Odometer N/A

VIN: N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property

Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be > 0

for buyer/co-buyer to retain equity) \$ N/A

Total Agreed Value of Property

Being Traded-In (1c+2c) \$ N/A

Total Prior Credit or Lease

Balance (1d+2d) \$ N/A

Total Net Trade-In (1e+2e) \$ N/A

(See item 6A-6C in the Itemization of Amount Financed)

OPTION: [] You pay no finance charge if the

Amount Financed, item 7, is paid in full on or

before N/A Year N/A

SELLERS INITIALS N/A

Agreement to Arbitrate: By signing below, you agree to submit

1. Amount Paid to Seller (1 through 5)

1. Paid to:	N/A	\$	N/A	(1)
2. Paid to:	N/A	\$	N/A	(2)
3. Paid to:	N/A	\$	N/A	(3)
4. Paid to:	N/A	\$	N/A	(4)
5. Paid to:	N/A	\$	N/A	(5)

J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1: N/A, Vehicle 2: N/A \$ N/A (J)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ N/A (K)

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

M. Other paid to: N/A \$ N/A (M)
For: N/A

N. Other paid to: N/A \$ N/A (N)
For: N/A

Total Cash Price (A through N) \$72383.60 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fee: ESTIMATED \$ 435.00 (A)

B. Registration/Transfer/Titling Fees: ESTIMATED \$ 101.00 (B)

C. California Title Fees \$ 8.75 (C)

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

Total Official Fees (A through D) \$ 544.75 (2)

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

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

5. Subtotal (1 through 4) \$72928.35 (5)

6. Total Downpayment

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

C. Total Net Trade-In (A-B) (indicate in negative number) \$ N/A (C)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

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

E. Manufacturer's Rebate \$ 8380.00 (E)

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

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

Total Downpayment (C through G) \$ 8380.00 (6)
(*negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1J above)

7. Amount Financed (5 less 6) \$54548.35 (7)

Year: N/A Make: N/A
Model: N/A Odometer: N/A
VIN: N/A

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

2. Vehicle 2
Year: N/A Make: N/A
Model: N/A Odometer: N/A
VIN: N/A

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

Total Agreed Value of Property
Being Traded-In (1c+2c) \$ N/A *

Total Prior Credit or Lease Balance (1d+2d) \$ N/A *

Total Net Trade-In (1e+2e) \$ N/A *

(*See item 6A-6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge. The Amount Financed, item 7, is paid in full on or before N/A, Year N/A.

SELLER'S INITIALS: N/A

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

Buyer Signs X: [Signature]
Co-Buyer Signs Y: [Signature]

Trade-In Payoff Agreement: Seller relied on information from you, and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

Buyer Signature: N/A Co-Buyer Signature: N/A

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable: 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 US MUST SIGN IT**. Changes are binding.

Buyer Signs X: [Signature] Co-Buyer Signs Y: [Signature]

SELLER'S RIGHT TO CANCEL: Buyer and Co-Buyer acknowledge the provisions of the Seller's Right to Cancel section on the back of this contract. Seller reserves the right to assign this contract.

Buyer X: [Signature] Co-Buyer Y: [Signature]

THE OFFICIAL PUBLIC UTILITY INSURANCE FUNDS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOU ARE COVERED BY THE FUNDS, YOU MAY CALL THE CALIFORNIA PUBLIC UTILITY INSURANCE FUNDS AT 1-800-950-5273.



Monday, June 19, 2017

[REDACTED]
[REDACTED]
Laguna Niguel, CA [REDACTED]

**Trade Settlement Letter
Collateral Exchange**

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSKCKCXGR [REDACTED]
Ref SR: [REDACTED] V [REDACTED]

Dear [REDACTED] [REDACTED]

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN 1GNSKCKCXGR [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a **2017** Chevrolet Tahoe, VIN 1GNSKCKC1HR [REDACTED]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Usage/depreciation	\$1,951.13
Upgrade	\$1,215.00
Total Customer Responsibility	\$3,166.13

****Lien to be satisfied through Substitution of Collateral****

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT
RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 x1223 if you have any questions or concerns

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

* [REDACTED]



The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ **A “Power of Attorney” form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An “Odometer Disclosure Statement” form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds. .

*Please return this signed document to fax number **866-802-6668** by Wednesday June 21, 2017*

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

★





Thursday, July 06, 2017

██████████ or ██████████
██████████
Laguna Niguel, CA ██████████

**Trade Settlement Letter
Collateral Exchange**

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSKCKCXGR ██████████
Ref SR: ██████████ V ██████████

Dear ██████████ or ██████████ ██████████

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN 1GNSKCKCXGR ██████████ and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a **2017 GMC Yukon**, VIN 1GKS2CKJ4HR ██████████. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Usage/depreciation	\$1,951.13
Upgrade	\$6,045.00
Total Customer Responsibility	\$7,996.13

****Lien to be satisfied through Substitution of Collateral****

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT
RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 x1223 if you have any questions or concerns

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

★ ██████████



The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ **A “Power of Attorney” form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An “Odometer Disclosure Statement” form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds. .

*Please return this signed document to fax number **866-802-6668** by Tuesday July 11, 2017*

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

★



To Kevin

From [REDACTED]

Pages 2

Registration for my tahoe.
Please let me know if anything else is
needed for the ~~the~~ Back of the tahoe.
I'll be waiting to hear from Lauren
about getting the new car.

—Thank You

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

VEHICLE TYPE AUTOMOBILE	REGISTRATION PERIOD 09/26/2016 TO 09/26/2017	VEHICLE IDENTIFICATION NUMBER [REDACTED]	ENGINE NUMBER 11
VEHICLE MAKE, MODEL AND YEAR TOYOTA/SCION/2016	MAKE CHEY	MODEL CLASS SH	YEAR 2016
VEHICLE TYPE CODE UT	YEAR FIRST SOLD 2016	VEHICLE TYPE G	VEHICLE WEIGHT 30
VEHICLE WEIGHT [REDACTED]	VEHICLE TYPE 4	DATE OF REGISTRATION 10/06/2016	VEHICLE TYPE CODE VEHICLE CODE

STICKER INSTRUCTIONS

1. STICKER SHOULD BE PLACED ON THE FRONT OF THE VEHICLE, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER.
2. STICKER SHOULD BE PLACED ON THE FRONT OF THE VEHICLE, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER.
3. STICKER SHOULD BE PLACED ON THE FRONT OF THE VEHICLE, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER, IN THE CENTER OF THE FRONT FENDER.

REGISTERED OWNER
REGONED - RMENT LLC
OR MOCAUSANE STEPHANIE
27562 JAVIERA PL

LAGUNA HILLS, CA 92653

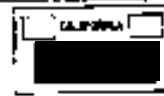
LENDER
US BANK
92 83497

CSFKOS - W1545(3)



ADD 100015 11 7568025 825

VEHICLE
IN THE FRONT



IMPORTANT INSTRUCTIONS ON REVERSE SIDE



Friday, July 21, 2017

Laguna Niguel, CA

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSKCKCXGR
Ref SR:

Dear Recon

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN 1GNSKCKCXGR and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **\$64,179.99**. This offer was calculated by using the following figures:

9 Payments of Varying Amounts	\$10,761.01
Less Usage	\$1,951.13
Total Amount to Customer	\$8,809.88
Payoff of Original Vehicle-Good until 8/19/17	\$55,370.11
Total Repurchase Amount (includes \$5,359.60 in sales tax)	\$64,179.99

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 x1223 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

* * *



July 21, 2017

Dealer Confirmation Letter-Straight

ALLEN CADILLAC
28332 CAMINO CAPISTRANO
LAGUNA NIGUEL, CA 92677

Subject: 2016 Chevrolet Tahoe

Customer: [REDACTED]

VIN: 1GNSKCKCXGR [REDACTED]

Ref SR: [REDACTED]

Dear Ron Evans:

General Motors will issue a check in the amount of \$8,809.88 made payable to [REDACTED]. [REDACTED] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$55,370.11 to US Bank. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Tuesday July 25, 2017. If you have any questions you may reach me at 866-802-6625 x1223.

ALLEN CADILLAC 117803 Management Agent's Signature and Title.

ALLEN CADILLAC 117803 Management Agent's Printed Name and Title.

*





June 19, 2017

SIMPSON CHEVROLET OF IRVINE
Javier Morales
21 AUTO CENTER DRIVE
IRVINE, CA 92618

Dealer Confirmation letter -Collateral Exchange

Subject: Collateral Exchange Agreement between General Motors and its dealer partner SIMPSON CHEVROLET OF IRVINE

Customer: [REDACTED]

Vehicle: 2016 Chevrolet Tahoe

VIN: 1GNSKCKCXGR [REDACTED]

Ref SR: [REDACTED]

Dear Javier Morales:

Thank you for assisting General Motors in the collateral exchange transaction for our mutual customer.

General Motors will issue a check in the amount of **\$62,496.50** made payable to SIMPSON CHEVROLET OF IRVINE after receiving the completed repurchase paperwork, title and lien release.

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNSKCKC1HR [REDACTED]
New Vehicle Sales Price:	\$64,538.30
Used Vehicle Trade Value:	\$61,372.17
Trade Difference:	\$3,166.13
State Sales Tax:	\$251.58
Reg/Lic/Title Fees:	\$530.00
Miscellaneous State Fees:	\$37.75
Cash on Delivery (Paid by GM):	\$899.33
Document Fees:	\$80.00
Dealer Processing Fee:	(\$200 Paid by check, after receipt of documents.)

Not to be shown on new Bill of Sales:

Substitution of Collateral Fee: **\$225.00**

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday June 21, 2017. If you have any questions you may reach me at 866-802-6625 x1223.

SIMPSON CHEVROLET OF IRVINE 293879 Management Agent's Signature and Title.

SIMPSON CHEVROLET OF IRVINE 293879 Management Agent's Printed Name and Title.

★ [REDACTED]



As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. Using the figures above, the customer is required to bring:

Usage/depreciation	\$1,951.13
Upgrade	\$1,215.00
Total Customer Responsibility	\$3,166.13

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

SIMPSON CHEVROLET OF IRVINE agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,
General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

* [REDACTED]



BILL OF SALE	
Purchase Price (New Unit)	\$64,538.30
State Sales Tax	\$251.58
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$530.00
New Aftermarket Items	\$0.00
State Fees	\$37.75
Fees	\$80.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$65,437.63
Trade-In Allowance	\$61,372.17
Loan Payoff	\$0.00
Net Allowance	\$61,372.17
Cash on Delivery (Paid by GM)	\$899.33
Total Balance Due	\$3,166.13
Amount to Dealer for additional Fees	\$225.00

New Vehicle VIN:
1GNSKCKC1HR [REDACTED]

* [REDACTED]



July 6, 2017

ALLEN CADILLAC
Ron Evans
28332 CAMINO CAPISTRANO
LAGUNA NIGUEL, CA 92677

Dealer Confirmation letter -Collateral Exchange

Subject: Collateral Exchange Agreement between General Motors and its dealer partner ALLEN CADILLAC
Customer: [REDACTED] or [REDACTED] [REDACTED]

Vehicle: 2016 Chevrolet Tahoe
VIN: 1GNSKCKCXGR [REDACTED]
Ref SR: [REDACTED] [REDACTED]

Dear Ron Evans:

Thank you for assisting General Motors in the collateral exchange transaction for our mutual customer.

General Motors will issue a check in the amount of **\$67,171.79** made payable to ALLEN CADILLAC after receiving the completed repurchase paperwork, title and lien release.

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GKS2CKJ4HR [REDACTED]
New Vehicle Sales Price:	\$68,918.76
Used Vehicle Trade Value:	\$60,922.63
Trade Difference:	\$7,996.13
State Sales Tax:	\$5,347.40
Reg/Lic/Title Fees:	\$559.00
Miscellaneous State Fees:	\$37.75
Cash on Delivery (Paid by GM):	\$6,024.15
Document Fees:	\$80.00
Dealer Processing Fee:	(\$200 Paid by check, after receipt of documents.)

Not to be shown on new Bill of Sales:	
Substitution of Collateral Fee:	\$225.00

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Tuesday July 11, 2017. If you have any questions you may reach me at 866-802-6625 x1223.

ALLEN CADILLAC 117803 Management Agent's Signature and Title.

ALLEN CADILLAC 117803 Management Agent's Printed Name and Title.

★ [REDACTED]



As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. Using the figures above, the customer is required to bring:

Usage/depreciation	\$1,951.13
Upgrade	\$6,045.00
Total Customer Responsibility	\$7,996.13

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

ALLEN CADILLAC agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,
General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

* [REDACTED]



BILL OF SALE	
Purchase Price (New Unit)	\$68,918.76
State Sales Tax	\$5,347.40
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$559.00
New Aftermarket Items	\$0.00
State Fees	\$37.75
Fees	\$80.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$74,942.91
Trade-In Allowance	\$60,922.63
Loan Payoff	\$0.00
Net Allowance	\$60,922.63
Cash on Delivery (Paid by GM)	\$6,024.15
Total Balance Due	\$7,996.13
Amount to Dealer for additional Fees	\$225.00

New Vehicle VIN:
1GKS2CKJ4HR [REDACTED]

* [REDACTED]

**Case Number:** [REDACTED]**Originator Name:** Tracy Ehrlinger 866-802-6625 ext1108 tracy.ehrlinger@gmrvdchq.com**Created Date:** 07/20/2017**Vehicle Info*****VIN:** 1GNSKCKCXGR [REDACTED]**MSRP:** 0.0***TAC #:** [REDACTED]**Year:** 2016**Make:** Chevrolet**Model:** Tahoe**Vehicle Comments & TAC Explanation:**

Codes c025e sym06 and dealer already replaced booster valve. TAC advised to use Bulletin 01-00-89-010L, check for oil per PIT5361C, and suspect low vacuum pump output. Replace pump if necessary.

Date Reviewed with Customer:** 05/31/2017Repurchase Mileage:** 8638**Original Purchase Date:** 09/25/2016***Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person*** Names(s) on Title:** [REDACTED]*** Title State:** CA*** Primary Owner:** [REDACTED]*** Address** [REDACTED]*** City** Laguna Niguel*** State** CA*** ZIP Code:** [REDACTED]*** Day Phone:** [REDACTED]*** Home Phone:***** Cell Phone:** [REDACTED]*** E-mail:** [REDACTED]*** Fax Phone:***** Exec Init Repurchase:** N*** Reason Repurchase** Brakes inoperative.**UCC Codes** (H0106) Brakes - General - Inoperative**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien*** Company:** US Bank NA**Account #:** [REDACTED] ..**Contact or Attention:** Consumer Loan Servicing WI-OS-FCLS**Address** 1850 Osborn Ave**City** Oshkosh**State** WI**ZIP Code:** 54902**Day Phone:** (800)872-2657**Fax:****E-mail:****Original Selling Dealer***** Dealer #:** [REDACTED]**Dealer Name:** SIMPSON CHEVROLET OF IRVINE**Region:** 10**District:** 1114*** Phone:** (949) 457-2000**Fax:** (714) 690-5030*** Contact Name:** Lauren Schubert*** Contact Title:** CEM**E-Mail:****Repurchasing Dealer:***** Dealer #:** [REDACTED]**Dealer Name:** ALLEN CADILLAC**Region:** 10**District:** 1312*** Phone:** (949) 485-3700**Fax:** (949) 364-0110*** Contact Name:** Ron Evans*** Contact Title:** Sales Manager**E-Mail:** revans0413@gmail..**Repair***** Contact Name:***** Contact Title:****Vehicle Location:***** Dealer #:** [REDACTED]**Dealer Name:** ALLEN CADILLAC**Region:** 10**District:** 1312*** Phone:** (949) 485-3700**Fax:** (949) 364-0110*** Contact Name:** Ron Evans*** Contact Title:** Sales Manager**E-Mail:**



Case Number: [REDACTED]
Originator Name: Tracy Ehrlinger 866-802-6625 ext1108 tracy.ehrlinger@gmrvdchq.com
Created Date: 07/20/2017

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:**

Usage mileage fee assessed at 3,499 miles. Please let Lauren Schubert the CEM know what other steps the dealer sales department needs to take, if any paperwork regarding MSRP or the sales contract needs to be completed, the contact is Javier Morales at Simpson Chevrolet of Irvine. Follow standard California guidelines for rest of processing instructions.

Disposition:

Auction the vehicle.

*** Processing Instructions:**

Transaction Details

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

**Case Number:** [REDACTED]**Originator Name:** Kevin Carver 866-790-5700X5913577 kevin.carver@gm.com**Created Date:** 06/05/2017**Vehicle Info*****VIN:** 1GNSKCKCXGR [REDACTED]**Year:** 2016**MSRP:** 69835.0**Make:** Chevrolet***TAC #:** [REDACTED]**Model:** Tahoe**Vehicle Comments & TAC Explanation:**

Codes c025e sym06 and dealer already replaced booster valve. TAC advised to use Bulletin 01-00-89-010L, check for oil per PIT5361C, and suspect low vacuum pump output. Replace pump if necessary.

Date Reviewed with Customer:** 05/31/2017Repurchase Mileage:** 8638**Original Purchase Date:** 09/25/2016*** Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person*** Names(s) on Title:** [REDACTED] *** Title State:** CA*** Primary Owner:** [REDACTED]*** Address***** City** Laguna Niguel*** State** CA*** ZIP Code:** [REDACTED]*** Day Phone:** [REDACTED]*** Home Phone:***** Cell Phone:** [REDACTED]*** E-mail:** [REDACTED]*** Fax Phone:***** Exec Init Repurchase:** N*** Reason Repurchase** Service brake assist message on**UCC Codes** (H0106) Brakes - General - Inoperative**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien*** Company:** US Bank NA**Account #:****Contact or Attention:** Consumer Loan Servicing WI-OS-FCLS**Address** 1850 Osborn Ave**City** Oshkosh**State** WI**ZIP Code:** 54902**Day Phone:** (800)872-2657**Fax:****E-mail:****Original Selling Dealer***** Dealer #:** [REDACTED]**Dealer Name:** SIMPSON CHEVROLET OF IRVINE**Region:** 10**District:** 1114*** Phone:** (949) 457-2000**Fax:** (714) 690-5030*** Contact Name:** Lauren Schubert*** Contact Title:** Customer Experien.. **E-Mail:** LSchubert@simps..**Repurchasing Dealer:** -**Repair***** Contact Name:***** Contact Title:****Vehicle Location:** -

**Case Number:**

Originator Name: Kevin Carver 866-790-5700X5913577 kevin.carver@gm.com
Created Date: 06/05/2017

Transaction Details

Siebel Request #: [REDACTED] *** Disposition:** Auction
State: CA *** Type:** Trade - Collateral
Source: CA-CEC Voluntary
Replacement VIN: 1GNSKCKC1HF [REDACTED] Year: 2017 Make: Chevrolet Model: Tahoe
Compliance Date: **Compliance Type:**
MSRP: 71050.0 **Order #:**

Repurchase:*** Processing Instructions:**

Usage mileage fee assessed at 3,499 miles. Please let Lauren Schubert the CEM know what other steps the dealer sales department needs to take, if any paperwork regarding MSRP or the sales contract needs to be completed, the contact is Javier Morales at Simpson Chevrolet of Irvine. Follow standard California guidelines for rest of processing instructions.

Disposition:

Auction the vehicle.

*** Processing Instructions:****Transaction Details**

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

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

VEHICLE USE AUTOMOBILE	REGISTRATION VALID FROM 04/25/2016 TO 04/25/2017	VEHICLE NUMBER [REDACTED]	TYPE IT	OWNER NAME [REDACTED]
VEHICLE IDENTIFICATION NUMBER 1B4SKCKDXXG	MAKE CHEV	YEAR 2016	CLASS SM	SALES TAX 1.90
REGISTRATION UT	SALES TAX 2016	SALES TAX 46	SALES TAX 46	SALES TAX 10/08/2016
SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]
SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]

STICKER INSTRUCTIONS

1. REMOVE STICKER FROM BACK OF VEHICLE AND PLACE ON FRONT OF VEHICLE.
2. PLACE STICKER ON FRONT OF VEHICLE.
3. PLACE STICKER ON FRONT OF VEHICLE.
4. REMOVE STICKER FROM BACK OF VEHICLE AND PLACE ON FRONT OF VEHICLE.

LACUNA MIGUEL CA

L'ENHOLDER
US BK NA
PO BX 3427W 0000
R 0003
L 0006VEHICLE
IN THE STATE OF CALIFORNIA

ADD 100015 11 75000000 000

IMPORTANT INSTRUCTIONS ON REVERSE SIDE

CSK005-11154803

2017 TAHOE 4WD PREMIER
G1M BLUE VELVET METALLIC /V8G
H2X JET BLACK
ORDER NO. [REDACTED] /TRE STOCK NO.
VIN 1GN SKCK C1 HR228079
*****2875*****13*20095S
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [REDACTED]
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
CK15706 TAHOE 4WD PREMIER 65030.00 61128.20 INVOICE 02/01/17
C6A GVW RATING - 7,300 LBS N/C N/C SHIPPED 02/01/17
L83 ENGINE, 5.3L V8 ECOTEC3 N/C N/C EXP I/T 02/10/17
MYC TRANSMISSION, 6 SPD AUTOMATIC N/C N/C INT COM 02/10/17
NHT MAX TRAILERING PACKAGE: 500.00 455.00 PRC EFF 02/01/17
* REAR AXLE, 3.42 RATIO KEYS V1346 V1346
* TRAILER BRAKE CONTROLLER WFP-S QTR OPT-1
* TRANSFER CASE 2-SPEED BANK: ALLY - 061
PCJ SUN, ENTERTAINMENT, DESTINATION PACKAGE: 2885.00 2625.35 CHG-TO 20-095
* POWER SUNROOF SHIP WT: 5557
* REAR SEAT ENTERTAINMENT HP: 45.7
* ADD'L 9 MONTHS XM RADIO GVWR: 7300
S0P CONSOLE INSERT (DEALER 60.00 54.60 GAWR.FT: 3600
INSTALLED) GAWR.RR: 4300
UHS 8" DIAGONAL RECONFIGURABLE 850.00 773.50 EMPLOY: 64293.19
CLUSTER WITH HEAD UP DISPLAY SUPPLR: 66913.95
VQZ POLISHED EXHAUST TIP 135.00 122.85 NTR: 1/2
(DEALER INSTALLED) EMPINC: 4115.87
YF5 50-STATE EMISSIONS N/C N/C SUPINC: 1495.12
Y66 ADAPTIVE CRUISE CONTROL WITH 895.00 814.45
FORWARD AUTOMATIC BRAKING
1SZ SUN, ENTERTAINMENT AND 500.00- 455.00-
DESTINATIONS PACKAGE DISCOUNT

TOTAL MODEL & OPTIONS 69855.00 65518.95 ACT 237 64618.30
DESTINATION CHARGE 1195.00 1195.00 H/B 261 2095.65
DEALER IMR CONTRIBUTION 698.55 ADV 261 698.55
LMA GROUP CONTRIBUTION 698.55 EXP 65A 698.55

TOTAL 71050.00 68111.05 PAY 310 68111.05
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 65039.95

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

REMIT TO ALLY NO. 061
MARK CHRISTOPHER AUTO CENTER VIN 1GNSKCKC1HR [REDACTED]
\$ 68111.05 INV 1AD34348804
DUE 02/10/17 DEALER 20-095



21 AUTO CENTER DR
IRVINE, CA 92618
949-457-2000
www.SimpsonGM.com



SAF # ARD282740
EPA# CALX0414209

NAME	KIRK DAELEY	AGE	143	DATE	03/25/17
ADDRESS	TUNGSTEN ME		10		
PHONE	6,641		09/25/16		
VEHICLE MAKE/MODEL	16/CHEVROLET TRUCK/TAHOE/4DR 4WD				
VEHICLE COLOR	1 G N S K C K C X G R				
VEHICLE TYPE	03/25/17				
VEHICLE YEAR	MO: 6641				

TOTALS	
TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.S...	0.00
TOTAL MISC ENG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$ 0.00	

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

ROGER ABBOTT
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE

[Handwritten signature]

[Handwritten signature]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK



21 AUTO CENTER DR
IRVINE, CA 92618
949-457-2000
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PLATE: ARB029740
EPA# CAL020414205

CUSTOMER NO	ADVISOR	PLATE NO	TRAFFIC DATE	WARRANTY
	SANDOVAL MARTINEZ	31	02/20/17	
	LICENSE NO	MI/PAID	5,431	TUNGSTEN ME
	YEAR/MAKE/MODEL	DELIVERY DATE	09/25/16	DELIVERY MILES
LAGUNA NIGUEL, CA	16/CHEVROLET TRUCK/TAHOE/4DR 4WD			10
	VEHICLE ID NO	DELIVERY CENTER NO		PRODUCTIVITY DATE
	1 G N S K C K C X G R			
	PTC NO	PTC DATE	02/20/17	
PERFORMER NAME	BUSINESS PHONE	CUSTOMER		MO: 5432

LABOR & PARTS

JOB # 1-040216: TIRE INFLATION SERVICE HOURS: 0.00 TECH(S): 39. WARRANTY
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: TIRE PRESSURE MAY FLUCTUATE +/- 2 PSI
35/35
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 2-040217: BATTERY SERVICE HOURS: 0.00 TECH(S): 39. WARRANTY
CUSTOMER STATES SERVICE BRAKE LIGHT ON AGAIN. INSPECT AND ADVISE CHECK AND ADVISE CHECK HISTORY
VEHICLE HAD 14 LOW VOLTAGE CODES IN BCM.
BATTERY & CHARGING SYSTEM CHECK GOOD. ROAD TEST VEHICLE. NO DTCS IN ALL MODULES.

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.D.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 0.00

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

ROGER AZBOFF
SERVICE MANAGER

TOTAL INVOICE \$ 0.00

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE



21 AUTO CENTER DR
IRVINE, CA 92618
949-457-2000
www.SimpsonGM.com

CUSTOMER NO. [REDACTED]		ADVISOR MARK MAYO		AGE 53	WORK DATE 12/30/16	WORKER NO. [REDACTED]
[REDACTED]		LICENSE NO.		3,499	LOCATION TUNGSTEN ME	STOCK NO. [REDACTED]
LAGUNA NIGUEL, CA		YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/TAMAR/4DR 4WD			DELIVERY DATE 09/25/16	COUNTRY MILES 10
[REDACTED]		VIN 1GNSKCKCXGR [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		A/E NO.		FORM	IN DATE 12/30/16	
[REDACTED]		BUSINESS PHONE		COMMENTS		MT: 3499

LABOR & PARTS
JOB # 1 DISINFLATION (TIRE INFLATION SAVE) HOURS: 0.00 TECH(S): 39 0.00
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: TIRE PRESSURE MAY FLUCTUATE +/- 2 PSI
CARB 35/35
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 BRAKES HOURS: 0.50 TECH(S): 39 WARRANTY
CUSTOMER STATES THE MESSAGE "SERVICE BRAKE ASSIST MESSAGE" COMES ON
PERFORM ELECTRICAL DIAGNOSIS FOR DTC C025C Power Brake Booster Vacuum Sensor INTERMITTENT ELECTRICAL FAILURE
REPLACE Power Brake Booster Vacuum Sensor CLEAR CODES & ROAD TEST VEHICLE FOR 3 MILES TO CONFIRM REPAIRS 24410500 0390

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	23135228	PIPE 4.930 Y		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
+WALTER+

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK



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IRVINE, CA 92618
949-457-2000
www.SimpsonGM.com



2499 ARD252740
SPAT CALD00414209

CUSTOMER NAME [REDACTED]	ADVISOR MARK MAYO	FACTOR 53	INVOICE DATE 12/30/16	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO.	INVOICE 3,499	COLOR TUNGSTEN MF	BOOKING [REDACTED]
LAGUNA NIGUEL, CA [REDACTED]	YEAR, MAKE, MODEL 16/CHEVROLET TRUCK/TAMOF/4DR 4WD	DELIVERY DATE 09/25/16	DELIVERY DATE 09/25/16	DELIVERY DATE 09/25/16
	VEHICLE ID NO. 1GN5KCKCXGR [REDACTED]	DELIVERY DATE 12/30/16	DELIVERY DATE 12/30/16	DELIVERY DATE 12/30/16
PER SITE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	MO: 3499	
TOTALS.....				

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

DAVE BEST
SERVICE MANAGER

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

TOTAL INVOICE \$ 0.00

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK



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IRVINE, CA 92618
949-457-2000
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SAP# ARD282740
CPA# CALUC014209

CUSTOMER ID# [REDACTED]		ADVISOR SHOP TECH		TECH ID# 131	W/INVOICE DATE 10/20/16	INVOICE NO# [REDACTED]
[REDACTED]		LICENSE NO# [REDACTED]		PL/PAID	COLOR 100 TUNGSTEN ME	EXPIRATION DATE [REDACTED]
LAGUNA NIGUEL, CA [REDACTED]		YEAR MAKE/MODEL 16/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE 09/25/16		VEHICLE NO# 10
[REDACTED]		VIN [REDACTED]		BUILDING/DEMOP NO		PRODUCTION DATE
[REDACTED]		1 G N S K C K C X G R [REDACTED]		R/C DATE 10/18/16		
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: 101		

TOTALS

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.D.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

DAVE BEST
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLET/REVIEWS

CUSTOMER SIGNATURE

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

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

Buyer Name and Address (Including County and Zip Code) [REDACTED] LAGUNA NIGUEL CA [REDACTED] ORANGE	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] LAGUNA NIGUEL CA [REDACTED] ORANGE	Seller-Cred for (Name and Address) SIMPSON CHEVROLET OF IRVINE 21 AUTO CENTER DR IRVINE CA 92618 ORANGE

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU TAHOE	10	1GNSKCKCXGR [REDACTED]	☒ Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$3380.00
2.99 %	\$ 5112.25 (c)	\$ 64548.35 (e)	\$ 69660.60 (f)	\$ 78040.60 (g)
(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
59	1161.01	Monthly beginning 11/15/2016
N/A	N/A	N/A
One final payment:	1161.01	DUE ON 10/15/2021

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information, including information about nonpayment, default, any required repayment in U.S. 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	\$ 66915.00 (A)
1. Cash Price Vehicle	\$ 66915.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable):	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device(s)	
1. (paid to) N/A	\$ N/A (D1)
2. (paid to) N/A	\$ N/A (D2)
3. (paid to) N/A	\$ N/A (D3)
E. (Optional) Surface Protector Product(s)	
1. (paid to) N/A	\$ N/A (E1)
2. (paid to) N/A	\$ N/A (E2)
F. EV Charging Station (paid to) N/A	\$ N/A (F)
G. Sales Tax (on taxable items in A through F)	\$ 5359.60 (G)
H. Electronic Vehicle Registration or Transfer Charge	
(not a governmental fee) N/A	\$ 29.00 (H)

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	Cash Comp., Fire & Theft	N/A	Mos \$ N/A
\$ N/A	Cash Collision	N/A	Mos \$ N/A
Body Injury \$ N/A	Lim	N/A	Mos \$ N/A
Property Damage \$ N/A	Lim	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.

RECORD

Buyer X _____

Co-Buyer _____

Seller X _____

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in Item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. This is a part of this contract.

Term N/A Mos N/A

Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X _____

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

11 Company N/A	Term N/A Mos or N/A Miles
12 Company N/A	Term N/A Mos or N/A Miles
13 Company N/A	Term N/A Mos or N/A Miles
14 Company N/A	Term N/A Mos or N/A Miles
15 Company N/A	Term N/A Mos or N/A Miles

Buyer X _____

N/A	N/A	N/A
One final payment	1161.01	DUE ON 10/15/2021

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

Prepayment: If you pay early, you may be charged a maximum 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 repayment, default, any required repayment, and before the schedule of late, 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	\$ 56915.00 (A)
1. Cash Price Vehicle	\$ 56915.00
2. Cash Price Accessories	\$ N/A
3. Other (Not above)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device(s)	
1. (paid to) N/A	\$ N/A (D1)
2. (paid to) N/A	\$ N/A (D2)
3. (paid to) N/A	\$ N/A (D3)
E. (Optional) Surface Protection Product(s)	
1. (paid to) N/A	\$ N/A (E1)
2. (paid to) N/A	\$ N/A (E2)
F. EV Charging Station (paid to) N/A	\$ N/A (F)
G. Sales Tax (on taxable items in A through F)	\$ 5359.60 (G)
H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) DMV DESK	\$ 29.00 (H)
I. (Optional) Service Contract(s)	
1. (paid to) N/A	\$ N/A (I1)
2. (paid to) N/A	\$ N/A (I2)
3. (paid to) N/A	\$ N/A (I3)
4. (paid to) N/A	\$ N/A (I4)
5. (paid to) N/A	\$ N/A (I5)
J. Prior Credit or Lease Balance (if paid by Seller to Vehicle 1 N/A, Vehicle 2 N/A)	\$ N/A (J)
(see downpayment and trade-in calculation)	
K. (Optional) Debt Cancellation Agreement	\$ N/A (K)
L. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (L)
M. Other (paid to) N/A	\$ N/A (M)
For N/A	
N. Other (paid to) N/A	\$ N/A (N)
For N/A	
Total Cash Price (A through N)	\$72383.60 (1)
2. Amounts Paid to Public Officials	
A. Vehicle License Fees ESTIMATED	\$ 435.00 (A)
B. Registration/Transfer/Titling Fees ESTIMATED	\$ 101.00 (B)
C. California Title Fees	\$ 8.75 (C)
D. Other N/A	\$ N/A (D)
Total Official Fees (A through D)	\$ 544.75 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance)	\$ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee	\$ N/A (4)
5. Subtotal (1 through 4)	\$72928.35 (5)
6. Total Downpayment	
A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s))	\$ N/A (A)
Vehicle 1 \$ N/A, Vehicle 2 \$ N/A	
B. Total Less Prior Credit or Lease Balance (if)	\$ N/A (B)
Vehicle 1 \$ N/A, Vehicle 2 \$ N/A	
C. Total Net Trade-In (A-B) (indicate if negative number)	\$ N/A (C)
Vehicle 1 \$ N/A, Vehicle 2 \$ N/A	
D. Deferred Downpayment Payable to Seller	\$ N/A (D)
E. Manufacturer's Rebate	\$ 8380.00 (E)
F. Other N/A	\$ N/A (F)

Buyer X	
Co-Buyer	
Seller X	

OPTIONAL DEBT CANCELLATION AGREEMENT: A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. This is a part of this contract.

Term N/A Mos. N/A

Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I

11 Company N/A	Term N/A Mos. or N/A Miles
12 Company N/A	Term N/A Mos. or N/A Miles
13 Company N/A	Term N/A Mos. or N/A Miles
14 Company N/A	Term N/A Mos. or N/A Miles
15 Company N/A	Term N/A Mos. or N/A Miles

Buyer X

Trade-In Vehicle(s)	
1. Vehicle 1	
Year N/A	Make N/A
Model N/A	Odometer N/A
VIN N/A	
a. Agreed Value of Property	\$ N/A
b. Buyer/Co-Buyer Retained Trade Equity	\$ N/A
c. Agreed Value of Property Being Traded-In (a-b)	\$ N/A
d. Prior Credit or Lease Balance	\$ N/A
e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity)	\$ N/A
2. Vehicle 2	
Year N/A	Make N/A
Model N/A	Odometer N/A
VIN N/A	
a. Agreed Value of Property	\$ N/A
b. Buyer/Co-Buyer Retained Trade Equity	\$ N/A
c. Agreed Value of Property Being Traded-In (a-b)	\$ N/A
d. Prior Credit or Lease Balance	\$ N/A
e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity)	\$ N/A
Total Agreed Value of Property Being Traded-In (1c+2c)	\$ N/A *
Total Prior Credit or Lease Balance (1d+2d)	\$ N/A *
Total Net Trade-In (1e+2e)	\$ N/A *
(*See item 6A-6C in the Itemization of Amount Financed)	

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

SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant

1. (a) Paid to: N/A \$ N/A (J1)
 2. (a) Paid to: N/A \$ N/A (J2)
 3. (a) Paid to: N/A \$ N/A (J3)
 4. (a) Paid to: N/A \$ N/A (J4)
 5. (a) Paid to: N/A \$ N/A (J5)
 6. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A \$ N/A (J)
 (see downpayment and trade-in calculation)
 K. (Optional) Debt Cancellation Agreement \$ N/A (K)
 L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (L)
 M. Other (paid to) N/A \$ N/A (M)
 For N/A
 N. Other (paid to) N/A \$ N/A (N)
 For N/A
 Total Cash Price (A through N) \$ 72383.60 (1)
 2. Amounts Paid to Public Officials
 A. Vehicle License Fees ESTIMATED \$ 435.00 (A)
 B. Registration/Transfer/Titling Fees ESTIMATED \$ 101.00 (B)
 C. California Title Fees \$ 8.75 (C)
 D. Other N/A \$ N/A (D)
 Total Official Fees (A through D) \$ 544.75 (2)
 3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance) \$ N/A (3)
 4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee \$ N/A (4)
 5. Subtotal (1 through 4) \$ 72928.35 (5)
 6. Total Downpayment
 A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)). \$ N/A (A)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 B. Total Less Prior Credit or Lease Balance (e) \$ N/A (B)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 C. Total Net Trade-In (A-B) (indicate if negative number) \$ N/A (C)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A
 D. Deferred Downpayment Payable to Seller \$ N/A (D)
 E. Manufacturer's Rebate \$ 8380.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card \$ N/A (G)
 Total Downpayment (C through G) \$ 8380.00 (6)
 (If negative, enter zero on line 6 and enter the amount, less than zero as a positive number on line 11 above)
 7. Amount Financed (5 less 6) \$ 54548.35 (7)

Year N/A Make N/A
 Model N/A Odometer N/A
 VIN N/A
 a. Agreed Value of Property \$ N/A
 b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
 c. Agreed Value of Property
 Being Traded-In (a-b) \$ N/A
 d. Prior Credit or Lease Balance \$ N/A
 e. Net Trade-In (c-d) (must be ≥ 0
 for buyer/co-buyer to retain equity) \$ N/A
 2. Vehicle 2
 Year N/A Make N/A
 Model N/A Odometer N/A
 VIN N/A
 a. Agreed Value of Property \$ N/A
 b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
 c. Agreed Value of Property
 Being Traded-In (a-b) \$ N/A
 d. Prior Credit or Lease Balance \$ N/A
 e. Net Trade-In (c-d) (must be ≥ 0
 for buyer/co-buyer to retain equity) \$ N/A
 Total Agreed Value of Property
 Being Traded-In (1c+2c) \$ N/A
 Total Prior Credit or Lease
 Balance (1d+2d) \$ N/A
 Total Net Trade-In (1e+2e) \$ N/A
 (*See item 6A-6C in the Itemization of Amount Financed)

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

Agreement to Arbitrate: By signing below, you agree that pursuant to the Arbitration Provision on the reverse side of this contract, you or we may need to resolve any dispute by neutral, binding arbitration and not by a court.
 Buyer Signs X
 Co-Buyer Signs X

Trade-In Payoff Agreement: Seller relies on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

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

Buyer Signature X Co-Buyer Signature X

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

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 **MUST BE SIGNED BY BOTH PARTIES**. No oral changes are binding.

Buyer Signs X Co-Buyer Signs BY

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign, then the signatures of the Seller's Right to Cancel appear on the back of the Seller then the Seller has the right to assign this contract.

Buyer X Co-Buyer X

THE FINANCIAL PRODUCT LIABILITY INSURANCE COVERAGE PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOU ARE COVERED, PLEASE CALL THE FINANCIAL PRODUCT LIABILITY INSURANCE COVERAGE HOTLINE AT 1-800-368-6868.

less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). Seller will refund to you any coverage Seller receives from your prior lender(s) or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X/A

Co-Buyer Signature X/A

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable 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 **MUST BE SIGNED BY BOTH PARTIES.** No oral changes are binding.

Buyer Signs X

Co-Buyer Signs BY

SELLER'S RIGHT TO CANCEL. Buyer and Co-Buyer signify the provisions of the Seller's Right to Cancel, set forth on the back of this contract, and the Seller's duty to cancel, if Seller is not assigned this contract.

Buyer X

Co-Buyer X

THE MINIMUM PUBLIC LIABILITY VEHICLE COVERAGE PROVIDED BY 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.

YOUR PERSONAL POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPAIRMENT 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.

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N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or other 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 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 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

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X

Address

GUARANTEE: 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 money as set. Each Guarantor will be liable for the total amount being owed. 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 not owe this to Buyer. (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 complete copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X

Date

Guarantor X

Date

Address

Address

Seller Signs IMPSON CHEVROLET OF IRVINE

Date 1/10/16 By X

Title

LAW FORM NO. 553-CA-ARB (Rev. 1/15)

Print the Name of the Company to Which you wish to assign this form to: IMPSON CHEVROLET OF IRVINE

Print the Name of the Guarantor, Endorser or Assignor, and to Content on this form for purposes of this form: IMPSON CHEVROLET OF IRVINE

ORIGINAL LIENHOLDER

2016 TAHOE 4WD LTZ
GXG TUNGSTEN METALLIC /V8G
H2X JET BLACK
ORDER NO. [REDACTED]/TRE STOCK NO.
VIN 1GN SKCK CX GR470920
*****9661*****13*23145S
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [REDACTED]
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
CK15706 TAHOE 4WD LTZ 64740.00 60208.20 INVOICE 08/25/16
C6A GVW RATING - 7,300 LBS N/C N/C SHIPPED 08/25/16
L83 ENGINE, 5.3L V8 ECOTEC3 N/C N/C EXP I/T 09/07/16
MYC TRANSMISSION, 6 SPD AUTOMATIC N/C N/C INT COM 09/07/16
NHT MAX TRAILERING PACKAGE: 500.00 455.00 PRC EFF 08/25/16
* REAR AXLE, 3.42 RATIO KEYS V3332 V3332
* TRAILER BRAKE CONTROLLER WFP-S QTR OPT-1
* TRANSFER CASE 2-SPEED BANK: GM FINANCI
PCJ SUN, ENTERTAINMENT, DESTINATIO 2760.00 2511.60 CHG-TO 23-145
PACKAGE:
* POWER SUNROOF SHIP WT: 5560
* REAR SEAT ENTERTAINMENT HP: 45.7
* ADD'L 9 MONTHS XM RADIO GVWR: 7300
SFE WHEEL LOCKS (DEALER INSTALLED) 70.00 63.70 GAWR.FT: 3600
UHS 8" DIAGONAL RECONFIGURABLE 875.00 796.25 GAWR.RR: 4300
CLUSTER WITH HEAD UP DISPLAY EMPLOY: 62601.91
VRS CARGO SHADE (DLR INSTALLED) 195.00 177.45 SUPPLR: 65152.20
VV4 4G LTE WI-FI(R) HOTSPOT WITH 0.00 0.00 NTR: 1/2
LIMITED DATA TRIAL AND MORE. DAN: LTZ01
(SUBJECT TO TERMS SEE EMPINC: 3978.40
ONSTAR.COM) SUPINC: 1428.11
YF5 50-STATE EMISSIONS N/C N/C
1SZ SUN, ENTERTAINMENT AND 500.00- 455.00-
DESTINATIONS PACKAGE DISCOUNT

TOTAL MODEL & OPTIONS 68640.00 63757.20 ACT 237 62893.00
DESTINATION CHARGE 1195.00 1195.00 H/B 261 2059.20
DEALER IMR CONTRIBUTION 686.40 ADV 261 686.40
LMA GROUP CONTRIBUTION 686.40 EXP 65A 686.40

TOTAL 69835.00 66325.00 PAY 310 66325.00
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 63294.70

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.

SIMPSON CHEVROLET OF IRVINE

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

VEHICLE USE AUTOMOBILE		REGISTRATION VALID FROM 04/25/2016 TO 04/25/2017		VEHICLE IDENTIFICATION NUMBER [REDACTED]	ENGINE NUMBER [REDACTED]
VEHICLE IDENTIFICATION NUMBER 104SKCKKX080	MAKE CHEV	VEHICLE CLASS SM	YEAR 2016	TYPE 1.0	DATE EXPIRED 10/08/2018
REGISTRATION CODE UT	YEAR FIRST SOLD 2016	VEHICLE AGE 0	VEHICLE WEIGHT 4	VEHICLE LENGTH 10/08/2016	TOTAL DUES AND FEES \$ 536.08
SALES TAX [REDACTED]	REGISTRATION [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]

STICKER INSTRUCTIONS

1. STICKER MUST BE PLACED ON THE FRONT OF THE VEHICLE, NOT ON THE REAR OR SIDE.
2. THE STICKER MUST BE PLACED ON THE FRONT OF THE VEHICLE, NOT ON THE REAR OR SIDE.
3. PLACE THE STICKER ON THE FRONT OF THE VEHICLE, NOT ON THE REAR OR SIDE.
4. THE STICKER MUST BE PLACED ON THE FRONT OF THE VEHICLE, NOT ON THE REAR OR SIDE.

LACUNA MIGUEL CA [REDACTED]

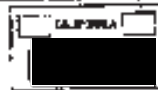
LETHOLDER
US BK NA
PO BOX 3427

CSK005-11154823



W 00000
R 00043
L 00426

VEHICLE
IN THE REGISTRATION



ADD 100015 11 3768225 806

REGISTRATION INSTRUCTIONS ON REVERSE SIDE

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number

Customer Name

Worksheet Filled Out By:

Michael Gibson

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1GNSKCKCXGR

Date:

July 20, 2017

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE					
1	Usage		1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$0.00		
2	Lemon Law usage must be calculated for every case. Only fill out USAGE CHARGED section if case originator instructions differ from LL.		2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$10,761.01		
3			Reg./Lic./Title Fees	\$0.00	3	Reg/Lic/Title Fees (leases only)	\$0.00			
4			State Fees	\$0.00	4	Tax (leases only)	\$0.00			
5			USAGE USING LEMON LAW		5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00
6	Usage Using Base Price		6	Sales Tax	\$5,359.60	6	Other-Explain	\$0.00		
7			Finance Charges	\$0.00	7	Other-Explain	\$0.00			
8			Base Price/Total Repurch Price	\$66,915.00	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9			Mileage	3,499	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10	Denominator	120,000	10	Total Purchase Price	\$5,359.60	10	Total Additions	\$10,761.01		
11	Usage	\$1,951.13	11			11				
12	Usage Using Cents/Mile		12	* Usage/Depreciation	\$1,951.13	12	* Usage/Depreciation	\$1,951.13		
13			Damage	\$0.00	13	Damage	\$0.00			
14			Mileage	0	14	Late charges	\$0.00	14	Late charges	\$0.00
15			Cents per mile	\$0.000	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Usage	\$0.00	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00		
17			17	Incentives	\$0.00	17	Incentives	\$0.00		
18	USAGE CHARGED		18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00		
19			Other-Explain	\$0.00	19	Extended Service Contract	\$0.00			
20			Usage - Negotiated	\$0.00	20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21				21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00	
22	Usage Using Base Price		22	Total Deductions	\$1,951.13	22	Total Deductions	\$1,951.13		
23			Base Price/Total Repurch Price	\$0.00	23					
24			Mileage	0	24	Repurchase Subtotal	\$3,408.47	24	Total Refund to Customer	\$8,809.88
25			Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$55,370.11
26	Usage	\$0.00	26	Total Refund to Customer	\$3,408.47	26	(GMAC=DL quote) good thru 8/20/17			
27	Usage Using Cents/Mile		27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00		
28			Total Repurchase	\$3,408.47	28	Total Repurchase	\$64,179.99			
29			Mileage	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30			Cents per mile	\$0.000	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00
31	Usage	\$0.00	31	Projected Loss	\$3,408.47	31	Projected Loss	\$64,179.99		

PURCHASE PRICE (before t/t/t)	\$ 66,915.00	TRADE ALLOWANCE		LEMON LAW COMPARISON
MSRP (FROM BARS INVOICE)	\$ 69,835.00	PAYOFF OF TRADE	\$ -	
DIFFERENCE	\$ (2,920.00)	DIFFERENCE	\$ -	
if positive look for over allowance		if negative=negative equity		
		TRADE ALLOWANCE	\$ -	
PURCHASE PRICE	\$ 66,915.00	ACV OF TRADE		
INCENTIVE* (from BARS)	\$ 8,380.00	DIFFERENCE	\$ -	
OVERALLOWANCE	\$ -	ACV=actual cash value		
ACTUAL PRICE	\$ 58,535.00			

[illegible]

STANDARD TRADE REPURCHASE WORKSHEET				
File Number	Customer Name	Worksheet filled out by:		
██████████	██████████ or ██████████	Michael Gibson		
Old Vehicle VIN:	New Vehicle VIN:	Date:		
1GNSKCKCXGR██████████	1GNSKCKC1HR██████████	June 16, 2017		
TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$64,538.30	G	237 cost 64618.3	
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$251.58	N	7.75% tax on trade diff, doc	
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$530.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$80.00	L	Doc fee	
State Fees	\$37.75	M	CVR and tire fee	
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$225.00		SOC fee	
Total Replacement Price	\$65,662.63			
State Sales Tax	\$0.00			
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	\$1,951.13	M	3499 miles	
Damage	\$0.00	E		
MSRP Upgrade	\$1,215.00	R		
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
Total Customer Cost	\$3,166.13			
Trade Repurchase Amount	\$62,496.50			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$62,496.50			
Less Dealer Contribution to GM	\$0.00		MSRP DIFFERENCE	
(30-day) Lien Payoff	\$0.00		OLD MSRP	\$69,835.00
Good Through (mm/dd/yy)			NEW MSRP	\$71,050.00
Dealer Due to GM	NA		DIFFERENCE	\$1,215.00
GM Due to Dealer	\$62,496.50		LEMON LAW COMPARISON	
			USAGE PER LEMON LAW	\$0.00
			USAGE CHARGED	\$1,951.13
NADA (Legal Only)	\$0.00		UPGRADE PER LEMON LAW	\$0.00
Est. Auction Price (Legal Only)	\$0.00		UPGRADE CHARGED	\$1,215.00
Projected (Loss)	-\$62,496.50		TOTAL LEMON LAW VARIANCE	-\$3,166.13
			Form Rev June 1, 2017	

BILL OF SALE	
Purchase Price (New Unit)	\$64,538.30
State Sales Tax	\$251.58
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$530.00
New Aftermarket Items	\$0.00
State Fees	\$37.75
Fees	\$80.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$65,437.63
Trade-In Allowance	\$61,372.17
Loan Payoff	\$0.00
Net Allowance	\$61,372.17
Cash on Delivery (Paid by GM)	\$899.33
Total Balance Due	\$3,166.13
Amount to Dealer for additional Fees	\$225.00
<u>New Vehicle VIN:</u>	
1GNSKCKC1HR	
Form Rev 11/11/2005	

STANDARD TRADE REPURCHASE WORKSHEET				
File Number	Customer Name	Worksheet filled out by:		
██████████	██████████ or ██████████	Michael Gibson		
Old Vehicle VIN:	New Vehicle VIN:	Date:		
1GNSKCKCXGR ██████████	1GKS2CKJ4HR ██████████	July 6, 2017		
TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$68,918.76	G	237 cost 68998.76	
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$5,347.40	N	7.75% tax on purchase price and doc fee	
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$559.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$80.00	L	Doc fee	
State Fees	\$37.75	M	CVR and tire fee	
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$225.00		SOC fee	
Total Replacement Price				
	\$75,167.91			
State Sales Tax	\$0.00			
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	\$1,951.13	M	3499 miles	
Damage	\$0.00	E		
MSRP Upgrade	\$6,045.00	R		
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
Total Customer Cost				
	\$7,996.13			
Trade Repurchase Amount				
	\$67,171.79			
Attorney Fees	\$0.00			
Total Repurchase Amount				
	\$67,171.79			
Less Dealer Contribution to GM	\$0.00		MSRP DIFFERENCE	
			OLD MSRP	\$69,835.00
			NEW MSRP	\$75,880.00
(30-day) Lien Payoff	\$0.00		DIFFERENCE	\$6,045.00
<i>Good Through (mm/dd/yy)</i>			LEMON LAW COMPARISON	
Dealer Due to GM	NA		USAGE PER LEMON LAW	\$0.00
GM Due to Dealer	\$67,171.79		USAGE CHARGED	\$1,951.13
			UPGRADE PER LEMON LAW	\$0.00
NADA (Legal Only)	\$0.00		UPGRADE CHARGED	\$6,045.00
Est. Auction Price (Legal Only)	\$0.00		TOTAL LEMON LAW VARIANCE	-\$7,996.13
Projected (Loss)	-\$67,171.79			

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BILL OF SALE	
Purchase Price (New Unit)	\$68,918.76
State Sales Tax	\$5,347.40
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$559.00
New Aftermarket Items	\$0.00
State Fees	\$37.75
Fees	\$80.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$74,942.91
Trade-In Allowance	\$60,922.63
Loan Payoff	\$0.00
Net Allowance	\$60,922.63
Cash on Delivery (Paid by GM)	\$6,024.15
Total Balance Due	\$7,996.13
Amount to Dealer for additional Fees	\$225.00
<u>New Vehicle VIN:</u>	
1GKS2CKJ4HR	
Form Rev 11/11/2005	