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

PE18-012

GM

3-27-2019

Q3

[redacted]

FAX COVER SHEET

TO	
COMPANY	
FAXNUMBER	18669622868
FROM	Nick Mushegovich
DATE	2017-09-20 23:34:25 GMT
RE	RE: [redacted] vs GM

COVER MESSAGE

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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[redacted]

CALIFORNIA LEMON LAWYERS
A PROFESSIONAL CORPORATION
15250 VENTURA BLVD., SUITE 1220
SHERMAN OAKS, CALIFORNIA 91403
TEL: (818) 995-0100
FAX: (818) 995-0160
Mark.Charles@CALemonLawyer.com
Nick.Agh@CALemonLawyer.com

FACSIMILE COVER PAGE

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To:	General Motors Corporation	**From:**	California Lemon Lawyers
Fax:	(866) 962-2868	**Fax:**	(818) 995-0160
Phone:	(800) 222-1020	**Date:**	9/20/2017
Re:	LEMON LAW CLAIM		24 pages including cover

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

RE:

Client: [redacted]
Vehicle: 2016 CHEVROLET SILVERADO
VIN: 3GCPCREC0GG[redacted]

CALIFORNIA LEMON LAWYERS
A PROFESSIONAL CORPORATION
15250 VENTURA BLVD., SUITE 1220
SHERMAN OAKS, CALIFORNIA 91403
TEL: (818) 995-0100
FAX: (818) 995-0160
Mark.Charles@CALemonLawInfo.com
NickA@CALemonLawInfo.com

September 20, 2017

VIA FACSIMILE (866) 962-2868 & CERTIFIED MAIL

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: LEMON LAW CLAIM
Client: [redacted]
Vehicle: 2016 CHEVROLET SILVERADO
VIN: 3GCPCREC0GG[redacted]

Dear Sir or Madam:

Please be advised that this law firm has been retained by [redacted] to enforce his legal rights and claims with regard to the above-identified motor vehicle. These claims relate to the Song-Beverly Consumer Warranty Act (Lemon Law), California Civil Code section 1790 *et seq.*, including the Tanner Consumer Protection Act, California Civil Code section 1793.22. Since there have been numerous unsuccessful attempts to correct various vehicle operational problems, we hereby request that your company repurchase the subject vehicle.

This vehicle suffers from numerous serious defects and nonconformities to warranty; the most serious and repetitive are the major Engine failures that have caused loss of power and unsafe drivability concerns. Additionally, the ABS brake system of this vehicle has completely failed, threatening life and safety of our client. Due to these and other nonconformities, this vehicle has been subject to numerous unsuccessful repair attempts and accompanying extensive loss of use which have substantially impaired Mr. [redacted] ability to utilize and enjoy his vehicle.

Accordingly, you are required by law to "promptly make restitution to the buyer" (Cal. Civ. Code, § 1793.2(d)(2)). Furthermore, failure to promptly make restitution will trigger the civil penalty provisions set forth within Civil Code sections 1794(c) and 1794(e) (1).

At this time, our client is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of this vehicle, including restitution, in the following amount:

Amount paid at purchase:	$2,500.00
Monthly payments of $613.26 from 04/2016 through 11/2017:	$12,020.34
Registration/license fee:	$533.00
TOTAL RECOVERABLE EXPENDITURES:	$15,298.20
Less mileage offset (7,272/120,000 *39,914.12):	-$2,418.80
SUBTOTAL:	$12,879.40
Costs and attorney's fees:	$3,500.00
TOTAL:	**$16,379.40**

The above figures may be adjusted based on the length of time necessary to conclude this matter. Additionally, General Motors Corporation will be required to completely extinguish all outstanding liens against [redacted] vehicle. Subject vehicle's current registration, purchase agreement, and all available repair orders are enclosed for your review.

Please refrain from contacting our client, since he desires that you direct any and all communications to our office. If we do not hear from you by October 23, 2017, we will assume that General Motors Corporation has denied this claim and Mr. [redacted] will be left with no alternative but to initiate further legal proceedings.

Very truly yours,

[redacted]MON LAWYERS, APC

[redacted]

Attorney at Law

Enclosures: *Registration*
Purchase Agreement
Repair Orders

Buyer Name and 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
					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 $
%	$ (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		
		Monthly beginning
One final payment		

Late Charge. If a payment is more than 10 days late, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off 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 $ (A)
     - 1. Cash Price Vehicle $
     - 2. Cash Price Accessories $
     - 3. Other (Nontaxable)
       - Describe $
       - Describe $
   - B. Documentary Processing Charge (not a government fee) $ (B)
   - C. Emissions Testing Charge (not a government 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 Protector Product (to whom paid) $ (G)
   - H. (Optional) Surface Protector Product (to whom paid) $ (H)
   - I. Electronic Stamp (to whom paid) $ (I)
   - J. Sales Tax (on taxable items in A through I) $ (J)
   - K. Electronic Vehicle Registration or Transfer Charge (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 (lienholder's name and account number) $ (Q)
   - R. Optional Gap Contract (to whom paid) $ (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ (S)
   - T. Other (to whom paid) For $ (T)

   Total Cash Price (A through T) $
2. Amounts Paid to Public Officials
   - A. Motor License Fees $ (A)
   - B. Registration/Transfer/Titling Fees $ (B)
   - C. California Tire Fees $ (C)
   - D. Other $ (D)

   Total Officials' Fees (A through D) $

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		$

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 coverage) (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X

If you purchase a limited (less-than-comprehensive) physical damage insurance coverage, it may not protect you against all risks.

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			$ (S)

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 the 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 date of the due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date X Buyer Sign Above Age
Date X Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract pays certain loan amounts you owe that a motor vehicle insurer will not pay (usually, the difference between the actual cash value of your vehicle and the unpaid balance of your loan/lease). 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

Model ____ Odom ____ ____

VIN ____

B. Less Prior Credit or Lease Balance (-) $ ____ (B)

C. Net Trade-In (A less B) (indicate '-' if negative number) $ ____ (C)

D. Deferred Downpayment $ ____ (D)

E. Manufacturer's Rebate $ ____ (E)

F. Other ____ $ ____ (F)

G. Cash $ ____ (G)

Total Downpayment (C through G) $ ____ (H)

(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) $ ____ (I)

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 ____

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 $ ____ $ ____

Item this Loan is shown in Item 6C.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

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

Buyer Signs X ____

Co-Buyer Signs X ____

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 ____ 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 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.

WARNING:

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

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

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X ____ X ____

Trade-In Payoff Agreement: Seller relied on information from you about the remaining amount you owe on your trade-in vehicle to arrive at the payoff amount shown in Item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee, if the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Exceptions 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 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 ____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor unconditionally 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 the Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notice 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 ____

LAW FORM NO. 553-CA-ARB [illegible]

[illegible] THE PRINTED TERMS OF THIS FORM [illegible]

CUSTOMER/TRUTH IN LENDING COPY

[redacted]

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 **********

[redacted]

REGISTRATION CARD VALID FROM: 03/31/2017 TO: 03/31/2018

MAKE	YR MODEL	YR 1ST SOLD	VEH CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2016	LH	32P	LB	[redacted]

BODY TYPE MODEL	YR	MO	AX	VIN	VEHICLE ID NUMBER
PK	G	YP	2	E [redacted]	3GCPCREC0GG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CO/ALLOC	FEE PAID	REG	STICKER ISSUED
COMMERCIAL	03/29/17	19	03/29/17	8	[redacted]

PR EXP DATE: 03/31/2017

REGISTERED OWNER

[redacted]

AMOUNT DUE $ 533.00

AMOUNT PAID	
$ 533.00	CASH :
	CHCK : 533.00
	CRDT :

LIENHOLDER

ALLY FNCL
PO BX 9129

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 02:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/30/2016 Customer Comments: No

---

A CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.50		11.88

Tech(s): 100615

19330000	1 (S)FILTER		4.73
19259487	9 0W20 DEXOS OIL		33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line A: 50.00

Story: 7272 PERFORM SERVICE 50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.

B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING

MISC	IZERO	MISCELLANEOUS	0.00	0.00

Tech(s): 100615

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

Story: 7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.

C General Concern- customer states bed of truck is not lined up-

General	IZERO	General Concern- customer states bed of truck is not lined up-	0.00	0.00

Tech(s): 100615

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

Story: 7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS,	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact:1[redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272
Service advisor: 100451
Tag number: [redacted]

Payment type: CASH
Promised time: 02:00 PM
Promised date: 08/30/2016

Waiter: No
Estimate: 0.00
Customer Comments: No

WIPER BLADES &
UNDERCARRIAGE FOR
MAJOR FLUID LEAK

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE IZERO TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATES THERE IS A SQUEALING NOISE WHEN ENGINE IS RUNNING, SOUNDS LIKE BELT DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 200144
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 13567 COULD NOT DUPLICATE. NO NOISES HEARD.

B 16007-02: Safety Recall - Frontal Airbag and Pretensioner Non Deploy

9102276	W	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	0.30	36.09

Tech(s): 200144
Pts: 0.00 Lbr: 36.09 Other: 0.00 Total Line B: 36.09
Story: 13567 9102276 30 REPROGRAMMED SDM PER RECCALL

C RADIO SOFTWARE UPDATE. LAST TIME WE TOLD CUSTOMER THERE WAS AN UPDATE FOR AUTO PLAY.

MISC	W	MISCELLANEOUS	0.40	48.12

Tech(s): 200144
Pts: 0.00 Lbr: 48.12 Other: 0.00 Total Line C: 48.12
Story: 13567 4594392 40 REPROGRAMMED HMI PER DOCUMENT #4426168

D CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.30	11.88

Tech(s): 100600

19330000	1 (S)FILTER	4.73
19259487	9 0W20 DEXOS OIL	33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line D: 50.00
Story: 13567 30 REPLACED ENGINE OIL AND FILTER , NO ROTATION HAS BEEN PERFORMED THIS IS REAR WHEEL DRIVEN AND THE BEST PAIR IS ALREADY ON THE REAR END.

E CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	CP	CUSTOMER REQUESTED COMPLIMENTARY	0.00	0.00

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE CP TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 13567 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted]
Vehicle: 3GCPCREC0GG[redacted] Main: [redacted]
2016 SILV15 GAN/Silver Cell: [redacted] Copy

Mileage: 16,015
Service advisor: 100471
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 06/05/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING

WAR W GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE 2.80

Tech(s): 100488

CR CTA #225 (RA #4661) DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE 336.87

12669488	1 (S)PUMP	84.00
23135228	1 (S)PIPE	169.48
23135220	1 (S)BOOSTER	51.27
20925765	1 (S)CYLINDER	111.24
19329448	2 FLUID	97.93

Pts: 447.16 Lbr: 336.87 Other: 84.00 Total Line A: 17.24 868.03

Story: 16015 VACUUM PUMP LEAKING INTERNALLY 2480118 280 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI IZERO CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK 0.00 0.00

Tech(s): 100488

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

C TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE CP TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100488

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 16,015
Service advisor: 100471
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 06/05/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
Story: 16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell: [redacted]
Vehicle: 3GCPCREC0GG [redacted] 2016 SILV15 GAN/Silver

Mileage: 17,950
Service advisor: 100451
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 08/07/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATES CHECK ENGINE LIGHT IS ON DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 17950 SEE LINE C

B GUEST STATES VEHICLE WONT GO PAST 1ST GEAR DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00
Story: 17950 SEE LINE C

C GUEST STATES VEHICLE REVS HIGH DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	4.50	541.40

Tech(s): 100450

CR	CTA#241 RA #5004		126.00
24236933	1	(S)FILTER KIT	39.72
24272475	1	(S)SEAL KIT	86.60
19286293	10	ATF DEXRON VI FLUID	45.40
HZW	10	HAZARDOUS WASTE OIL	0.00
23135703	1	(S)SEAL	3.22
24237658	2	(S)SEAL	8.28
15796802	1	(S)SEAL	4.35
24219390	1	(S)SEAL	4.34
24238004	1	(S)HUB	94.14

Pts: 286.05 Lbr: 541.40 Other: 126.00 Total Line C: 953.45

Story: 17950 4-5-6 CLUTCH HUB AND SHAFT SHEARED, SHAFT DISCONNECTED FROM HUB 8468030 450 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Vehicle: 3GCPCREC0GG [redacted] 2016 SILV15 GAN/Silver Cell: [redacted]

Mileage: 17,950
Service advisor: 100451
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 08/07/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 18,109 Payment type: CASH Waiter: No
Service advisor: 100525 Promised time: 04:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/21/2017 Customer Comments: No

---

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"

TOW-IN	IZERO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"	0.00	0.00

Tech(s): 99
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE

GENERAL	IZERO	GENERAL CONCERN	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00
Story: 18109 SEE LINE C

C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE

GENERAL	W	GENERAL CONCERN	5.00	601.55

Tech(s): 100450

CR	CTA#241 (RA#5079)		126.00
24224169	1 (S)PISTON		24.54
19286293	10 ATF DEXRON VI FLUID		45.40
HZW	10 HAZARDOUS WASTE OIL		0.00

Pts: 69.94 Lbr: 601.55 Other: 126.00 Total Line C: 797.49
Story: 18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732 500 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.

D TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00
Story: 18109 COMPLETED. FRONT 42 PSI REAR 42 PSI

Customer Pay

[redacted]

INVOICE

18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE							
	CAUSE: WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE							
	100488 W							(N/C)
	CR CTA #225 (RA #4661)							(N/C)
	1 12669488 (S)PUMP							(N/C)
	1 23135228 (S)PIPE							(N/C)
	1 23135220 (S)BOOSTER							(N/C)
	1 20925765 (S)CYLINDER							(N/C)
	2 19329448 FLUID							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:								0.00
	16015 VACUUM PUMP LEAKING INTERNALLY 2480118 2.80 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532							
	**********							
B	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK							
	CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS. PLEASE SEE ATTACHED REPORT.							
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK							
	100488IZERO							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:								0.00

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

A SoCAL PENSKE DEALERSHIP
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -5pm Sat. 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	TIRE PRESSURE CHECK AND INFLATION SERVICE						
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE						
	100488		CP		0.00		0.00

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

16015 COMPLETED FRONT 35 PSI REAR 35 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TROLY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

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

Notice to Consumer: Please read important information on back.

BAR# AR0000262764 EPA# CAL000354660

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[redacted]

INVOICE

19605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1575 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GC[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

HUB 8468030 4.50 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375239, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77F 2B9D822 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION, ROAD TEST.

****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS. PLEASE SEE ATTACHED REPORT.

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

100450IZERO (N/C)

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE

100450IZERO (N/C)

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

17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

****

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000364660

CUSTOMER COPY

[redacted]

INVOICE

A LOCAL PENSKE DEALERSHIP
18605 STUDEBAKER ROAD • CERRITOS, • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY
14:23 05AUG17	13:21 10AUG17

OPTIONS: SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI
TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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[redacted]

WORKORDER

PAGE 1

A SoCal Penske Dealership
18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1670 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 SERRANO,STEPHEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 DD			16:00 21AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A
21AUG2017 11:44		

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TOW-IN		IEBRO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form" |CC:
# B	GENERAL		W	GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE |CC:
# C	GENERAL		W	GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP - ADVISE |CC:
# D	INFLATE		CP	TIRE PRESSURE CHECK AND INFLATION SERVICE |CC:
				PENSKE CHEVROLET IS NOT LIABLE FOR PERSONAL ITEMS LEFT IN THE VEHICLES

(Customer) hereby authorize the repair work described above to be done along with necessary materials. I also authorize Dealer and its employees and agents to operate my vehicle for the purposes of testing, inspection, and delivery. I hereby acknowledge that I received a copy of this estimate prior to the start of any repairs. AUTHORIZED AND ACKNOWLEDGED BY: X

SAVE OLD PARTS: Customer to initial in this box to save old parts: _____ All parts are new original equipment manufacturer unless otherwise specified.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured," for consideration of the repairs made to Insured's vehicle described above, does hereby grant to Dealer, the power of attorney to sign and endorse checks or drafts made payable to Insured as settlement for the Insured's claim for damages to the vehicle.

Insured's Signature: X Date:

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS: I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Customer's Signature: X Date:

Notice to Consumer: Please read important information on back. CUSTOMER COPY BAR# ARD00262764 EPA# CA1000354660

CUSTOMER #: [redacted] [redacted]

[redacted]

INVOICE

A SoCAL PENSKE DEALERSHIP
18805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am - 6pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	16:32 24AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
CAUSE: Vehicle tow through sublet vendor
TOW-IN Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
99IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
18109 SEE LINE C

C GUEST STATES TRANSMISSION IS NOT SHIFTING. RPMS JUST SHOOT UP- ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450 N (N/C)
CR CTA#241 (RA#50798) (N/C)
1 24224169 (S)PISTON (N/C)
C/S 117005 @1:36PM 08/22/17 ALAN
10 19286293 ATF DEXRON VI FLUID (N/C)
10 HZW HAZARDOUS WASTE OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 9465732
5.00 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262754 EPA# CAL000354660

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[redacted]

"INVOICE" [illegible] 562-924-1675 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

PAGE 2

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A
11:44 21AUG17	16:32 24AUG17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.
****

D TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
10045017ERO (N/C)

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

18109 COMPLETED. FRONT 42 PSI REAR 42 PSI
****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

BAR# ARD00282764 EPA# CALD00354680

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[redacted]

INVOICE

PAGE 1

19505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • perryschevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ENG:5.3 Liter SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHEVROLET 2-YEAR MAINTENANCE			
CAUSE:			
0600723 CHEVROLET 2-YEAR MAINTENANCE			
100615WSERV			(N/C)
1 19330030 (S)FILTER			(N/C)
9 19259487 0W20 DEXOS OIL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
7272 PERFORM SERVICE 0.50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.			
**********			
B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING			
MISC MISCELLANEOUS			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.			
**********			
C General Concern- customer states bed of truck is not lined up-			
General General Concern- customer states bed of truck is not lined up-			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.			
**********			
D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.			
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

Disclaimer of Warranties

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer

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

Notice to Consumer: Please read important information on back.

BAR# ARD00282764 EPA# CAL000364860

CUSTOMER COPY

[redacted]

18505 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1675 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7a.m.-6pm; Sat. 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 18			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GC[redacted] ENG:5.3 Liter SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E TIRE PRESSURE CHECK AND INFLATION SERVICE			
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
7272 COMPLETED. FRONT 36 PSI REAR 36 PSI			
**********			
THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE			
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER			
ARMAN MARUKIAN AT 562-263-2230			
"THANK YOU"			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

PAGE 1

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GUEST STATES CHECK ENGINE LIGHT IS ON DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
100450IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
17950 SEE LINE C			
**********			
B GUEST STATES VEHCILE WONT GO PAST 1ST GEAR DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
100450IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
17950 SEE LINE C			
**********			
C GUEST STATES VEHICLE REVS HIGH DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
CAUSE: .			
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE			
100450 W			(N/C)
CR CTA#241 RA #5004			(N/C)
1 24236933 (S)FILTER KIT			(N/C)
1 24272475 (S)SEAL KIT			(N/C)
10 19286293 ATF DEXRON VI FLUID			(N/C)
10 HZW HAZARDOUS WASTE OIL			(N/C)
1 23135703 (S)SEAL			(N/C)
2 24237658 (S)SEAL			(N/C)
1 15796802 (S)SEAL			(N/C)
1 24219390 (S)SEAL			(N/C)
1 24238004 (S)HUB			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
17950 4-5-6 CLUTCH HUB AND SHAFT SHEARED, SHAFT DISCONNECTED FROM			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

HUB 8468030 4.50 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

100450IZERO (N/C)

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE

100450IZERO (N/C)

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

17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

****

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY
14:23 05AUG17	13:21 10AUG17

OPTIONS: SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI
TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230 "THANK YOU"			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

PAGE 1

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		13567/13567	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			12:00 16MAR17			CASH	16MAR17

R.O. OPENED	READY	OPTIONS:
07:20 16MAR17	17:58 16MAR17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GUEST STATES THERE IS A SQUEALING NOISE WHEN ENGINE IS RUNNING,
SOUNDS LIKE BELT DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE
CAUSE: .
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF
WARRANTABLE
200144 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
13567 COULD NOT DUPLICATE. NO NOISES HEARD.
****

B 16007-02: Safety Recall - Frontal Airbag and Pretensioner Non Deploy
CAUSE: .
9102276 Inflatable Restraint Sensing and
Diagnostic Module Reprogramming with SPS
200144 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
13567 9102276 0.30 REPROGRAMMED SDM PER RECCALL
****

C RADIO SOFTWARE UPDATE. LAST TIME WE TOLD CUSTOMER THERE WAS AN UPDATE
FOR AUTO PLAY.
CAUSE: .
MISC MISCELLANEOUS
200144 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
13567 4594392 0.40 REPROGRAMMED HMI PER DOCUMENT #4426168
****

D CHEVROLET 2-YEAR MAINTENANCE
CAUSE: .
0600723 CHEVROLET 2-YEAR MAINTENANCE
100600WSERV (N/C)
1 19330000 (S)FILTER (N/C)
9 19259487 0W20 DEXOS OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
13567 0.30 REPLACED ENGINE OIL AND FILTER , NO ROTATION HAS BEEN
PERFORMED THIS IS REAR WHEEL DRIVEN AND THE BEST PAIR IS ALREADY ON THE

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER #: [redacted]

[redacted]

INVOICE

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18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
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SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		13567/13567	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			12:00 16MAR17			CASH	16MAR17

R.O. OPENED	READY	OPTIONS:
07:20 16MAR17	17:58 16MAR17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
REAR END.			
**********			
E CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION			
WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE			
AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR			
LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE			
ATTACHED REPORT.			
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE			
POINT VISUAL INSPECTION WHICH INCLUDES			
CHECKING UNDER HOOD FLUID LEVELS, CABIN &			
ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS,			
TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES &			
UNDERCARRIAGE FOR MAJOR FLUID LEAK			
100600 CP	0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
**********			
F TIRE PRESSURE CHECK AND INFLATION SERVICE			
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE			
100600 CP	0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
13567 COMPLETED. FRONT 35 PSI REAR 35 PSI			
**********			
THANK YOU FOR YOUR BUSINESS, WE TRULY			
APPRECIATE IT HERE AT PENSKE			
IF FOR ANY REASON YOU ARE NOT COMPLETELY			
SATISFIED CONTACT THE SERVICE MANAGER			
ARMAN MARUKIAN AT 562-263-2230			
"THANK YOU"			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

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All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHEVROLET 2-YEAR MAINTENANCE			
CAUSE: .			
0600723 CHEVROLET 2-YEAR MAINTENANCE			
100615WSERV			(N/C)
1 19330000 (S)FILTER			(N/C)
9 19259487 0W20 DEXOS OIL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
7272 PERFORM SERVICE 0.50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.			
**********			
B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING			
MISC MISCELLANEOUS			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.			
**********			
C General Concern- customer states bed of truck is not lined up-			
General General Concern- customer states bed of truck is not lined up-			
100615IZERO			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.			
**********			
D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.			
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

POINT VISUAL INSPECTION WHICH INCLUDES
CHECKING UNDER HOOD FLUID LEVELS, CABIN &
ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS,
TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES &
UNDERCARRIAGE FOR MAJOR FLUID LEAK
100615IZERO (N/C)

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
100615IZERO (N/C)

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

7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCAL PENSKE DEALERSHIP
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

PAGE 1

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

CAUSE: .

WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE
100488 W (N/C)

CR CTA #225 (RA #4661) (N/C)
1 12669488 (S)PUMP (N/C)
1 23135228 (S)PIPE (N/C)
1 23135220 (S)BOOSTER (N/C)
1 20925765 (S)CYLINDER (N/C)
2 19329448 FLUID (N/C)

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

16015 VACUUM PUMP LEAKING INTERNALLY 2480118 2.80 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

****

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
100488IZERO (N/C)

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

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X _____

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

X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

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SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	TIRE PRESSURE CHECK AND INFLATION SERVICE						
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE						
	100488		CP		0.00	0.00	

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

16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
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MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

Edgar Zavaleta (C)

From:	Edgar Zavaleta (C)
Sent:	Wednesday, August 16, 2017 1:23 PM
To:	'ffujita@socalpenske.com'
Cc:	'amarukian@socalpenske.com'
Subject:	CA CEC [redacted], [redacted] GG[redacted]

Good Afternoon/Morning,

The customer had various issues with his vehicle and had a recent transmission repair. He no longer feels safe driving the vehicle. Can you provide all sales and service documents for this customer?

Are you aware of any accidents or aftermarket parts?

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.

Thank you for your assisting with this concern and creating long-term customer satisfaction and loyalty.

If you have further questions, please contact CEC specialist (Edgar) at (866) 790-5700 extension 5915224, or by fax at (586) 920-0625. Business hours are Monday through Friday between 9:00 am and 5:30 pm, Pacific Time. Please refer to the service request number above.

Sincerely,

Edgar,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: (586) 920-0625
edgar.1.zavaleta@gm.com

Edgar Zavaleta (C)

From:	Marukian, Arman <amarukian@socalpenske.com>
Sent:	Wednesday, August 16, 2017 1:27 PM
To:	Edgar Zavaleta (C); Fujita, Faith
Subject:	[EXTERNAL] RE: CA CEC[redacted], [redacted], GG[redacted]
Attachments:	CSI-[redacted]RP101_S_59948e2d82656.pdf; CSI-[redacted]RP101_S_59948e240176d.pdf; CSI-640276_RP101_S_59948e1a1cab7.pdf; CSI-622465_RP101_S_59948dff9dbd8.....pdf

See attached repair orders , I don't believe we are the selling dealer.

Arman Marukian
Director of Fixed Operations
Penske Chevrolet of Cerritos
18605 Studebaker Road
Cerritos, CA 90703

P: (562) 263-2230
E: amarukian@socalpenske.com

www.penskechevroletofcerritos.com

From: Edgar Zavaleta (C) [mailto:edgar.1.zavaleta@gm.com]
Sent: Wednesday, August 16, 2017 11:23 AM
To: Fujita, Faith
Cc: Marukian, Arman
Subject: CA CEC, [redacted], GG[redacted]

Good Afternoon/Morning,

The customer had various issues with his vehicle and had a recent transmission repair. He no longer feels safe driving the vehicle. Can you provide all sales and service documents for this customer?

Are you aware of any accidents or aftermarket parts?

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.

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Sincerely,

Edgar,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: (586) 920-0625
edgar.1.zavaleta@gm.com

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Edgar Zavaleta (C)

From: Edgar Zavaleta (C)
Sent: Monday, August 21, 2017 10:43 AM
To: 'Marukian, Arman'
Subject: RE: CA CEC, [redacted], GG[redacted]

Hi Arman,

Just letting you know that the customer is planning on taking his vehicle today back to the dealership since it broke down on him over the weekend. He will have it towed soon to the dealership. We called the dealership to set up an appointment, but we were transferred to a Service Advisor's Voicemail. When possible, can you send in any new ROs for this customer?

Thanks,

Edgar,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: (586) 920-0625
edgar.1.zavaleta@gm.com

From: Edgar Zavaleta (C)
Sent: Wednesday, August 16, 2017 3:20 PM
To: 'Marukian, Arman'
Subject: RE: CA CEC, [redacted] GG[redacted]

Thank you Arman!

Edgar,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: (586) 920-0625
edgar.1.zavaleta@gm.com

From: Marukian, Arman [mailto:amarukian@socalpenske.com]
Sent: Wednesday, August 16, 2017 1:27 PM
To: Edgar Zavaleta (C); Fujita, Faith
Subject: [EXTERNAL] RE: CA CEC, [redacted], GG[redacted]

See attached repair orders , I don't believe we are the selling dealer.

Arman Marukian
Director of Fixed Operations
Penske Chevrolet of Cerritos
18605 Studebaker Road

Cerritos, CA 90703

P: (562) 263-2230
E: amarukian@socalpenske.com

www.penskechevroletofcerritos.com

From: Edgar Zavaleta (C) [mailto:edgar.1.zavaleta@gm.com]
Sent: Wednesday, August 16, 2017 11:23 AM
To: Fujita, Faith
Cc: Marukian, Arman
Subject: CA CEC, [redacted], GG[redacted]

Good Afternoon/Morning,

The customer had various issues with his vehicle and had a recent transmission repair. He no longer feels safe driving the vehicle. Can you provide all sales and service documents for this customer?

Are you aware of any accidents or aftermarket parts?

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.

Thank you for your assisting with this concern and creating long-term customer satisfaction and loyalty.

If you have further questions, please contact CEC specialist (Edgar) at (866) 790-5700 extension 5915224, or by fax at (586) 920-0625. Business hours are Monday through Friday between 9:00 am and 5:30 pm, Pacific Time. Please refer to the service request number above.

Sincerely,

Edgar,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: (586) 920-0625
edgar.1.zavaleta@gm.com

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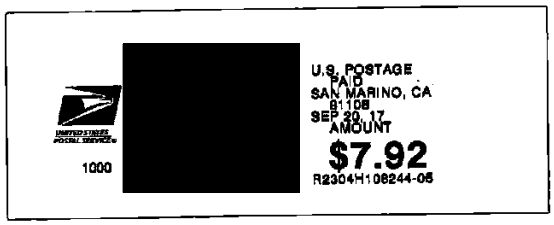
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General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID

California Lemon Lawyers
15250 Ventura Blvd. # 1220
Sherman Oaks, CA 91403





RETURN RECEIPT
REQUESTED

RECEIVED SEP 25 2017

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

CALIFORNIA LEMON LAWYERS

A PROFESSIONAL CORPORATION
15250 VENTURA BLVD., SUITE 1220
SHERMAN OAKS, CALIFORNIA 91403
TEL: (818) 995-0100
FAX: (818) 995-0160
Mark.Charles@CALemonLawInfo.com
NickA@CALemonLawInfo.com

September 20, 2017

VIA FACSIMILE (866) 962-2868 & CERTIFIED MAIL

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: LEMON LAW CLAIM
Client: [redacted]
Vehicle: 2016 CHEVROLET SILVERADO
VIN: 3GCPCREC0GG[redacted]

Dear Sir or Madam:

Please be advised that this law firm has been retained by [redacted] to enforce his legal rights and claims with regard to the above-identified motor vehicle. These claims relate to the Song-Beverly Consumer Warranty Act (Lemon Law), California Civil Code section 1790 *et seq.*, including the Tanner Consumer Protection Act, California Civil Code section 1793.22. Since there have been numerous unsuccessful attempts to correct various vehicle operational problems, we hereby request that your company repurchase the subject vehicle.

This vehicle suffers from numerous serious defects and nonconformities to warranty; the most serious and repetitive are the major Engine failures that have caused loss of power and unsafe drivability concerns. Additionally, the ABS brake system of this vehicle has completely failed, threatening life and safety of our client. Due to these and other nonconformities, this vehicle has been subject to numerous unsuccessful repair attempts and accompanying extensive loss of use which have substantially impaired Mr. [redacted]s ability to utilize and enjoy his vehicle.

Accordingly, you are required by law to "promptly make restitution to the buyer" (Cal. Civ. Code, § 1793.2(d)(2)). Furthermore, failure to promptly make restitution will trigger the civil penalty provisions set forth within Civil Code sections 1794(c) and 1794(e) (1).

At this time, our client is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of this vehicle, including restitution, in the following amount:

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PENSKE CHEVROLET OF CERRITOS 18605 STUDEBAKER ROAD CERRITOS, CA 90703-5330

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET SILVERADO LS	5	3GCPCREC0FG[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 $ 8250.00 is
5.49 %	$ 5607.1 (e)	$ 37546.14	$ 44153.2(e)	$ 52403.2(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
71	613.26	Monthly beginning 06/25/2016
N/A	N/A	N/A
One final payment	613.26	03/25/2022

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 $ 39016.12 (A)
     - 1. Cash Price Vehicle $ 39016.12
     - 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) SPOS ALARM $ 695.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3662.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) HVSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
     (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) PENSKE GAP $ 895.00 (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 45275.12 (1)
2. Amounts Paid to Public Officials
   - A. Vehicle License Fees -ESTIMATED- $ 265.00 (A)
   - B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)
   - C. California Tire Fees $ N/A (C)
   - D. Other SMOG ABATEMENT $ 20.00 (D)

   Total Official Fees (A through D) $ 521.00 (2)

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 (b)

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 [redacted] are i
Buy
Co-
Sell

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 N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date ____ X N/A Buyer Signature ____ Age

Date ____ X N/A 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 72 Mos. PENSKE GAP
Name of Gap Contract

Model SILVERADO 80900
VIN 1GCEC19C97Z [redacted]

B. Less Prior Credit or Lease Balance (e)	$ 8500.00	(B)
C. Net Trade-In (A less B) (indicate if a negative number)	$ 2500.00	(C)
D. Deferred Downpayment	$ N/A	(D)
E. Manufacturer's Rebate	$ 5750.00	(E)
F. Other N/A	$ N/A	(F)
G. Cash	$ N/A	(G)
Total Downpayment (C through G)	$ 8250.00	(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)	$ 37546.14	(7)

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

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

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

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

☐ **Name of autobroker receiving fee, if applicable:**
N/A

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 i[redacted]
Buyer Signs [redacted]
Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assi[redacted]
X [redacted] X N/A
Buy[redacted] 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 arbitrati[redacted] additional information concerning the agreement to arbitrate.
Buyer Signs X [redacted] Co-Buyer Signs X N/A

OPTION: ☐ V[redacted]s paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE[redacted]OS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-[redacted]der or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

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

Buyer Signature X [redacted] Co-Buyer Signature X N/A

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

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

Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annual [redacted]le 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 Signatur[redacted]e 03/26/16 Co-Buyer Signature X N/A Date
Co-Buyers and Other [redacted]ponsible 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 N/A
Address
Guaran[redacted]te N/A
Addres[redacted]

Seller Signs PENSKE CHEVROLET OF CERRITOS Date 03/26/16 By X [redacted] Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 7-13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: [redacted] 1-800-344-5996 fax 1-800-531-1645
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CUSTOMER/TRUTH IN LENDING COPY

[redacted]

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 **********

[redacted]

REGISTRATION CARD VALID FROM: 03/31/2017 TO: 03/31/2018

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2016	LH	32P	LB	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	YP	2	E	05253	3GCPCREC0GG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	03/29/17	19	03/29/17	8	[redacted]

PR EXP DATE: 03/31/2017

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 533.00

AMOUNT DUE
$ 533.00

AMOUNT RECVD
CASH :
CHCK : 533.00
CRDT :

LIENHOLDER
ALLY FNCL
PO BX 8128

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 02:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/30/2016 Customer Comments: No

---

A CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.50	11.88

Tech(s): 100615

19330000	1 (S)FILTER	4.73
19259487	9 0W20 DEXOS OIL	33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line A: 50.00

Story: 7272 PERFORM SERVICE 50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.

B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING

MISC	IZERO	MISCELLANEOUS	0.00	0.00

Tech(s): 100615

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

Story: 7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.

C General Concern- customer states bed of truck is not lined up-

General	IZERO	General Concern- customer states bed of truck is not lined up-	0.00	0.00

Tech(s): 100615

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

Story: 7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS,	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 02:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/30/2016 Customer Comments: No

WIPER BLADES &
UNDERCARRIAGE FOR
MAJOR FLUID LEAK

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE IZERO TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATES THERE IS A SQUEALING NOISE WHEN ENGINE IS RUNNING, SOUNDS LIKE BELT DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 200144
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 13567 COULD NOT DUPLICATE. NO NOISES HEARD.

B 16007-02: Safety Recall - Frontal Airbag and Pretensioner Non Deploy

9102276	W	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	0.30	36.09

Tech(s): 200144
Pts: 0.00 Lbr: 36.09 Other: 0.00 Total Line B: 36.09
Story: 13567 9102276 30 REPROGRAMMED SDM PER RECCALL

C RADIO SOFTWARE UPDATE. LAST TIME WE TOLD CUSTOMER THERE WAS AN UPDATE FOR AUTO PLAY.

MISC	W	MISCELLANEOUS	0.40	48.12

Tech(s): 200144
Pts: 0.00 Lbr: 48.12 Other: 0.00 Total Line C: 48.12
Story: 13567 4594392 40 REPROGRAMMED HMI PER DOCUMENT #4426168

D CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.30	11.88

Tech(s): 100600

19330000	1 (S)FILTER	4.73
19259487	9 0W20 DEXOS OIL	33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line D: 50.00
Story: 13567 30 REPLACED ENGINE OIL AND FILTER , NO ROTATION HAS BEEN PERFORMED THIS IS REAR WHEEL DRIVEN AND THE BEST PAIR IS ALREADY ON THE REAR END.

E CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	CP	CUSTOMER REQUESTED COMPLIMENTARY	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Vehicle: 3GCPCREC0GG [redacted] 2016 SILV15 GAN/Silver Cell: [redacted]

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE CP TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 13567 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 16,015
Service advisor: 100471
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 06/05/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	2.80	336.87

Tech(s): 100488

CR	CTA #225 (RA #4661)		84.00
12669488	1	(S)PUMP	169.48
23135228	1	(S)PIPE	51.27
23135220	1	(S)BOOSTER	111.24
20925765	1	(S)CYLINDER	97.93
19329448	2	FLUID	17.24

Pts: 447.16 Lbr: 336.87 Other: 84.00 Total Line A: 868.03

Story: 16015 VACUUM PUMP LEAKING INTERNALLY 2480118 280 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK	0.00	0.00

Tech(s): 100488

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

C TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	CP	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100488

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 16,015 Payment type: CASH Waiter: No
Service advisor: 100471 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 06/05/2017 Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
Story: 16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 17,950 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/07/2017 Customer Comments: No

---

A GUEST STATES CHECK ENGINE LIGHT IS ON DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 17950 SEE LINE C

B GUEST STATES VEHCILE WONT GO PAST 1ST GEAR DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450

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

Story: 17950 SEE LINE C

C GUEST STATES VEHICLE REVS HIGH DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	4.50	541.40

Tech(s): 100450

CR	CTA#241 RA #5004		126.00
24236933	1	(S)FILTER KIT	39.72
24272475	1	(S)SEAL KIT	86.60
19286293	10	ATF DEXRON VI FLUID	45.40
HZW	10	HAZARDOUS WASTE OIL	0.00
23135703	1	(S)SEAL	3.22
24237658	2	(S)SEAL	8.28
15796802	1	(S)SEAL	4.35
24219390	1	(S)SEAL	4.34
24238004	1	(S)HUB	94.14

Pts: 286.05 Lbr: 541.40 Other: 126.00 Total Line C: 953.45

Story: 17950 4-5-6 CLUTCH HUB AND SHAFT SHEARED, SHAFT DISCONNECTED FROM HUB 8468030 450 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 17,950 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/07/2017 Customer Comments: No

SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 18,109 Payment type: CASH Waiter: No
Service advisor: 100525 Promised time: 04:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/21/2017 Customer Comments: No

---

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"

TOW-IN	IZERO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"	0.00	0.00

Tech(s): 99

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE

GENERAL	IZERO	GENERAL CONCERN	0.00	0.00

Tech(s): 100450

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

Story: 18109 SEE LINE C

C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE

GENERAL	W	GENERAL CONCERN	5.00	601.55

Tech(s): 100450

CR	CTA#241 (RA#5079)		126.00
24224169	1	(S)PISTON	24.54
19286293	10	ATF DEXRON VI FLUID	45.40
HZW	10	HAZARDOUS WASTE OIL	0.00

Pts: 69.94 Lbr: 601.55 Other: 126.00 Total Line C: 797.49

Story: 18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732 500 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.

D TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450

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

Story: 18109 COMPLETED. FRONT 42 PSI REAR 42 PSI

Customer Pay

[redacted]

INVOICE

18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3 Liter SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

CAUSE: .
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

100488 W (N/C)
CR CTA #225 (RA #4661) (N/C)
1 12669488 (S) PUMP (N/C)
1 23135228 (S) PIPE (N/C)
1 23135220 (S) BOOSTER (N/C)
1 20925765 (S) CYLINDER (N/C)
2 19329448 FLUID (N/C)

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

16015 VACUUM PUMP LEAKING INTERNALLY 2480118 2.80 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

****

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

100488IZERO (N/C)

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

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262784 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

A SOCAL PENSKE DEALERSHIP
18805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C	TIRE PRESSURE CHECK AND INFLATION SERVICE							
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE							
	100488		CP				0.00	0.00

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

16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

[redacted]

INVOICE

16805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1678 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

HUB 8468030 4.50 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
100450IZERO

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
100450IZERO

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

17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

****

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 3 - SOIC - 8x6(pm)

CUSTOMER COPY

BAR# ARD00262764 EPA# CAL000354660

[redacted]

INVOICE

19808 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver 16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562 263 2230 "THANK YOU"			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

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CUSTOMER COPY

BAR# ARD00262784 EPA# CAL000354660

[redacted]

A SOCAL PENSKE DEALERSHIP
18805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1575 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -9pm Sat 7am - 4pm

WORKORDER

PAGE 1

SERVICE ADVISOR: 100525 SERRANO, STEPHEN

		VIN		LICENSE	MILEAGE IN/ OUT	TAG
GAN/Silver 16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]			18109/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 DD			16:00 21AUG17			CASH	

R.O. OPENED	READY	OPTIONS:
21AUG2017 11:44		SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TOW-IN		IZERO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form" |CC:
# B	GENERAL		W	GUEST STATES CHECK ENGINE LIGHT IS ON -- ADVISE |CC:
# C	GENERAL		W	GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE |CC:
# D	INFLATE		CP	TIRE PRESSURE CHECK AND INFLATION SERVICE |CC:

PENSKE CHEVROLET IS NOT
LIABLE FOR PERSONAL
ITEMS LEFT IN THE
VEHICLES

I (Customer) hereby authorize the repair work described above to be done along with necessary materials. I also authorize Dealer and its employees and agents to operate my vehicle for the purposes of testing, inspection, and delivery. I hereby acknowledge that I received a copy of this estimate prior to the start of any repairs.

AUTHORIZED AND ACKNOWLEDGED BY:
X

SAVE OLD PARTS: Customer to initial in this box to save old parts: [ ] All parts are new original equipment manufacturer unless otherwise specified.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured," for consideration of the repairs made to Insured's vehicle described above, does hereby grant to Dealer, the power of attorney to sign and endorse checks or drafts made payable to Insured as settlement for the Insured's claim for damages to the vehicle.

Insured's Signature: X

Date:

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS: I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Customer's Signature: X

Date:

Notice to Consumer: Please read important information on back.

Copyright 2014 CDK Global, LLC

CUSTOMER COPY

BAR# ARD00262764 EPA# CAL000354660

CUSTOMER #: [redacted]

[redacted]

INVOICE

CHEVROLET
A SOCAL PENSKE DEALERSHIP
19805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -8pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	16:32 24AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
CAUSE: Vehicle tow through sublet vendor
TOW-IN Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
99IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
18109 SEE LINE C

****

C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450 W (N/C)
CR CTA#241 (RA#5079) (N/C)
1 24224169 (S)PISTON (N/C)
C/S 117005 @1:36PM 08/22/17 ALAN
10 19286293 ATF DEXRON VI FLUID (N/C)
10 HZW HAZARDOUS WASTE OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732
5.00 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

[redacted]

"INVOICE"

562-924-1675 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -6pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver 16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	16:32 24AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.								
**********								
D	TIRE PRESSURE CHECK AND INFLATION SERVICE							
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE							
	100450IZERO							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00								
18109 COMPLETED. FRONT 42 PSI REAR 42 PSI								
**********								

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

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CUSTOMER COPY

BAR# ARD00262764 EPA# CAL000354860

[redacted]

INVOICE

PAGE 1

18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1976 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -6pm Sat 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CHEVROLET 2-YEAR MAINTENANCE
CAUSE:
0600723 CHEVROLET 2-YEAR MAINTENANCE
100615WSERV
1 19330000 (S)FILTER (N/C)
9 19259487 0W20 DEXOS OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
7272 PERFORM SERVICE 0.50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.
****

B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING
MISC MISCELLANEOUS
100615IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.
****

C General Concern- customer states bed of truck is not lined up-
General General Concern- customer states bed of truck is not lined up-
100615IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00
7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.
****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

CUSTOMER COPY

[redacted]

[redacted]

18606 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16 CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ING:5.3 Liter SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
				POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
				100615IZERO				

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
100615IZERO

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

7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

Notice to Consumer: Please read important information on back.

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

Copyright 2000 ADP, Inc. SERVICE INVOICE V2 R3.7C

BAR# ARD00262764 EPA# CAL000354860

CUSTOMER COPY

CUSTOMER #: [redacted]

ACCOUNTING

PENSKE CHEVROLET
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 100501 ADRIAN MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		2/6	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			16:00 27NOV15			CASH	25NOV15

R.O. OPENED	READY	OPTIONS:
15:23 24NOV15	15:12 25NOV15	STK:GG[redacted]5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION - BASE TIME 1.3										
CAUSE: E											
CONCERN CODE:											
	0590072	PRE-DELIVERY INSPECTION - BASE TIME									
		100544	WPDI	1.30	1300	14888				148.88	148.88
						0		0	TPARTS		
						1300		14888	TLABOR		
2	1.30	PERFORM PRE DELIVERY INSPECTION .									
							THANK YOU FOR YOUR BUSINESS, WE TRULY				
							APPRECIATE IT HERE AT PENSKE				
							IF FOR ANY REASON YOU ARE NOT COMPLETELY				
							SATISFIED CONTACT THE SERVICE MANAGER				
							ARMAN MARUKIAN AT 562-263-2230				
							"THANK YOU"				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-25-15	14:32	14:32	0.00	W	100544	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4431	14888	1300		1234	14888	*******	

COST, SALE, & COMP TOTALS 1300 14888 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **
SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-S[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHEVROLET 2-YEAR MAINTENANCE											
CAUSE: .											
CONCERN CODE:											
	0600723 CHEVROLET 2-YEAR MAINTENANCE										
	100615WSERV			0.50	1150	1188				11.88	11.88
1	19330000 (S)FILTER				430	473		0	8.60	4.73	4.73
9	19259487 0W20 DEXOS OIL				3033	3339		0	5.91	3.71	33.39
						3463		3812	TPARTS		
						1150		1188	TLABOR		
7272 PERFORM SERVICE 0.50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.											
B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING											
CONCERN CODE:											
	MISC MISCELLANEOUS										
	100615IZERO			0.00	0	0				0.00	0.00
7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.											
C General Concern- customer states bed of truck is not lined up-											
CONCERN CODE:											
	General General Concern- customer states bed of truck is not lined up-										
	100615IZERO			0.00	0	0				0.00	0.00
7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.											
D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK											
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.											
CONCERN CODE:											
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE										

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

Disclaimer of Warranties

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-S[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100615IZERO			0.00	0	0				0.00	0.00
E	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100615IZERO			0.00	0	0				0.00	0.00
	7272 COMPLETED. FRONT 36 PSI REAR 36 PSI										
							THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230 "THANK YOU"					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-30-16	12:17	12:18	0.02	W	100615	A	
	12:18	12:19	0.02	W	100615	B	
	12:19	12:19	0.00	W	100615	C	
	12:19	12:19	0.00	W	100615	D	
	12:19	12:20	0.01	W	100615	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	1188	1150		4718	473	430	
4768	3339	3033		4419	0	0	
1230	5000	*******		9999	0	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4613	5000	0

Final Service Invoice Copy

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

X _____

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted] [redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership
ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **
SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		13567/13567	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			12:00 16MAR17			CASH	16MAR17

R.O. OPENED	READY	OPTIONS:
07:20 16MAR17	17:58 16MAR17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GUEST STATES THERE IS A SQUEALING NOISE WHEN ENGINE IS RUNNING, SOUNDS LIKE BELT DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	CAUSE: .										
	CONCERN CODE:										
	WAR	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE									
		200144	W	0.00	0	0			0.00	0.00	
						0	0	TPARTS			
						0	0	TLABOR			
	13567 COULD NOT DUPLICATE. NO NOISES HEARD.										
B	16007-02: Safety Recall - Frontal Airbag and Pretensioner Non Deploy										
	CAUSE: .										
	CONCERN CODE:										
	9102276	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS									
		200144	W	0.30	900	3609			36.09	36.09	
						0	0	TPARTS			
						900	3609	TLABOR			
	13567 9102276 0.30 REPROGRAMMED SDM PER RECCALL										
C	RADIO SOFTWARE UPDATE. LAST TIME WE TOLD CUSTOMER THERE WAS AN UPDATE FOR AUTO PLAY.										
	CAUSE: .										
	CONCERN CODE:										
	MISC	MISCELLANEOUS									
		200144	W	0.40	1200	4812			48.12	48.12	
						0	0	TPARTS			
						1200	4812	TLABOR			
	13567 4594392 0.40 REPROGRAMMED HMI PER DOCUMENT #4426168										
D	CHEVROLET 2-YEAR MAINTENANCE										
	CAUSE: .										
	CONCERN CODE:										
	0600723	CHEVROLET 2-YEAR MAINTENANCE									
		100600WSERV		0.30	300	1188			11.88	11.88	
	1	19330000 (S)FILTER			430	473	0	8.60	4.73	4.73	

Final Service Invoice Copy

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X _____

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

PENSKE CHEVROLET
A SoCAL PENSKE DEALERSHIP

ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		13567/13567	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			12:00 16MAR17			CASH	16MAR17

R.O. OPENED	READY	OPTIONS:
07:20 16MAR17	17:58 16MAR17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
9	19259487	0W20	DEXOS OIL			3033	3339	0	5.91	3.71	33.39
						3463		3812	TPARTS		
						300		1188	TLABOR		

13567 0.30 REPLACED ENGINE OIL AND FILTER , NO ROTATION HAS BEEN PERFORMED THIS IS REAR WHEEL DRIVEN AND THE BEST PAIR IS ALREADY ON THE REAR END.

E CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.

CONCERN CODE:

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

	100600		CP		0.00	0	0			0.00	0.00

F TIRE PRESSURE CHECK AND INFLATION SERVICE

CONCERN CODE:

INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE

	100600		CP		0.00	0	0			0.00	0.00

13567 COMPLETED. FRONT 35 PSI REAR 35 PSI

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership

ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 200171 DAVID ECHEVERRIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		13567/13567	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			12:00 16MAR17			CASH	16MAR17

R.O. OPENED	READY	OPTIONS:
07:20 16MAR17	17:58 16MAR17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
DATE	START	FINISH	DURATION					LINE(S)	CHG		
03-16-17	08:50	08:51	0.02	W	100600			D			
	08:51	08:51	0.00	W	100600			F			
	08:51	08:51	0.00	W	100600			E			
	09:28	10:09	0.68	W	200144			C			
	11:11	11:16	0.09	W	200144			B			
	11:16	11:16	0.00	W	200144			A			
	11:16	11:17	0.01	W	200144			C			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	9609	2400		4718	473	430	
4768	3339	3033		4401	0	0	
1230	13421	*******		1130	0	*******	

COST, SALE, & COMP TOTALS 5863 13421 0

Final Service Invoice Copy

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership
ACCOUNTING 18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

DUPLICATE 1
PAGE 1
* PRE-INVOICE **
SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	08JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	13:49 08JUN17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
CAUSE: .											
CONCERN CODE:											
	WAR	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE									
		100488	W	2.80	7840	33687			336.87	336.87	
	CR	CTA #225 (RA #4661)			8400	8400			84.00	84.00	
	1	12669488 (S)PUMP			12106	16948	0	242.13	169.48	169.48	
	1	23135228 (S)PIPE			3662	5127	0	73.24	51.27	51.27	
	1	23135220 (S)BOOSTER			7946	11124	0	158.91	111.24	111.24	
	1	20925765 (S)CYLINDER			6995	9793	0	139.90	97.93	97.93	
	2	19329448 FLUID			1232	1724	0	12.32	8.62	17.24	
					31941	44716	TPARTS				
					7840	33687	TLABOR				
16015 VACUUM PUMP LEAKING INTERNALLY 2480118 2.80 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532											
B	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
CAUSE:	COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
CONCERN CODE:											
	MPI	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										

Final Service Invoice Copy

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	08JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	13:49 08JUN17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	100488	IZERO			0.00	0	0			0.00	0.00
C TIRE PRESSURE CHECK AND INFLATION SERVICE											
CONCERN CODE:											
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE											
	100488	CP			0.00	0	0			0.00	0.00
16015 COMPLETED. FRONT 35 PSI REAR 35 PSI											
							THANK YOU FOR YOUR BUSINESS, WE TRULY				
							APPRECIATE IT HERE AT PENSKE				
							IF FOR ANY REASON YOU ARE NOT COMPLETELY				
							SATISFIED CONTACT THE SERVICE MANAGER				
							ARMAN MARUKIAN AT 562-263-2230				
							"THANK YOU"				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-06-17	12:11	12:29	0.30	W	100488	A	
	13:00	14:52	1.87	W	100488	A	
06-07-17	07:10	07:13	0.05	W	100488	A	
	07:13	07:13	0.00	W	100488	B	
	07:13	07:13	0.00	W	100488	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4409	33687	7840		6405	8400	8400	4661
4709	44716	31941		4419	0	0	
4401	0	0		1230	86803	*******	
9999	0	*******		1130	0	*******	

COST, SALE, & COMP TOTALS 48181 86803 0

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	15AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	15:38 15AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GUEST STATES CHECK ENGINE LIGHT IS ON DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	CONCERN CODE:										
	WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	100450IZERO			0.00	0	0			0.00	0.00	
	17950 SEE LINE C										
B	GUEST STATES VEHCILE WONT GO PAST 1ST GEAR DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	CONCERN CODE:										
	WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	100450IZERO			0.00	0	0			0.00	0.00	
	17950 SEE LINE C										
C	GUEST STATES VEHICLE REVS HIGH DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	CAUSE: .										
	CONCERN CODE:										
	WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE										
	100450		W	4.50	11250	54140				541.40	541.40
	CR CTA#241 RA #5004				12600	12600				126.00	126.00
	1 24236933 (S)FILTER KIT				2837	3972		0	53.90	39.72	39.72
	1 24272475 (S)SEAL KIT				6186	8660		0	108.52	86.60	86.60
	10 19286293 ATF DEXRON VI FLUID				3240	4540		0	4.98	4.54	45.40
					0	0			0.00	0.00	0.00
	1 23135703 (S)SEAL				230	322		0	4.04	3.22	3.22
	2 24237658 (S)SEAL				592	828		0	5.21	4.14	8.28
	1 15796802 (S)SEAL				311	435		0	5.46	4.35	4.35
	1 24219390 (S)SEAL				310	434		0	5.44	4.34	4.34
	1 24238004 (S)HUB				6724	9414		0	117.96	94.14	94.14
						20430		28605	TPARTS		
						11250		54140	TLABOR		

Final Service Invoice Copy

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X _____

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	15AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	15:38 15AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
17950	4-5-6 CLUTCH HUB AND SHAFT SHEARED, SHAFT DISCONNECTED FROM HUB 8468030 4.50 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.										
D	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
CAUSE:	COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
CONCERN CODE:											
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100450IZERO			0.00	0	0				0.00	0.00
E	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100450IZERO			0.00	0	0				0.00	0.00
17950	COMPLETED. FRONT 40 PSI REAR 40 PSI										

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

PAGE 3

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	15AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	15:38 15AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

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

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-07-17	13:50	15:22	1.54	W	100450	C	
	15:29	18:00	2.52	W	100450	C	
08-08-17	07:00	08:02	1.03	W	100450	C	
08-10-17	13:00	13:08	0.13	W	100450	C	
	13:08	13:08	0.00	W	100450	A	
	13:08	13:08	0.00	W	100450	B	
	13:09	13:09	0.00	W	100450	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4419	0	0		4409	54140	11250	
6405	12600	12600	5004	4709	24065	17190	
4768	4540	3240		9999	0	*******	
1230	95345	*******					

COST, SALE, & COMP TOTALS 44280 95345 0

Final Service Invoice Copy

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	28AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	15:36 28AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"											
CAUSE: Vehicle tow through sublet vendor											
CONCERN CODE:											
TOW-IN Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"											
	99IZERO			0.00	0	0				0.00	0.00
B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE											
CAUSE: .											
CONCERN CODE:											
GENERAL GENERAL CONCERN											
	100450IZERO			0.00	0	0				0.00	0.00
18109 SEE LINE C											
C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP-ADVISE											
CAUSE: .											
CONCERN CODE:											
GENERAL GENERAL CONCERN											
	100450		W	5.00	12500	60155				601.55	601.55
CR CTA#241 (RA#5079)					12600	12600				126.00	126.00
1 24224169 (S)PISTON C/S 117005 @1:36PM 08/22/17 ALAN					1753	2454	0	30.75	24.54	24.54	
10 19286293 ATF DEXRON VI FLUID					3240	4540	0	4.98	4.54	45.40	
10 HZW HAZARDOUS WASTE OIL					0	0		0.00	0.00	0.00	
					4993	6994 TPARTS					
					12500	60155 TLABOR					
18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732 5.00 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS											

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X _____

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X _____

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	28AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	15:36 28AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.											
D	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100450IZERO			0.00	0	0			0.00	0.00	
18109 COMPLETED. FRONT 42 PSI REAR 42 PSI											
							THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230 "THANK YOU"					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-21-17	16:09	18:00	1.85	W	100450	C	
08-22-17	07:00	08:15	1.25	W	100450	C	
	13:28	16:03	2.58	W	100450	C	
	16:04	16:04	0.00	W	100450	B	
08-24-17	15:12	15:12	0.00	W	100450	C	
	15:12	15:12	0.00	W	100450	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4419	0	0		4409	60155	12500	
6405	12600	12600		4709	2454	1753	
4768	4540	3240		9999	0	*******	
1230	79749	*******					

COST, SALE, & COMP TOTALS 30093 79749 0

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

PAGE 1

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	28AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	15:36 28AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"								
CAUSE: Vehicle tow through sublet vendor								
CONCERN CODE:								
TOW-IN Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"								
99IZERO		0.00	0	0			0.00	0.00
B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE								
CAUSE: .								
CONCERN CODE:								
GENERAL GENERAL CONCERN								
100450IZERO		0.00	0	0			0.00	0.00
18109 SEE LINE C								
C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP-ADVISE								
CAUSE: .								
CONCERN CODE:								
GENERAL GENERAL CONCERN								
100450 W		5.00	12500	60155			601.55	601.55
CR CTA#241 (RA#5079)			12600	12600			126.00	126.00
1 24224169 (S)PISTON C/S 117005 @1:36PM 08/22/17 ALAN			1753	2454	0	30.75	24.54	24.54
10 19286293 ATF DEXRON VI FLUID			3240	4540	0	4.98	4.54	45.40
10 HZW HAZARDOUS WASTE OIL			0	0		0.00	0.00	0.00
			4993	6994	TPARTS			
			12500	60155	TLABOR			
18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732								
5.00 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS								

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All parts are new original equipment manufacturer unless otherwise specified.

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

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BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
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Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	28AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	15:36 28AUG17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.											
D	TIRE PRESSURE CHECK AND INFLATION SERVICE										
CONCERN CODE:											
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100450IZERO			0.00	0	0			0.00	0.00	
18109 COMPLETED. FRONT 42 PSI REAR 42 PSI											
							THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230 "THANK YOU"					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-21-17	16:09	18:00	1.85	W	100450	C	
08-22-17	07:00	08:15	1.25	W	100450	C	
	13:28	16:03	2.58	W	100450	C	
	16:04	16:04	0.00	W	100450	B	
08-24-17	15:12	15:12	0.00	W	100450	C	
	15:12	15:12	0.00	W	100450	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4419	0	0		4409	60155	12500	
6405	12600	12600		4709	2454	1753	
4768	4540	3240		9999	0	*******	
1230	79749	*******					

COST, SALE, & COMP TOTALS 30093 79749 0

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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ACCOUNTING COPY

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 02:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/30/2016 Customer Comments: No

---

A CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.50	11.88

Tech(s): 100615

19330000	1 (S)FILTER	4.73
19259487	9 0W20 DEXOS OIL	33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line A: 50.00

Story: 7272 PERFORM SERVICE 50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.

B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING

MISC	IZERO	MISCELLANEOUS	0.00	0.00

Tech(s): 100615

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

Story: 7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.

C General Concern- customer states bed of truck is not lined up-

General	IZERO	General Concern- customer states bed of truck is not lined up-	0.00	0.00

Tech(s): 100615

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

Story: 7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS,	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 7,272 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 02:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/30/2016 Customer Comments: No

WIPER BLADES &
UNDERCARRIAGE FOR
MAJOR FLUID LEAK

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE IZERO TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100615
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATES THERE IS A SQUEALING NOISE WHEN ENGINE IS RUNNING, SOUNDS LIKE BELT DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 200144
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 13567 COULD NOT DUPLICATE. NO NOISES HEARD.

B 16007-02: Safety Recall - Frontal Airbag and Pretensioner Non Deploy

9102276	W	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	0.30	36.09

Tech(s): 200144
Pts: 0.00 Lbr: 36.09 Other: 0.00 Total Line B: 36.09
Story: 13567 9102276 30 REPROGRAMMED SDM PER RECCALL

C RADIO SOFTWARE UPDATE. LAST TIME WE TOLD CUSTOMER THERE WAS AN UPDATE FOR AUTO PLAY.

MISC	W	MISCELLANEOUS	0.40	48.12

Tech(s): 200144
Pts: 0.00 Lbr: 48.12 Other: 0.00 Total Line C: 48.12
Story: 13567 4594392 40 REPROGRAMMED HMI PER DOCUMENT #4426168

D CHEVROLET 2-YEAR MAINTENANCE

0600723	WSERV	CHEVROLET 2-YEAR MAINTENANCE	0.30	11.88

Tech(s): 100600

19330000	1 (S)FILTER	4.73
19259487	9 0W20 DEXOS OIL	33.39

Pts: 38.12 Lbr: 11.88 Other: 0.00 Total Line D: 50.00
Story: 13567 30 REPLACED ENGINE OIL AND FILTER , NO ROTATION HAS BEEN PERFORMED THIS IS REAR WHEEL DRIVEN AND THE BEST PAIR IS ALREADY ON THE REAR END.

E CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	CP	CUSTOMER REQUESTED COMPLIMENTARY	0.00	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 13,567
Service advisor: 200171
Tag number: [redacted]

Payment type: CASH
Promised time: 12:00 PM
Promised date: 03/16/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE CP TIRE PRESSURE CHECK AND INFLATION SERVICE 0.00 0.00

Tech(s): 100600
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 13567 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 16,015
Service advisor: 100471
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 06/05/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	2.80	336.87

Tech(s): 100488

CR	CTA #225 (RA #4661)		84.00
12669488	1	(S)PUMP	169.48
23135228	1	(S)PIPE	51.27
23135220	1	(S)BOOSTER	111.24
20925765	1	(S)CYLINDER	97.93
19329448	2	FLUID	17.24

Pts: 447.16 Lbr: 336.87 Other: 84.00 Total Line A: 868.03

Story: 16015 VACUUM PUMP LEAKING INTERNALLY 2480118 280 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK	0.00	0.00

Tech(s): 100488

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

C TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	CP	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100488

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 16,015 Payment type: CASH Waiter: No
Service advisor: 100471 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 06/05/2017 Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
Story: 16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 17,950 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/07/2017 Customer Comments: No

---

A GUEST STATES CHECK ENGINE LIGHT IS ON DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 17950 SEE LINE C

B GUEST STATES VEHCILE WONT GO PAST 1ST GEAR DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	IZERO	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	0.00	0.00

Tech(s): 100450

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

Story: 17950 SEE LINE C

C GUEST STATES VEHICLE REVS HIGH DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR	W	GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE	4.50	541.40

Tech(s): 100450

CR	CTA#241 RA #5004		126.00
24236933	1	(S)FILTER KIT	39.72
24272475	1	(S)SEAL KIT	86.60
19286293	10	ATF DEXRON VI FLUID	45.40
HZW	10	HAZARDOUS WASTE OIL	0.00
23135703	1	(S)SEAL	3.22
24237658	2	(S)SEAL	8.28
15796802	1	(S)SEAL	4.35
24219390	1	(S)SEAL	4.34
24238004	1	(S)HUB	94.14

Pts: 286.05 Lbr: 541.40 Other: 126.00 Total Line C: 953.45

Story: 17950 4-5-6 CLUTCH HUB AND SHAFT SHEARED, SHAFT DISCONNECTED FROM HUB 8468030 450 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 17,950 Payment type: CASH Waiter: No
Service advisor: 100451 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/07/2017 Customer Comments: No

SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

MPI	IZERO	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 3GCPCREC0GG[redacted] 2016 SILV15 GAN/Silver

Mileage: 18,109 Payment type: CASH Waiter: No
Service advisor: 100525 Promised time: 04:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/21/2017 Customer Comments: No

---

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"

TOW-IN	IZERO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"	0.00	0.00

Tech(s): 99

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE

GENERAL	IZERO	GENERAL CONCERN	0.00	0.00

Tech(s): 100450

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

Story: 18109 SEE LINE C

C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE

GENERAL	W	GENERAL CONCERN	5.00	601.55

Tech(s): 100450

CR	CTA#241 (RA#5079)		126.00
24224169	1	(S)PISTON	24.54
19286293	10	ATF DEXRON VI FLUID	45.40
HZW	10	HAZARDOUS WASTE OIL	0.00

Pts: 69.94 Lbr: 601.55 Other: 126.00 Total Line C: 797.49

Story: 18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732 500 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.

D TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE	IZERO	TIRE PRESSURE CHECK AND INFLATION SERVICE	0.00	0.00

Tech(s): 100450

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

Story: 18109 COMPLETED. FRONT 42 PSI REAR 42 PSI

Customer Pay

[redacted]

INVOICE

18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3 Liter SIDI TRN:MYC ELECTRONIC AXL:GU6 3.42 REAR A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GUEST STATESTHERES NO POWER BRAKE AND IT MAKES A CHATTERING NOISE AND WONT STOP ESPECIALLY WHEN ACCELERATING AND BRAKING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

CAUSE:
WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE
100488 W (N/C)
CR CTA #225 (RA #4661) (N/C)
1 12669488 (S) PUMP (N/C)
1 23135228 (S) PIPE (N/C)
1 23135220 (S) BOOSTER (N/C)
1 20925765 (S) CYLINDER (N/C)
2 19329448 FLUID (N/C)

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

16015 VACUUM PUMP LEAKING INTERNALLY 2480118 2.80 VERIFIED HARD BRAKE PEDAL INSPECTED VACUUM PUMP LINE AND FOUND OIL IN LINE TECH FOUND DOCUMENT #4748532 WITH MATCHING SYMPTOMS TECH REPLACED VACUUM PUMP, VACUUM LINE , BRAKE BOOSTER AND MASTER CYLINDER AS PER DOCUMENT #4748532

****

B CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK (N/C)
100488IZERO

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

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

A SOCAL PENSKE DEALERSHIP
18805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		16015/16015	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 05JUN17			CASH	07JUN17

R.O. OPENED	READY	OPTIONS:
07:58 05JUN17	07:34 07JUN17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C	TIRE PRESSURE CHECK AND INFLATION SERVICE							
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE							
	100488		CP			0.00	0.00	

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

16015 COMPLETED. FRONT 35 PSI REAR 35 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SSC - WARR2

CUSTOMER COPY

[redacted]

INVOICE

16805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1678 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am - 6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

HUB 8468030 4.50 SCAN VEHICLE, HAS CODE P0796, DIAGNOSTIC SYSTEMS CHECK AUTO TRANS CONTROLS. ROAD TEST TO DUPLICATE CUSTOMER CONCERN, REFER TO DOCUMENT I.D. 4375238, INSPECT TRANS PAN, NO EXCESSIVE DEBRIS FOUND, R&R TRANS, INSPECT INTERNAL PARTS FOR DAMAGE, REPLACE 4-5-6 CLUTCH HUB, REPLACE INPUT SHAFT O-RING, REPLACE VALVE BODY SEALS, REPLACE CENTER SUPPORT SEAL, INSPECT ALL FIBER CLUTCHES FOR WEAR, INSPECT TRANSMISSION INTERNAL CASE FOR ANY METAL DEBRIS, CLEAN INTERNAL CASE, REMOVE TEHCM AND INSPECT TEHCM SCREEN PLATE FOR METAL DEBRIS, REPLACE TEHCM SCREEN PLATE, ASSEMBLE TRANS, FLUSH/FLOW TEST TRANS COOLER (1.1GPM @77f 2B9DE22 CYCLE 1483) CHECK FOR PROPER FLUID LEVEL, RESET TRANSMISSION ADAPTS, CHECK TCM CALIBRATION FOR MOST CURRENT CALIBRATION. ROAD TEST.

****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
100450IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
100450IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 (N/C)
17950 COMPLETED. FRONT 40 PSI REAR 40 PSI

****

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 3 - SOIC - 8x6(pm)

CUSTOMER COPY

BAR# ARD00262764 EPA# CAL000354660

[redacted]

INVOICE

19905 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16 CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		17950/17950	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
26MAR16 IS			17:00 07AUG17			CASH	10AUG17

R.O. OPENED	READY	OPTIONS:
14:23 05AUG17	13:21 10AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230 "THANK YOU"			

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

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CUSTOMER COPY

BAR# ARD00262784 EPA# CAL000354660

[redacted]

WORKORDER

PAGE 1

A SOCAL PENSKE DEALERSHIP
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1675 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -9pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 SERRANO,STEPHEN

		VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAN/Silver 16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 DD			16:00 21AUG17			CASH	

R.O. OPENED	READY	OPTIONS:
21AUG2017 11:44		SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TOW-IN		IZERO	Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form" |CC:
# B	GENERAL		W	GUEST STATES CHECK ENGINE LIGHT IS ON -- ADVISE |CC:
# C	GENERAL		W	GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE |CC:
# D	INFLATE		CP	TIRE PRESSURE CHECK AND INFLATION SERVICE |CC:

PENSKE CHEVROLET IS NOT
LIABLE FOR PERSONAL
ITEMS LEFT IN THE
VEHICLES

I (Customer) hereby authorize the repair work described above to be done along with necessary materials. I also authorize Dealer and its employees and agents to operate my vehicle for the purposes of testing, inspection, and delivery. I hereby acknowledge that I received a copy of this estimate prior to the start of any repairs. AUTHORIZED AND ACKNOWLEDGED BY: X

SAVE OLD PARTS: Customer to initial in this box to save old parts: [ ] All parts are new original equipment manufacturer unless otherwise specified.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured," for consideration of the repairs made to Insured's vehicle described above, does hereby grant to Dealer, the power of attorney to sign and endorse checks or drafts made payable to Insured as settlement for the Insured's claim for damages to the vehicle.

Insured's Signature: X Date:

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS: I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Customer's Signature: X Date:

Notice to Consumer: Please read important information on back.

Copyright 2014 CDK Global, LLC CUSTOMER COPY BAR# ARD00282764 EPA# CAL000354660

CUSTOMER #: [redacted]

[redacted]

INVOICE

CHEVROLET
A SOCAL PENSKE DEALERSHIP
19805 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -8pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	16:32 24AUG17	SOLD-STK:GG[redacted]NG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
CAUSE: Vehicle tow through sublet vendor
TOW-IN Vehicle towed in - (Performed through a sublet vendor) See "Towed Vehicle Intake Form"
99IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B GUEST STATES CHECK ENGINE LIGHT IS ON - ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450IZERO (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
18109 SEE LINE C

****

C GUEST STATES TRANSMISSION IS NOT SHIFITING. RPMS JUST SHOOT UP- ADVISE
CAUSE:
GENERAL GENERAL CONCERN
100450 W (N/C)
CR CTA#241 (RA#5079) (N/C)
1 24224169 (S)PISTON (N/C)
C/S 117005 @1:36PM 08/22/17 ALAN
10 19286293 ATF DEXRON VI FLUID (N/C)
10 HZW HAZARDOUS WASTE OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
18109 2-6 CLUTCH PISTON RUBBER LIP SEAL RIPPED, NOT SEALING 8465732
5.00 SCAN VEHICLE FOR CODES, P2714, CHECK FLUID LEVEL AND CONDITION, ROAD TEST, R&R TRANS, DISASSEMBLE TRANS, INSPECT 2-6 CLUTCH PISTON FOR DAMAGE, REPLACE 2-6 CLUTCH PISTON, INSPECT 2-6 CLUTCH PLATES AND FIBERS FOR ANY BURNING, INSPECT CENTER SUPPORT FOR DAMAGE OR DEBRIS, INSPECT ALL OTHER INTERNAL PARTS FOR DEBRIS, INSPECT CASE FOR METAL DEBRIS, ASSEMBLE TRANS, FLUSH/FLOW TEST 1.6GPM@ 76f 2BF7D32 CYCLE 1489, CHECK

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

[redacted]

"INVOICE"

562-924-1675 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -6pm Sat 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver 16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18109/18109	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			16:00 21AUG17			CASH	24AUG17

R.O. OPENED	READY	OPTIONS:
11:44 21AUG17	16:32 24AUG17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
TCM FOR MOST CURRENT CALIBRATION, CHECK FLUID LEVEL, ROAD TEST.								
**********								
D	TIRE	PRESSURE	CHECK	AND	INFLATION	SERVICE		
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE								
100450IZERO								
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00								
18109 COMPLETED. FRONT 42 PSI REAR 42 PSI								
**********								

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

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

Notice to Consumer: Please read important information on back.

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CUSTOMER COPY

BAR# ARD00262764 EPA# CAL000354860

[redacted]

INVOICE

PAGE 1

18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1976 • penskechevrolet.com
Hours of Operation: Mon - Fri 7am -6pm Sat 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CHEVROLET 2-YEAR MAINTENANCE
CAUSE:
0600723 CHEVROLET 2-YEAR MAINTENANCE
100615WSERV
1 19330000 (S)FILTER (N/C)
9 19259487 0W20 DEXOS OIL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
7272 PERFORM SERVICE 0.50 PERFORM OIL CHANGE AND REPLACED OIL FILTER. TOP OFF ALL FLUIDS AND ROTATED TIRES. SET TIRE PRESSURE.
****

B CUSTOMER STATES VEHICLE STARTS UP ROUGH - VEHICLE CRANKS LONG BEFORE STARTING
MISC MISCELLANEOUS
100615IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
7272 CHECK VEHICLE FIR CODES NON FOUND. CHECK FOR ROUGH IDLE NON OFUND AT THIS TIME. CAN NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS LIKE VEHICLE.
****

C General Concern- customer states bed of truck is not lined up-
General General Concern- customer states bed of truck is not lined up-
100615IZERO
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00
7272 NO CORRECTIONS MADE AT THIS TIME. COMPARED TO SIMILAR VEHICLES AND FOUND TO BE NORMAL.
****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK
CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.
MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

CUSTOMER COPY

[redacted]

[redacted]

18606 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -8pm Sat: 7am - 4pm

SERVICE ADVISOR: 100451 CARLOS OLIVARES

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16 CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		7272/7272	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			14:00 30AUG16			CASH	30AUG16

R.O. OPENED	READY	OPTIONS:
09:07 30AUG16	14:02 30AUG16	SOLD-STK:GG[redacted] ENG:5.3 Liter SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
				POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK			
				100615IZERO				

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE
INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE
100615IZERO

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

7272 COMPLETED. FRONT 36 PSI REAR 36 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER ARMAN MARUKIAN AT 562-263-2230
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.
I acknowledge notice and oral approval of an increase in the original estimate.

X _____

Disclaimer of Warranties

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Remanufactured parts will be noted in the description field.
Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

Notice to Consumer: Please read important information on back.

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

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BAR# ARD00262764 EPA# CAL000354860

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18913/18913	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			07:30 12OCT17			CASH	12OCT17

R.O. OPENED	READY	OPTIONS:
16:24 11OCT17	10:51 12OCT17	SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.

MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

200238IZERO (N/C)

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

****

E TIRE PRESSURE CHECK AND INFLATION SERVICE

INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE

200238IZERO (N/C)

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

18913 COMPLETED. FRONT 35 PSI REAR 35 PSI

****

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER FAITH FUJITA AT 562-263-2244
"THANK YOU"

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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 THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 STEPHEN SERRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18913/18913	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			07:30 12OCT17			CASH	12OCT17

R.O. OPENED	READY	OPTIONS:
16:24 11OCT17	10:51 12OCT17	SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GUEST STATES THERE IS A CLICKING NOISE FROM UNDERNEATH THE VEHICLE WHEN SHIFTING FROM PARK TO DRIVE, WAS NOT NOTICEABLE BEFORE DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

200238IZERO (N/C)

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

18913 clucnk sound normal operation see doc id 4748992

****

B GUEST STATES THE VEHICLE HESITATES TO ACCELERATE FROM 1ST GEAR TO HIGHER GEARS, AND ALSO FEELS A JERK WHEN DOWSHIFTING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

200238IZERO (N/C)

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

18913 delay in shift road test vehicle shifting from 1st to 2nd to 3rd there is a delay. these are called shifting points this is a normal operation of the transmission

****

C GUEST STATES THE VEHICLE IDLES ROUGH, FEELS SHAKING WHEN AT A STOP DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

WAR GUEST STATES DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE

200238IZERO (N/C)

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

18913 customer thinks it is rough 4069919 0.30 Check for codes none stored, road test vehicle compared to like vehicle. normal idle quality no problems found could not duplicate

****

D CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

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

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side. All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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CUSTOMER COPY

#99-04-20-002J: Information on Driveline Clunk Noise - (Mar 29, 2017)

Subject: Information on Driveline Clunk Noise

Models: 2018 and Prior GM Passenger Cars and Trucks (including Medium Duty Low Cab Forward)

Attention: This Bulletin also applies to any of the above models that may be Export from North America vehicles.

This Bulletin has been revised to update the Model Years. Please discard Corporate Bulletin Number 99-04-20-002I.

Some customers of vehicles equipped with automatic transmissions may comment that the vehicle exhibits a clunk noise when shifting between Park and Drive, Park and Reverse, or Drive and Reverse. Similarly, customers of vehicles equipped with automatic or manual transmissions may comment that the vehicle exhibits a clunk noise while driving when the accelerator is quickly depressed and then released. Tipping into the throttle after deceleration can also result in some level of clunk as the driveline is loaded in one direction (coast) then with throttle reapply the driveline gets loaded in the opposite direction (drive). On manual transmission vehicles depressing the clutch while in a deceleration immediately releases load on the driveline and may produce a clunk noise as the driveline unloads.

Note: Compare this complaint vehicle to a like vehicle. If the results are the same, this is a normal condition. For additional diagnostic information, refer to the appropriate Service information.

Whenever there are two or more gears interacting with one another, there must be a certain amount of clearance between those gears in order for the gears to operate properly. This clearance or freeplay (also known as lash) can translate into a clunk noise whenever the gear is loaded and unloaded quickly, or whenever the direction of rotation is reversed. The more gears you have in a system, the more freeplay the total system will have.

The clunk noise that owners sometimes hear may be the result of a buildup of freeplay (lash) between the components in the driveline.

For example, the potential for a driveline clunk would be greater in a 4-wheel drive or all-wheel drive vehicle than a 2-wheel drive vehicle. This is because in addition to the freeplay from the rear axle gears, the universal joints, and the transmission (common to both vehicles), the 4-wheel drive transfer case gears (and their associated clearances) add additional freeplay to the driveline.

In service, dealers are discouraged from attempting to repair driveline clunk conditions for the following reasons:

- Comments of driveline clunk are almost never the result of one individual component with excessive lash, but rather the result of the added affect of freeplay (or lash) present in all of the driveline components.

  Because all of the components in the driveline have a certain amount of lash by design, changing driveline components may not result in a satisfactory lash reduction.
- While some owners may find the clunk noise objectionable, this will not adversely affect durability or performance.
- For additional diagnostic information, refer to the appropriate Service Information.

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

WE SUPPORT VOLUNTARY

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[redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PENSKE CHEVROLET OF CERRITOS 18605 STUDEBAKER ROAD CERRITOS, CA 90703-5330

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET SILVERADO LS	5	3GCPCREC0FG[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 $ 8250.00 is
5.49 %	$ 5607.1 (e)	$ 37546.14	$ 44153.24 (e)	$ 52403.24 (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
71	613.26	Monthly beginning 06/25/2016
N/A	N/A	N/A
One final payment	613.26	03/25/2022

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 $ 39016.12 (A)
     - 1. Cash Price Vehicle $ 39016.12
     - 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) SPOS ALARM $ 695.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3662.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) HVSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
     (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) PENSKE GAP $ 895.00 (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 45275.12 (1)
2. Amounts Paid to Public Officials
   - A. Vehicle License Fees -ESTIMATED- $ 265.00 (A)
   - B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)
   - C. California Tire Fees $ N/A (C)
   - D. Other SMOG ABATEMENT $ 20.00 (D)

   Total Official Fees (A through D) $ 521.00 (2)

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 (b)

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 [redacted] are i
Buy
Co-
Sell

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 N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date ____ X N/A Buyer Signature ____ Age

Date ____ X N/A 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 72 Mos. PENSKE GAP
Name of Gap Contract

Model SILVERADO Order 80900

VIN 1GCEC19C97Z [redacted]

B. Less Prior Credit or Lease Balance (e)	$ 8500.00	(B)
C. Net Trade-In (A less B) (indicate if a negative number)	$ 2500.00	(C)
D. Deferred Downpayment	$ N/A	(D)
E. Manufacturer's Rebate	$ 5750.00	(E)
F. Other N/A	$ N/A	(F)
G. Cash	$ N/A	(G)
Total Downpayment (C through G)	$ 8250.00	(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)	$ 37546.14	(7)

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

SELLER ASSISTED LOAN

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

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

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

N/A

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. [redacted]

Buyer Signs
Co-Buyer Signs X N/A

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

X [redacted] X N/A
Buyer Co-Buyer

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

Buyer Signs X [redacted] Co-Buyer Signs X N/A

OPTION: ☐ [redacted] paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

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

WARNING:

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

FOR [redacted] THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE [redacted] THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-[redacted] holder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

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

Buyer Signature X [redacted] Co-Buyer Signature X N/A

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

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

Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annual [redacted] 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[redacted] 03/26/16 Co-Buyer Signature X N/A Date

Co-Buyers and Other [redacted] 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 N/A Guaran[redacted] e N/A
Address Addres[redacted]

Seller Signs PENSKE CHEVROLET OF CERRITOS Date 03/26/16 By X [redacted] Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 7-13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: [redacted] 1-800-344-5996 fax 1-800-531-1645
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	PENSKE CHEVROLET OF CERRITOS 18605 STUDEBAKER ROAD CERRITOS, CA 90703-5330

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 SILVERADO 15	5	3GCPCREC0GG[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 $ 8250.00
5.49 %	$ 6607.14 (e)	$ 37546.14	$ 44153.28 (e)	is $ 52403.28 (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
71	613.24	Monthly beginning 04/25/2016
N/A	N/A	N/A
One final payment	613.24	03/25/2022

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 $ 39914.12 (A)
     - 1. Cash Price Vehicle $ 39914.12
     - 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) SWDS ALARM $ 695.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3662.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q) (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) PENSKE GAP $ 895.00 (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 45275.14 (1)
2. **Amounts Paid to Public Officials**
   - A. Vehicle License Fees -ESTIMATED- $ 265.00 (A)
   - B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)
   - C. California Tire Fees $ N/A (C)
   - D. Other SMOG ABATEMENT $ 20.00 (D)

   Total Official Fees (A through D) $ 521.00 (2)

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 buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not re[redacted]

Buyer X [redacted]
Co-Buyer
Seller X

If any insu[redacted] 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
N/A
Home Office Address N/A
N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date ____ X N/A Buyer Signature ____ Age ____

Date ____ X N/A 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 72 Mos. PENSKE GAP Name of Gap Contract

Model [redacted] Odom [redacted]

VIN 1GCEC19C977[redacted]

B. Less Prior Credit or Lease Balance (e)	$ 8500.00	(B)
C. Net Trade-In (A less B) (indicate if a negative number)	$ 2500.00	(C)
D. Deferred Downpayment	$ N/A	(D)
E. Manufacturer's Rebate	$ 5750.00	(E)
F. Other N/A	$ N/A	(F)
G. Cash	$ N/A	(G)
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)	$ 8250.00	(6)
7. Amount Financed (5 less 6)	$ 37546.14	(7)

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

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

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

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

☐ **Name of autobroker receiving fee, if applicable:**
N/A

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 Sign [redacted]
Co-Buyer S [redacted]

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 [redacted]

X [redacted]
Buyer

X N/A
Co-Buyer

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

Buyer Signs X [redacted]
Co-Buyer Signs X N/A

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT [redacted] IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE B[redacted] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted]
X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

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

Buyer Signature X [redacted]
Co-Buyer Signature X N/A

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

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

Buyer Signature X [redacted]
Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

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

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

Buyer Signature X [redacted] Date 03/26/16
Co-Buyer Signature X N/A Date

Co-Buyers and Other [redacted] is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date N/A
Address _____

Guarantor [redacted] Date N/A
Address [redacted]

Seller Signs PENSKE CHEVROLET OF CERRITOS Date 03/26/16 By X [redacted] Title MGR.

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CUSTOMER/TRUTH IN LENDING COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# [redacted]

CUSTOMER NAME: [redacted]

VIN: 3/ G/ C/ P/ C/ R/ E/ C/ 0/ 6/ G [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
16-40ACA-005	$ 1000.00	NCC
16-40AI-004	$ 1000.00	LJR
16-40AP-004	$ 1750.00	DRH
	$	JPN
16-40AAY-002 BONUS T	$ 1000.00	JXI
Total Incentive Amount Received	$ 5750.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 03/26/16 and acknowledge receipt of incentive(s) as described in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signatur [redacted] **Date:** 03/26/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and [redacted] at www.onstar.com.

Purchaser/Lessee Signatur [redacted] **Date:** 03/26/16

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and [redacted] Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken deliver[redacted]enced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] **Date:** 03/26/16

Dealership Name: PENSKE [redacted] CERRITOS **Dealer Code:** [redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

(WITH ARBITRATION PROVISION)

03/25/16

Dealer Number [redacted] Contract Number [redacted] R.O.S. Number Stock Number [redacted]

HM: [redacted] MK: [redacted] DLR# [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		PENSKE CHEVROLET OF CERRITOS 18605 STUDEBAKER ROAD CERRITOS, CA 90703-5330

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 SILVERADO 1S	5	3GCPCREC0G[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 $ 8250.00 is
5.49 %	$ 6607.14 (e)	$ 37546.14	$ 44153.28 (e)	$ 52403.28 (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
71	613.74	Monthly beginning 04/25/2016
N/A	N/A	N/A
One final payment	613.74	03/25/2022

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 $ 39914.1 (A)
     - 1. Cash Price Vehicle $ 39914.32
     - 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) SWDS ALARM $ 695.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3662.04 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) HVSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
$ N/A 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 buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not [redacted]

Buyer [redacted]

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

N/A

Home Office Address N/A

N/A

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

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

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

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

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

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

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) PENSKE GAP $ 895.00 (R)

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

T. Other (to whom paid) N/A

For N/A $ N/A (T)

Total Cash Price (A through T) $ 45275.14 (1)

2. **Amounts Paid to Public Officials**

A. Vehicle License Fees -ESTIMATED- $ 265.00 (A)

B. Registration/Transfer/Titling Fees -ESTIMATED- $ 236.00 (B)

C. California Tire Fees $ N/A (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 521.00 (2)

3. **Amount Paid to Insurance Companies**

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

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

5. **Subtotal** (1 through 4) $ 45796.14 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr 2007 Make CHEVROLET $ 11000.00 (A)

Model SILVERADO 2500

VIN 1GCEC19C97[redacted]

B. Less Prior Credit or Lease Balance (e) $ 8500.00 (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ 2500.00 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 5750.00 (E)

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

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 8250.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. **Amount Financed** (5 less 6) $ 37546.14 (7)

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.

Date X N/A Buyer Signature Age

Date X N/A 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 72 Mos. PENSKE GAP Name of Gap Contract

I want to buy [redacted]

Buyer Signs

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

1L Company N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

N/A

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.

Buyer Signs X [redacted]

Co-Buyer Signs X N/A

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

X [redacted] Buyer X N/A Co-Buyer

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

Buyer Signs X [redacted] Co-Buyer Signs X N/A

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

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

WARNING:

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

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

THE [redacted] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any balance of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X [redacted] Co-Buyer Signature X N/A

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

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

Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

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

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

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

Buyer Signature [redacted] e 03/26/16 Co-Buyer Signature X N/A Date

Co-Buyers and Othe [redacted] ponsible 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.

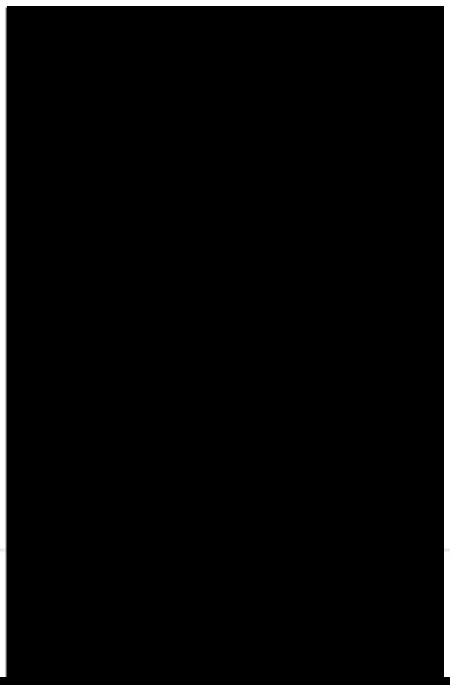
Guarantor X _____ Date N/A Guarantor [redacted] Date N/A

Address _____ Address _____

Seller Signs PENSKE CHEVROLET OF CERRITOS Date 03/26/16 By X [redacted] Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY



Use of this Driver's License Inquiry Report must adhere to the requirements by the Department of Motor Vehicles set forth in your Requester Agreement. Any use of this system outside that prescribed in the Requester Agreement is strictly prohibited. Driver's License Inquiry Reports may not be shared with anyone outside the authorized requester's company.

PROOF OF INSURANCE:
Interinsurance Exchange of the Automobile Club
NAIC #: 15598

Named Insured [redacted]

Policy Number: [redacted]

Effective Date: 12-10-15 Expiration Date: 12-10-16

This policy provides at least the minimum amounts of liability insurance required by the CA VEH CODE SECTION 16056 for the specified vehicles and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.

FOLD HERE

VEHICLES ON POLICY

YEAR	MAKE	VEHICLE #
1984	CHEV	2GBJC31M3E4[redacted]
2007	CHEV	1GCEC19C97Z[redacted]
2015	CHEV	2GNALBEK9F1[redacted]

DRIVERS ON POLICY

[redacted]

IF YOU HAVE AN ACCIDENT CALL OUR 1-800-67-CLAIM

24/7 AAA ACCIDENT ASSIST HOTLINE (1-800-672-5246)

After an accident, follow these 5 easy steps:

Step 1: Get the names and addresses of all persons involved in the accident, e.g., pedestrians, witnesses, other passengers, etc.

Step 2: Get the driver's license number and insurance information of the driver(s) of the other vehicle(s)

Step 3: Write down the vehicle(s) license plate, including state of registration

Step 4: Call our AAA Accident Assist Hotline at 1-800-67-CLAIM (1-800-672-5246) to report the accident and, if necessary, have your vehicle towed to the repair shop or location of your preference

Step 5: Safely wait for the tow truck. Our independent service providers' tow trucks always display the AAA emblem

Do not admit responsibility for or discuss the circumstances of the accident with anyone other than the police or an authorized Auto Club claims representative. Do not disclose your policy limits to anyone. Coverage subject to policy terms and limits.

For questions or changes to your policy, call 1-877-422-2100, Monday through Friday from 7 a.m. to 9 p.m. or Saturday from 8 a.m. to 5 p.m.

DEAL# [redacted]
STOCK# GG[redacted]

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

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

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

ACQUISITION NUMBER (*DISMANTLER ONLY*)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPCRECOGG[redacted]	2016 SILVERAD	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We PENSKE CHEVROLET OF CERRITOS [redacted] (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to _____ (PRINT BUYER'S NAME(S)) on 03 (MO) 26 (DAY) 2016 (YEAR) for the amount of $ VALUE RCV'D (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ N/A (GIFT VALUE)

ODOMETER

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 [ ][ ][ ], [ ][ ][5] [/ 10 ths] (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

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

Explain odometer discrepancy: _____

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

BUYER

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

[redacted]	[redacted]	DATE 03/26/16	DL [redacted] M #
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
BU[redacted]	[redacted] STATE ZIP CODE		D[redacted]

SELLER

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 PENSKE CHEVROLET OF CERRITOS [redacted]	SIG X [redacted]	DATE 03/26/16	DL/ID OR DEALER/DISM # [redacted]
PRINT SELLER'S NAME	SIG X [redacted]	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
SELLER'S MAILING ADDRESS 18605 STUDEBAKER ROAD	CITY CERRITOS, CA	STATE 90703-5330	DAYTIME TELEPHONE NO. 5629241676

POWER OF ATTORNEY

SECTIO[redacted] F ATTORNEY

I/We _____ (PRINT NAME(S)) appoint PENSKE CHEVROLET OF CERRIT (PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

[redacted] R OF ATTORNEY DATE 03/26/2016

RouteOne

Credit Application: Applicant

Title	Last Name	First	Initial	Suffix	Date of Birth	Soc. Sec. #
	[redacted]		[redacted]		08/22/1963	[redacted]

Present Address Line 1	Time at Present Address	Driver's License # / State
[redacted]	[redacted]	

Present Address Line 2	City	County	State	ZIP
	[redacted]	[redacted]		

Previous Address Line 1	Time at Previous Address	Present Address Urbanization Code

Previous Address Line 2	City	State	ZIP

Home Phone	Cellular Phone
[redacted]	

Education

No. of Dependents	Preferred Email

Current Employment Title	Employment Status	Employment Type
[redacted]	Full Time	Professional

Current Employer

Current Employer Address Line 1

Current Employer Address Line 2	City	State	ZIP

Current Employer Phone Number	Business Ph. Ext.	Time at Current Job	Business Email Address
[redacted]		[redacted]	

Previous Employer	Previous Occupation	Previous Employer Phone Number	Time at Previous Job

Previous Employer Address Line 1

Previous Employer Address Line 2	City	State	ZIP

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Gross Income	Income Received	Other Income Source	Other Income	Other Income Received	Monthly Support/Alimony Received
[redacted]	Monthly				

Resident Type

Landlord Name / Mortgage Co.	Landlord / Mortgage Phone Number	Monthly Rent / Mortgage Payment
[redacted]		[redacted]

Bank Name	Bank Account Type Code

Creditor Reference #1 - Name / Address	Creditor Balance #1	Creditor Monthly Payment #1

Creditor Reference #2 - Name / Address	Creditor Balance #2	Creditor Monthly Payment #2

Company Financing Auto Loan	Previous Auto Loan Acct #	Previous Auto Loan Balance	Previous Auto Loan Monthly Payment

Nearest Relative Last Name	First	Nearest Relative Address Line 1	Relationship	Phone #

Nearest Relative Address Line 2	City	State	ZIP

Additional Reference #1 - Last Name	First Name	Address	City	State	ZIP	Phone

Additional Reference #2 - Last Name	First Name	Address	City	State	ZIP	Phone

Bankruptcy Indicator	Bankruptcy Date	Repossession Indicator	Repossession Date

Credit Application

RouteOne Disclosure:

California Residents Applicant, if married, may apply for a separate account.

[X] You are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT -
To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

By signing this application:

I authorize dealer and any finance company, bank or other financial institution to which the Dealer submits my application ("you") to investigate my credit and employment history, obtain credit reports, and release information about your credit experience with me as the law permits.

I further authorize you to forward my application and all related information to other creditors for evaluation as a method of effectuating my request for credit.

If an account is created, I authorize you to obtain credit reports for the purpose of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Monitoring, Recording, and Collection Communications

I agree that you, your affiliates, agents and service providers may monitor and record telephone calls regarding my account to assure the quality of your service or for other reasons. I also expressly consent and agree to you, your affiliates, agents and service providers using written, electronic or verbal means to contact me as the law allows. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. I agree you, your affiliates, agents and service providers may do so using any e-mail address or any telephone number I provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether I incur charges as a result.

I certify that I have read and agree to the terms of this application and that the information in it is complete and true.

If you sign this credit application electronically, you intend that process to be your electronic signature on an electronic application, acknowledge receipt of all disclosures provided on the credit application, and give your authorization and consent to the recipient(s) of this application to take the actions identified in the credit application.

Credit Application Signature

Applicant: [redacted] Date 3/26/16

DEAL# [redacted]
STOCK# GG[redacted]
CUSTOMER# [redacted]

DUE BILL

Service Hours

Service Phone Number **Sales Manager**

Identification of Parties

Buyer/Lessee Name(s) ("you")		Phone	
[redacted]		HOME [redacted]	
Address Street	City State Zip		Contract Date 03/26/2016
Dealership ("dealer") PENSKE CHEVROLET OF CERRITOS		Salesperson	

Identification of Vehicle ("Vehicle")

Year	Make	Model	VIN	Stock Number
2016	CHEVROLET	SILV15	3GCPCRECOGG[redacted]	

Section A: Acknowledgment of Work

You acknowledge that the work described in this Section A, if any, is the only work that you are entitled to have performed at no additional charge. If you request any additional work, dealer will provide you with an estimate of charges for your approval prior to performing the additional work.

A.1.

A.2.

A.3.

A.4.

A.5.

Section B: Acknowledgment of Accessories

You acknowledge that the charges for the accessories described in this Section B, if any, were disclosed to you and included in the retail installment sale or lease contract you entered into for the purchase or lease of the Vehicle with your consent. These accessories are the only accessories that you are entitled to have installed at no additional charge. If you request additional accessories, dealer will provide you with an estimate of charges for your approval prior to installation of such accessories.

B.1. SWDS ALARM 695.00 ALARM INSTALLED AND ACTIV

B.2.

B.3.

B.4.

B.5.

PLEASE NOTE THAT LOANER CARS WILL NOT BE AVAILABLE WHILE THE WORK/INSTALLATION IS BEING PERFORMED
PLEASE CONTACT OUR SERVICE DEPARTMENT AS SOON AS POSSIBLE TO SCHEDULE AN APPOINTMENT

03/26/2016 [redacted]

Date Buyer's Signature Co-buyer's Signature

03/26/2016 [redacted]

Date nature

VIN: 3GCPCREC0 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 20803	[redacted]		04/12/16	NCC	1,000.00	
INCTV PAYMENT	13 20803			04/12/16	NCC	1,000.00	
INCENTIVE MEMO	13 20803			04/12/16	LJR	1,000.00	
INCTV PAYMENT	13 20803			04/12/16	LJR	1,000.00	
INCENTIVE MEMO	13 20803			04/12/16	JXI	1,000.00	
INCTV PAYMENT	13 20803			04/12/16	JXI	1,000.00	
INCENTIVE MEMO	13 20803			04/12/16	JXA	1,000.00	
INCTV PAYMENT	13 20803			04/12/16	JXA	1,000.00	
INCENTIVE MEMO	13 20803			04/12/16	JPN	804.81	
INCTV PAYMENT	13 20803			04/12/16	JPN	804.81	
INCENTIVE MEMO	13 20803			04/12/16	FFC	52.08	
INCTV PAYMENT	13 20803			04/12/16	FFC	52.08	
INCENTIVE MEMO	13 20803			04/12/16	DRH	1,750.00	
INCTV PAYMENT	13 20803			04/12/16	DRH	1,750.00	
INCTV APPLICATN	13 20803			03/30/16	NCC	1,000.00	
INCTV APPLICATN	13 20803			03/30/16	LJR	1,000.00	
INCTV APPLICATN	13 20803			03/30/16	JXI	1,000.00	
INCTV APPLICATN	13 20803			03/30/16	JXA	1,000.00	
INCTV APPLICATN	13 20803			03/30/16	JPN	804.81	
INCTV APPLICATN	13 20803			03/30/16	FFC	52.08	
INCTV APPLICATN	13 20803			03/30/16	DRH	1,750.00	
DELIVERY D.O.E.	13 20803			03/29/16		0.00	
DELIVERY TO CUS	13 20803			03/26/16		0.00	
EXPIRATION TRAN	13 20803			11/27/15		0.00	
SETTLEMENT DATE	13 20803			11/25/15		41,406.15	CR
ORIGINAL INVOIC	13 20803			11/11/15		41,406.15	
SHIPMENT DATE	13 20803			11/11/15		0.00	
PRODUCTION (BUI	13 20803			11/11/15		0.00	
PREFERENCE TO P	13 20803			10/13/15		0.00	
GM ORDER ACCEPT	13 20803			10/03/15		0.00	
GM ORDER ACCEPT				10/03/15		0.00	

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 05/13/17
PROCESSING SOURCE: CHEVROLET 08:32:34
PAGE: 1

VIN: 3GCPCREC0 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

ODATE: 10/03/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20803
DDATE: 03/26/16 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/29/16 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: CA 90241
SRVC OUT: CANC SRVC IN:
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
DRH	01	13 20803	[redacted]	04/12/16	1,750.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 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
FFC	01	13 20803	[redacted]	04/12/16	52.08	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00045233366 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
JPN	01	13 20803	[redacted]	04/12/16	804.81	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 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
JXA	01	13 20803	[redacted]	04/12/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 3GCPCREC0 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JXI	01	13 20803	[redacted]	04/12/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 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 20803	[redacted]	04/12/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 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
NCC	01	13 20803	[redacted]	04/12/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045233366 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2016 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
GAN SILVER ICE METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE C0 GG[redacted] VEHICLE INVOICE [redacted]
**********6338******13*20803S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15743 SILVERADO 1500 2WD LT CRE	39190.00	36446.70	INVOICE 11/11/15
C5W GVW RATING - 7,000 LBS	N/C	N/C	SHIPPED 11/11/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 11/27/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	INT COM 11/27/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 11/11/15
PDU ALL STAR EDITION	2360.00	2147.60	KEYS V3381 V3381
* TRAILERING EQUIPMENT PKG INCL			WFP-S QTR OPT-1
AUTO LOCKING REAR			BANK: FIRST HAWAI
DIFFERENTIAL			CHG-TO 20-803
* PWR SEAT ADJUSTER, DRIVER			
* LED FRONT FOG LAMPS			SHIP WT: 5253
* AIR CONDITIONING,			HP: 45.7
DUAL ZONE CLIMATE CONTROL			GVWR: 7000
* STEERING COLUMN,			GAWR.FT: 3850
TILT & TELESCOPING			GAWR.RR: 3950
* REMOTE VEHICLE START			EMPLOY: 39183.72
* REAR VISION CAMERA			SUPPLR: 40758.25
* REAR WINDOW DEFROSTER			NTR: 1/2
* POWER OUTLET, 110-VOLT AC			EMPINC: 2379.35
RD4 WHEELS, 20" POLISHED ALUMINUM	1595.00	1451.45	SUPINC: 804.82
(REPLACES STD/OPT WHEELS)			
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE	750.00-	682.50-	
DISCOUNT			

TOTAL MODEL & OPTIONS	42395.00	39363.25	ACT 237 39286.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1271.85
DEALER IMR CONTRIBUTION		423.95	ADV 261 423.95
LMA GROUP CONTRIBUTION		423.95	EXP 65A 423.95
TOTAL	43590.00	41406.15	PAY 310 41406.15
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		39546.45	

****
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.
****

PENSKE CHEVROLET OF CERRITOS

October 30, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Silverado 1500 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 10,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

19926

[redacted]

P.O.A. [redacted]

12/20/2017

Date

Date

RELEASE OF ALL CLAIMS

Recitals

This Release of All Claims (hereinafter the "Release") is made as of November 27, 2017, and is effective between [redacted] as releasor(s) ("Releasor") and General Motors as releassee(s) ("Releasee"). This Release is made and entered into with reference to the following:

1.1 On or about March 26, 2016, Releasor purchased/leased a 2016 Chevrolet Silverado 1500, VIN 3GCPCREC0GG[redacted] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

Payment and Release

2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of $10,000.00, made payable to Releasor and Releasor's attorney.

2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:

2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.

2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

Section 1542. General Release--Claims Extinguished.

> "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.

2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

Additional Terms of Release

3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.

3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.

3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.

3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.

3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: 12/18/2017 [redacted]

Print Name

Dated: _____ _____

Print Name

Current Vehicle Mileage: 19,926

APPROVED AS TO FORM ~~AND CONTENT~~ ONLY [redacted]

Dated: 12/19/17

Mark Charles, ESQ.
Attorney for Releasor

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
CALIFORNIA LEMON LAWYERS, APC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
15250 Ventura Blvd., Suite 1220

Requester's name and address (optional)

6 City, state, and ZIP code
Sherman Oaks, California 91403

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶** 11 / 29 / 2017

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States:

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code* on page 3 and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships* above.

What is FATCA reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code* on page 3 and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account, list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note. ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C Corporation, or S Corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box in line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box in line 3.

Limited Liability Company (LLC). If the name on line 1 is an LLC treated as a partnership for U.S. federal tax purposes, check the "Limited Liability Company" box and enter "P" in the space provided. If the LLC has filed Form 8832 or 2553 to be taxed as a corporation, check the "Limited Liability Company" box and in the space provided enter "C" for C corporation or "S" for S corporation. If it is a single-member LLC that is a disregarded entity, do not check the "Limited Liability Company" box; instead check the first box in line 3 "Individual/sole proprietor or single-member LLC."

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space in line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)

2—The United States or any of its agencies or instrumentalities

3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

4—A foreign government or any of its political subdivisions, agencies, or instrumentalities

5—A corporation

6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession

7—A futures commission merchant registered with the Commodity Futures Trading Commission

8—A real estate investment trust

9—An entity registered at all times during the tax year under the Investment Company Act of 1940

10—A common trust fund operated by a bank under section 584(a)

11—A financial institution

12—A middleman known in the investment community as a nominee or custodian

13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over $600 required to be reported and direct sales over $5,000[1]	Generally, exempt payees 1 through 5[2]
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

[1] See Form 1099-MISC, Miscellaneous Income, and its instructions.

[2] However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note. You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on this page), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at *www.ssa.gov*. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at *www.irs.gov/businesses* and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (*1-800-829-3676*).

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: *A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.*

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, or 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code* earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account[1]
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor[2]
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee[1] The actual owner[1]
5. Sole proprietorship or disregarded entity owned by an individual	The owner[3]
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	**Give name and EIN of:**
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity[4]
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

[1] List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

[2] Circle the minor's name and furnish the minor's SSN.

[3] You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

[4] List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 2.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to *phishing@irs.gov*. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: *spam@uce.gov* or contact them at *www.ftc.gov/idtheft* or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

Kelly Archer (C)

From: mark.charles@calemonlawinfo.com
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#[redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761

Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, Mr. [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center

Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#: [redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]

SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM

To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866



Virus-free. www.avast.com

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Tuesday, September 26, 2017 5:37 PM
To: 'evert.dewyn@gm.com'
Subject: BRC-Legal Initial Notification of NISM for SR#[redacted]

Service Request:[redacted]
Customer Last Name:[redacted]
Involved Dealership: Penske Chevrolet of Cerritos, 263458, Cerritos, CA
Dealership Contact: Faith Fujita
VIN: 3GCPCREC0GG[redacted]
Vehicle: 2016 Chevrolet Silverado
Mileage: 17,950

Dear Evert DeWyn,

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 <u>not</u> 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.

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Friday, December 22, 2017 7:31 AM
To: 'evert.dewyn@gm.com'
Subject: BRC-Legal Notification of Resolution SR# [redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Penske Chevrolet of Cerritos, 263458, Cerritos, CA
Dealership Contact: Faith Fujita
VIN: 3GCPCREC0GG[redacted]
Vehicle: 2016 Chevrolet Silverado
Mileage: 19,926

Dear Evert DeWyn,

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 Cash Settlement in the amount of $10,000.00 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 #5914761.

Sincerely,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600 ext. 5914761
Fax: 1-586-920-0866

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

CHEVROLET

September 26, 2017

Faith Fujita
Penske Chevrolet of Cerritos
18605 Studebaker Rd
Cerritos, CA 90703

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Faith Fujita:

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

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Wednesday, September 27, 2017 3:56 PM
To: 'dalatorrre@socalpenske.com'
Subject: RE: BRC-Legal Initial Notification of NISM for SR#[redacted]
Attachments: Dealer Ack-Penske.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. Do you have a time frame that I can expect the sales document for the client/vin provided above? Please advise.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Tuesday, September 26, 2017 5:44 PM
To: 'ffujita@socalpenske.com'; 'amarukian@socalpenske.com'; 'dalatorrre@socalpenske.com'
Subject: BRC-Legal Initial Notification of NISM for SR#:[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Thursday, September 28, 2017 6:37 PM
To: 'dalatorrre@socalpenske.com'
Subject: RE: BRC-Legal Initial Notification of NISM for SR#[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening. Do you have a time frame that I can expect the sales document for the client/vin provided above? Please advise.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, September 27, 2017 3:56 PM
To: 'dalatorrre@socalpenske.com'
Subject: RE: BRC-Legal Initial Notification of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. Do you have a time frame that I can expect the sales document for the client/vin provided above? Please advise.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Tuesday, September 26, 2017 5:44 PM
To: 'ffujita@socalpenske.com'; 'amarukian@socalpenske.com'; 'dalatorrre@socalpenske.com'
Subject: BRC-Legal Initial Notification of NISM for [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Kelly Archer (C)

From: Marukian, Arman <amarukian@socalpenske.com>
Sent: Tuesday, September 26, 2017 5:46 PM
To: Kelly Archer (C); Fujita, Faith; dalatorrre@socalpenske.com
Subject: [EXTERNAL] RE: BRC-Legal Initial Notification of NISM for SR#[redacted]

Kelly,
Please remove my email and add ddriscoll@socalpenske.com
I switched places with Dave Driscoll. I am no longer at Chevy.

Arman Marukian
Fixed Operations Director
Penske Cadillac Buick GMC South Bay
18600 Hawthorne Boulevard
Torrance, CA 90504

P: (310) 697-1892
E: Amarukian@socalpenske.com

www.PenskeCadillac.com

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:44 PM
To: Fujita, Faith; Marukian, Arman; dalatorrre@socalpenske.com
Subject: BRC-Legal Initial Notification of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

CONFIDENTIALITY NOTICE: The information contained in this electronic message is confidential and is intended only for the use of the intended recipient. If you are not the intended recipient of this message, you are hereby notified that any use, distribution, copying or disclosure of this communication is strictly prohibited. If you received this in error, please notify us immediately by return e-mail and promptly delete this message and its attachments from your computer system.

Kelly Archer (C)

From: Fujita, Faith <ffujita@socalpenske.com>
Sent: Wednesday, September 27, 2017 12:30 PM
To: Kelly Archer (C); Arman Marukian (Penske Chevrolet Of Cerritos); dalatorrre@socalpenske.com
Subject: [EXTERNAL] RE: BRC-Legal Initial Notification of NISM for SR#[redacted]
Attachments: [redacted].pdf

See attached repair ordes

Faith Fujita
Service Drive Manager
Penske Chevrolet of Cerritos
18605 Studebaker Road
Cerritos, CA 90703

P: (562) 263-2244
E: ffujita@socalpenske.com

www.penskechevroletofcerritos.com

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:44 PM
To: Fujita, Faith; Marukian, Arman; dalatorrre@socalpenske.com
Subject: BRC-Legal Initial Notification of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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2016 Chevrolet Silverado 1500 Crew Cab - What Your Car is Worth

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Zip Code & Style | Colors & Options | Condition & Mileage | **True Market Value®**



1 of 540 View larger

Current Pricing

	Rough	Average	Clean	Outstanding
TRADE-IN	$21,745	$24,305	**$26,991**	$27,950
PRIVATE PARTY	$24,022	$26,829	**$29,716**	$30,715

2016 Chevrolet Silverado 1500 Crew Cab

LT 4dr Truck 5.8 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	**$24,811**	**$27,198**	**$28,999**
Optional Equipment	**$2,100**	**$2,437**	**$2,752**
Trailer Hitch	**$67**	**$77**	**$87**
Rear View Camera	**$222**	**$258**	**$291**
Power Driver's Seat Lumbar Adjustment	**$42**	**$49**	**$56**
Multi-Zone Climate Control	**$222**	**$258**	**$291**
Trailer Wiring	**$50**	**$58**	**$65**
Rear Defogger	**$68**	**$79**	**$89**
5.3L V8 OHV 16V DI Engine w/VVT	**$474**	**$550**	**$622**
Front Fog/Driving Lights	**$67**	**$77**	**$87**
Remote Engine Start	**$56**	**$65**	**$73**
Tilt and Telescopic Steering Wheel	**$44**	**$52**	**$58**
20 Inch Polished Alloy Wheels	**$788**	**$914**	**$1,033**
Color Adjustment - Silver Ice Metallic	**$-52**	**$-57**	**$-61**
Regional Adjustment - for Zip Code 90241	**$60**	**$66**	**$70**
Mileage Adjustment - 20,079 miles	**$72**	**$72**	**$72**
Condition Adjustment - Clean	**$0**	**$0**	**$0**
Total	$26,991	$29,716	$31,832

Buying a Certified Used Vehicle	**Dealer Retail**
Certified Used Price	**$32,496**

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Ad Ad

3 of 189 For Sale | 8 Certified Pre-Owned Near Downey, CA 90241

Certified 2016 Chevrolet Silverado 1500 LT



19,255 mi

Stock: [redacted]

VIN: 3GCPCREC5GG[redacted]

Chevrolet of Montebello (5 mi)

(844) 252-5458

~~$31,511~~

Get Special Offer

Used 2016 Chevrolet Silverado 1500 LT



8,350 mi

Stock [redacted]

VIN: 1GCNCREC5GZ[redacted]

Alexander Auto Sales (5 mi)

(855) 743-0494

Not Listed

Get Special Offer

Certified 2016 Chevrolet Silverado 1500 LT



27,576 mi

Stock: [redacted]

VIN: 3GCPCREC9GG[redacted]

Chevrolet of Montebello (5 mi)

(844) 252-5458

~~$35,888~~

Get Special Offer

Know Before You Go to the Dealership

Get Financing Online Before You Buy

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

AUTO CREDIT EXPRESS Auto Financing Made Easy

Compare Real Rates, Save Real Money

Don't waste your time, compare multiple real insurance quotes at once!

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- Car Finder
- Compare Cars
- Find a Dealer
- Get Monthly Payment
- Incentives & Rebates

Used Car Resources

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- Appraise Your Car
- Certified Cars
- Selling Tips

Car Articles & Advice

- Car Reviews
- Long-Term Road Tests
- Car Videos
- True Cost to Own®
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- Buy a Car
- Car News
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Buick	GMC	Kia	Mercury	Ram	Toyota
Cadillac	Honda	Land Rover	MINI	Saab	Volkswagen
Chevrolet	HUMMER	Lexus	Mitsubishi	Saturn	Volvo
Chrysler	Hyundai	Lincoln	Nissan	Scion	

Ad Ad

[redacted]

New Chevrolet Equinox
New Chevrolet Malibu
New Chevrolet Silverado 1500
New Chevrolet Silverado 2500HD
New Ford Edge
New Ford Escape
New Ford Explorer
New Ford F-150
New Ford F-250 Super Duty
New Ford Focus
New Ford Fusion
New GMC Sierra 1500
New Honda Accord
New Honda CR-V
New Honda Civic
New Hyundai Elantra
New Hyundai Sonata
New Jeep Cherokee
New Jeep Grand Cherokee
New Jeep Patriot
New Jeep Renegade
New Nissan Altima
New Nissan Rogue
New Nissan Sentra
New Ram 1500
New Ram 2500
New Toyota Camry
New Toyota Corolla
New Toyota RAV4

Used BMW 5 Series
Used Chevrolet Cruze
Used Chevrolet Impala
Used Chevrolet Malibu
Used Chrysler 200
Used Chrysler 300
Used Dodge Charger
Used Ford Fusion
Used Ford Taurus
Used Honda Accord
Used Honda Civic
Used Hyundai Elantra
Used Hyundai Sonata
Used Kia Optima
Used Mercedes-Benz C-Class
Used Mercedes-Benz E-Class
Used Nissan Altima
Used Nissan Sentra
Used Toyota Camry
Used Toyota Corolla
Used Volkswagen Jetta

Used Chevrolet Tahoe
Used Ford Explorer
Used Jeep Grand Cherokee
Used Jeep Wrangler

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Used Ram 1500
Used Ford F-150
Used Ford F-250 Super Duty
Used GMC Sierra 1500
Used Toyota Tacoma
Used Toyota Tundra

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Used Dodge Grand Caravan

Popular Hatchbacks

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Used Ford Edge
Used Ford Escape
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Used Honda CR-V
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Used Kia Sorento
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Used Toyota RAV4

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Used Chevrolet Camaro

Popular Coupes

Used Ford Mustang

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Ad Ad

October 9, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Silverado 1500 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 8,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

November 27, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

We have received your counter-offer, dated November 7, 2017. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

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,

General Motors

cc: FILE

October 18, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Silverado 1500 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 9,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

October 30, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

We regret that your client(s) is dissatisfied with his 2016 Chevrolet Silverado 1500 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 10,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

September 26, 2017

Mark Charles, Esq.
California Lemon Lawyers
15250 Ventura Blvd Ste 1220
Sherman Oaks, CA 91403

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC0GG[redacted]
Customer Relationship Specialist: Kelly

Dear Mr. Charles:

This is to advise that General Motors is in receipt of the above referenced case dated September 26, 2017. 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:
☐ 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

CALIFORNIA LEMON LAWYERS

A PROFESSIONAL CORPORATION
15250 VENTURA BLVD., SUITE 1220
SHERMAN OAKS, CALIFORNIA 91403
TEL: (818) 995-0100
FAX: (818) 995-0160
Mark.Charles@CALemonLawInfo.com
NickA@CALemonLawInfo.com

October 13, 2017

VIA FACSIMILE (866) 962-2868 & CERTIFIED MAIL

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: LEMON LAW CLAIM
Client: [redacted]
Vehicle: 2016 CHEVROLET SILVERADO
VIN: 3GCPCREC0G[redacted]

Dear Ms. Arana:

We are in receipt of general Motor's offer of $8,000.00, inclusive of attorney fees, and we appreciate your time and cooperation in this matter.

We have also reviewed the service history of this vehicle, which clearly shows that this vehicle malfunctions are ongoing and General Motors has failed to promptly repair and resolve the defect. The multiple engine failures have started in the presumption period and as evidenced by the repair history are reoccurring and escalating in their nature. Additionally this vehicle's brake system ABS failures pose a direct threat to the life and safety of Mr. [redacted] We have included the most recent repair order which reflects the last repair performed on this vehicle.

Due to these and other nonconformities, this vehicle has been subject to numerous unsuccessful repair attempts and accompanying extensive **loss of use (30 days in presumption)** which have substantially impaired Mr. [redacted] ability to utilize and enjoy his vehicle.

Based on the above, Tanner Consumer Protection Act, California Civil Code section 1793.22 applies. Since there have been numerous unsuccessful attempts to correct various vehicle operational problems, we hereby request that your company repurchase the subject vehicle.

Accordingly, you are required by law to "promptly make restitution to the buyer" (Cal. Civ. Code, § 1793.2(d)(2)). Furthermore, failure to promptly make restitution will trigger the civil penalty provisions set forth within Civil Code sections 1794(c) and 1794(e) (1).

The repair history of this vehicle merits a full buyback under Song-Beverly Consumer Warranty Act, California Civil Code section 1790. California Civil Code Section 1793.2(d)(1) states: "*Except as provided in paragraph (2), if the manufacturer or its representative in this state does not service or repair the goods to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount directly attributable to use by the buyer prior to the discovery of the nonconformity.*"

Furthermore, Section 1793.2(d)(2) states: "*If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle, as that term is defined in paragraph (2) of subdivision (e) of Section 1793.22, to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle in accordance with subparagraph (A) or promptly make restitution to the buyer in accordance with subparagraph (B).*"

This vehicle's repair history qualifies this matter under California Civil Code Section 1793.1(a)(2): "*If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage.*" This vehicle's numerous warranty repairs have impaired Mr. [redacted]s ability to safely utilize his vehicle which underlines the fact that General Motors and its authorized repair facilities have had a reasonable number of repair attempts. This vehicle is currently back in the shop for reoccurring engine related repairs. Please see attached repair work order.

According to the applicable statutes, we kindly request that General Motors Corporation offer full restitution to our client in the form of a repurchase of the above referenced vehicle.

Very truly yours,

CALIFORNIA LEMON LAWYERS, APC

[redacted]

Attorney at Law

Attachment

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 SERRANO, STEPHEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18913/ .	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 DD			07:30 12OCT17			CASH	

R.O. OPENED	READY	OPTIONS:
11OCT2017 16:24		SOLD-STK:GG[redacted] ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WAR		W	GUEST STATES THERE IS A CLICKING NOISE FROM UNDERNEATH THE VEHICLE WHEN SHIFTING FROM PARK TO DRIVE, WAS NOT NOTICEABLE BEFORE DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE |CC:
# B	WAR		W	GUEST STATES THE VEHICLE HESITATES TO ACCELERATE FROM 1ST GEAR TO HIGHER GEARS, AND ALSO FEELS A JERK WHEN DOWSHIFTING DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE |CC:
# C	WAR		W	GUEST STATES THE VEHICLE IDLES ROUGH, FEELS SHAKING WHEN AT A STOP DIAGNOSE CONCERN AND REPAIR IF WARRANTABLE |CC:
# D	MPI		CP	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK |CC:
# E	INFLATE		CP	TIRE PRESSURE CHECK AND INFLATION SERVICE |CC:

I (Customer) hereby authorize the repair work described above to be done along with necessary materials. I also authorize Dealer and its employees and agents to operate my vehicle for the purposes of testing, inspection, and delivery. I hereby acknowledge that I received a copy of this estimate prior to the start of any repairs.

AUTHORIZED AND ACKNOWLEDGED BY:
X

SAVE OLD PARTS: Customer to initial in this box to save old parts: ☐

All parts are new original equipment manufacturer unless otherwise specified.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured," for consideration of the repairs made to Insured's vehicle described above, does hereby grant to Dealer, the power of attorney to sign and endorse checks or drafts made payable to Insured as settlement for the Insured's claim for damages to the vehicle.

Insured's Signature: X Date:

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS: I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Customer's Signature: X Date:

Notice to Consumer: Please read important information on back.

BAR# ARD00262764 EPA# CAL000354660

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

SERVICE ADVISOR: 100525 SERRANO, STEPHEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAN/Silver	16	CHEVROLET SILVERADO	3GCPCREC0GG[redacted]		18913/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 DD			07:30 12OCT17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:GG[redacted]ENG:5.3_Liter_SIDI TRN:MYC_ELECTRONIC_ AXL:GU6_3.42_REAR_A
11OCT2017 16:24		

PENSKE CHEVROLET IS NOT
LIABLE FOR PERSONAL
ITEMS LEFT IN THE
VEHICLES

I (Customer) hereby authorize the repair work described above to be done along with necessary materials. I also authorize Dealer and its employees and agents to operate my vehicle for the purposes of testing, inspection, and delivery. I hereby acknowledge that I received a copy of this estimate prior to the start of any repairs.

AUTHORIZED AND ACKNOWLEDGED BY:

X

SAVE OLD PARTS: Customer to initial in this box to save old parts: ☐ All parts are new original equipment manufacturer unless otherwise specified.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured," for consideration of the repairs made to Insured's vehicle described above, does hereby grant to Dealer, the power of attorney to sign and endorse checks or drafts made payable to Insured as settlement for the Insured's claim for damages to the vehicle.

Insured's Signature: X Date:

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS: I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Customer's Signature: X Date:

Notice to Consumer: Please read important information on back.

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

BAR# ARD00262764 EPA# CAL000354660

CUSTOMER COPY

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Friday, September 29, 2017 7:26 PM
To: 'nicka@calemonlawinfo.com'; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Friday, October 13, 2017 9:53 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]
Attachments: Initial Offer out 100917.pdf

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM

To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM

To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Monday, December 11, 2017 2:43 PM
To: 'mark.charles@calemonlawinfo.com'; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#[redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com

Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, Mr. [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com

Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly

Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for [redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM

To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Wednesday, December 20, 2017 7:53 AM
To:	'nicka@calemonlawinfo.com'; 'mark.charles@calemonlawinfo.com'
Subject:	RE: [EXTERNAL] RE: for SR#[redacted] Signed Release
Attachments:	Offer Out 103017.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning, Nick. I have not received the signed offer letter in order to process payment. Please see attached.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, December 19, 2017 9:11 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted] - Signed Release

Dear Kelly,

Please process this matter and request funds at your earliest.

Please let me know if you require any additional information at this time.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 18, 2017 1:06 PM
To: nicka@calemonlawinfo.com; 'mark.charles@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon, Nick. I sent the release on November 27, 2017 and December 1, 2017. Release attached above for your convenience.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, December 15, 2017 6:38 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted

Dear Kelly,

After further discussions with [redacted] he has decided to accept the offer.

Please see the attached documents in order to expedite this matter.

Please forward the release at your earliest.

Best.

Nick Mushegovich
California Lemon Lawyers, APC

15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 11, 2017 12:43 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#: [redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet

Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, Mr. [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761

Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#: [redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for [redacted]

Customer Name: [redacted]
SR# [redacted]

VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220

Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Monday, December 18, 2017 3:06 PM
To:	'nicka@calemonlawinfo.com'; 'mark.charles@calemonlawinfo.com'
Subject:	RE: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted
Attachments:	Release of All Claims.pdf

Customer Name: [redacted]
[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon, Nick. I sent the release on November 27, 2017 and December 1, 2017. Release attached above for your convenience.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, December 15, 2017 6:38 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted

Dear Kelly,

After further discussions with [redacted] he has decided to accept the offer.

Please see the attached documents in order to expeditie this matter.

Please forward the release at your earliest.

Best.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 11, 2017 12:43 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for [redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)

Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for [redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for [redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC

15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

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Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

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If that's is going to happen…lol

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Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
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Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

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Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866


Virus-free. www.avast.com

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Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]
Attachments: Signed Lien Form.pdf

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Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866



Virus-free.[redacted]

Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Friday, September 29, 2017 8:13 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]
Attachments: Purchase Agreement.png

Hey Kelly,

Seems like you and I working late....:(

Here is the first page, it is a Jpeg format and the attachment is to big...
I will send you a follow up email with the second part.

Best.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
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Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
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Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

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Subject: Receipt of NISM for [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Friday, September 29, 2017 8:15 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]
Attachments: Purchase Agreement2.png

Here is the second part...

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Subject: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
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To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

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If that's is going to happen…lol

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Attachments: [redacted] Corr 10 13 17 GM Latest RO.PDF

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SR#: [redacted]
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Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

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Fax: 1-586-920-0866



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Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Friday, December 15, 2017 6:38 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted
Attachments: Registration.png; Signed W9 11 2017.pdf

Dear Kelly,

After further discussions with [redacted] he has decided to accept the offer.

Please see the attached documents in order to expeditie this matter.

Please forward the release at your earliest.

Best.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 11, 2017 12:43 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#:[redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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PROHIBITED. If you have received this transmission in error, please immediately notify us by reply e-mail or by telephone at(818)995-0100 and delete the original transmission and its attachments without reading or saving in any manner.

Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM

To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM

To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Tuesday, December 19, 2017 9:11 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted]- Signed Release
Attachments: Signed Release[redacted].pdf

Dear Kelly,

Please process this matter and request funds at your earliest.

Please let me know if you require any additional information at this time.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 18, 2017 1:06 PM
To: nicka@calemonlawinfo.com; 'mark.charles@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: for SR#:[redacted]10K Cash offer Accepted

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon, Nick. I sent the release on November 27, 2017 and December 1, 2017. Release attached above for your convenience.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, December 15, 2017 6:38 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted]10K Cash offer Accepted

Dear Kelly,

After further discussions with [redacted] he has decided to accept the offer.

Please see the attached documents in order to expedite this matter.

Please forward the release at your earliest.

Best.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 11, 2017 12:43 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for [redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for [redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761

Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet

Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for [redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]

SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Wednesday, December 20, 2017 10:31 AM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted]- Signed Release
Attachments: Signed Offer [redacted].pdf

Hi Kelly,

Please see attached.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, December 20, 2017 5:53 AM
To: nicka@calemonlawinfo.com; 'mark.charles@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: for SR#:[redacted]- Signed Release

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning, Nick. I have not received the signed offer letter in order to process payment. Please see attached.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, December 19, 2017 9:11 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted] Signed Release

Dear Kelly,

Please process this matter and request funds at your earliest.

Please let me know if you require any additional information at this time.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 18, 2017 1:06 PM
To: nicka@calemonlawinfo.com; 'mark.charles@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: for SR#[redacted] 10K Cash offer Accepted

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon, Nick. I sent the release on November 27, 2017 and December 1, 2017. Release attached above for your convenience.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, December 15, 2017 6:38 PM
To: Kelly Archer (C); 'mark.charles@calemonlawinfo.com'
Subject: [EXTERNAL] RE: for SR#[redacted]10K Cash offer Accepted

Dear Kelly,

After further discussions with [redacted] he has decided to accept the offer.

Please see the attached documents in order to expedite this matter.

Please forward the release at your earliest.

Best.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Monday, December 11, 2017 12:43 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon. After further review, we do not believe that additional adjustment of our settlement offer, dated October 30, 2017 is appropriate in this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: mark.charles@calemonlawinfo.com [mailto:Mark.Charles@calemonlawinfo.com]
Sent: Tuesday, December 05, 2017 4:38 PM
To: Kelly Archer (C); nicka@calemonlawinfo.com
Subject: [EXTERNAL] RE: RE: Resp 4 to NISM for SR#:[redacted]

Kelly,

As you know, the client has not contemplated the cash offer and had repeatedly asked for a repurchase. We still believe that this vehicle should be repurchased; however, after speaking with the client, I am authorized to demand $13,500.00 as a cash offer which will resolve this matter in its entirety. Please let me know if we have a deal.

Best,

Mark Charles
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, December 1, 2017 9:16 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)

Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC

15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]

Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

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Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From: nicka@calemonlawinfo.com
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]
Attachments: [redacted] Counter Offer 10-25-17.pdf; Last R O Bulletin.pdf

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
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From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com

Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Thank you,

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Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

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Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
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Thank you,

Kelly
Business Resource Center

Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

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Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
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Sherman Oaks, CA 91403
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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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Kelly Archer (C)

From:	nicka@calemonlawinfo.com
Sent:	Tuesday, November 07, 2017 10:12 PM
To:	Kelly Archer (C)
Cc:	Mark.charles@CALemonLawInfo.com
Subject:	[EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under *California Civil Code section 1793.*

California Civil Code Section 1793.1(a)(2): "If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."

Furthermore, *California Civil Code section 1793.2(d)(2)* provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name: Jose [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#: [redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com

Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

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Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

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Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

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Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
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From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

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Feel free to contact me should you require additional information.

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To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

[redacted]

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 **********

[redacted]

REGISTRATION CARD VALID FROM: 03/31/2017 TO: 03/31/2018

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2016	LH	32P	LB	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	YP	2	E	05253	3GCPCREC0GG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	03/29/17	19	03/29/17	8	[redacted]

PR EXP DATE: 03/31/2017

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 533.00

AMOUNT DUE
$ 533.00

AMOUNT RECVD
CASH :
CHCK : 533.00
CRDT :

LIENHOLDER
ALLY FNCL
PO BX 8128

[redacted]

DMV
DEPARTMENT OF MOTOR VEHICLES
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 **********

[redacted]

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 03/31/2017 TO: 03/31/2018

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2016	2016	LH	32P	LB	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	YP	2	E	05253	3GCPCREC0GG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	03/29/17	19	03/29/17	8	[redacted]

PR EXP DATE: 03/31/2017

AMOUNT PAID
$ 533.00

REGISTERED OWNER
[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 533.00	CASH :	
	CHCK :	533.00
	CRDT :	

LIENHOLDER
ALLY FNCL
PO BX 8128

RELEASE OF ALL CLAIMS

Recitals

This Release of All Claims (hereinafter the "Release") is made as of November 27, 2017, and is effective between [redacted] as releasor(s) ("Releasor") and General Motors as releassee(s) ("Releasee"). This Release is made and entered into with reference to the following:

1.1 On or about March 26, 2016, Releasor purchased/leased a 2016 Chevrolet Silverado 1500, VIN 3GCPCREC0GG[redacted] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

Payment and Release

2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of $10,000.00, made payable to Releasor and Releasor's attorney.

2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:

2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.

2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

Section 1542. General Release--Claims Extinguished.

> "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.

2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

Additional Terms of Release

3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.

3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.

3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.

3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.

3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: _____ _____

_____
Print Name

Dated: _____ _____

_____
Print Name

Current Vehicle Mileage: _____

_____

APPROVED AS TO FORM AND CONTENT:

Dated: _____ By _____
Mark Charles, ESQ.
Attorney for Releasor

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Tuesday, September 26, 2017 5:44 PM
To:	'ffujita@socalpenske.com'; 'amarukian@socalpenske.com'; 'dalatorrre@socalpenske.com'
Subject:	BRC-Legal Initial Notification of NISM for SR#[redacted]
Attachments:	Dealer Ack-Penske.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Wednesday, October 18, 2017 4:37 PM
To:	'nicka@calemonlawinfo.com'
Cc:	Mark.charles@CALemonLawInfo.com
Subject:	RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]
Attachments:	Offer Out 101817.pdf

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM

To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Monday, October 30, 2017 9:40 AM
To:	'nicka@calemonlawinfo.com'
Cc:	Mark.charles@CALemonLawInfo.com
Subject:	RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]
Attachments:	Offer Out 103017.pdf

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for [redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

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Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761

Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866



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Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Monday, November 27, 2017 10:02 AM
To:	'nicka@calemonlawinfo.com'
Cc:	Mark.charles@CALemonLawInfo.com
Subject:	RE: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]
Attachments:	NFA 112717.pdf; Offer Out 103017.pdf; Release of All Claims.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

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Thank you,

Kelly

Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
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Phone: 1-866-790-5600, Est. 5914761
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From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

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Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

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Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

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Cc:	'Mark.charles@CALemonLawInfo.com'
Subject:	RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]
Attachments:	Offer Out 101817.pdf

Customer Name: [redacted]
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Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

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Subject: [EXTERNAL] RE: Receipt of NISM for SR#: [redacted]

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To:	'nicka@calemonlawinfo.com'
Cc:	'Mark.charles@CALemonLawInfo.com'
Subject:	RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]
Attachments:	Offer Out 103017.pdf

Customer Name: [redacted]
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Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Virus-free. www.avast.com

Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Friday, December 01, 2017 11:16 AM
To:	'nicka@calemonlawinfo.com'
Cc:	'Mark.charles@CALemonLawInfo.com'
Subject:	RE: [EXTERNAL] RE: Resp 4 to NISM for SR#[redacted]
Attachments:	Release of All Claims.pdf; Offer Out 103017.pdf

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on November 27, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, November 27, 2017 10:02 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp 4 to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachments.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Tuesday, November 07, 2017 10:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp 4 to NISM for SR#: [redacted]

Dear Kelly,

We are in receipt of another increase from your office dated 11/03/17. Please let the following serve as our reply.

This vehicle's extensive repair history, the reoccurring nature of nonconformity, and number of days down for warranty repairs qualifies this vehicle under ***California Civil Code section 1793.***

California Civil Code Section 1793.1(a)(2): *"If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage."*

Furthermore, ***California Civil Code section 1793.2(d)(2)*** provides**:**

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . .

However, ***the buyer shall be free to elect repurchase in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle***.

Based on the above, [redacted] will opt for the repurchase of the subject vehicle.

Feel free to contact me should you need additional information.

Best,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, November 03, 2017 6:26 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 30, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 30, 2017 9:40 AM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Wednesday, October 25, 2017 6:16 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Thank you,

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Wednesday, October 25, 2017 4:14 AM
To: nicka@calemonlawinfo.com
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 18, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Wednesday, October 18, 2017 4:37 PM
To: 'nicka@calemonlawinfo.com'
Cc: Mark.charles@CALemonLawInfo.com
Subject: RE: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, October 13, 2017 3:12 PM
To: Kelly Archer (C)
Cc: Mark.charles@CALemonLawInfo.com
Subject: [EXTERNAL] RE: Resp to NISM for SR#[redacted]

Dear Kelly,

Please see attached.

Thank you and have a great weekend.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, October 13, 2017 7:53 AM
To: nicka@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on October 9, 2017 (see attachment). 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 firms W9. If your client does not agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name: [redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax

Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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Kelly Archer (C)

From:	Kelly Archer (C)
Sent:	Tuesday, September 26, 2017 5:16 PM
To:	'mark.charles@calemonlawinfo.com'; 'nicka@calemonlawinfo.com'
Subject:	Receipt of NISM for SR#[redacted]
Attachments:	PC Ack Ltr.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

Kelly Archer (C)

From: Kelly Archer (C)
Sent: Monday, October 09, 2017 9:07 AM
To: 'nicka@calemonlawinfo.com'
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]
Attachments: Initial Offer out 100917.pdf

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Friday, September 29, 2017 8:16 PM
To: Kelly Archer (C)
Subject: [EXTERNAL] RE: Receipt of NISM for SR#[redacted]

Kelly,

Please confirm receipt of the emails…before we break for the weekend…

If that's is going to happen…lol

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Friday, September 29, 2017 5:26 PM
To: nicka@calemonlawinfo.com; mark.charles@calemonlawinfo.com
Subject: RE: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Customer Name:[redacted]
SR#:[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Good Evening, Nick. Can you please scan and email me another copy of the sales contract some of the information is not legible on the one in the demand letter. Have a wonderful weekend.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

From: nicka@calemonlawinfo.com [mailto:nicka@calemonlawinfo.com]
Sent: Thursday, September 28, 2017 6:20 PM
To: Kelly Archer (C); mark.charles@calemonlawinfo.com
Subject: [EXTERNAL] RE: Receipt of NISM for SR#:[redacted]

Dear Kelly,

Please see attached.

Feel free to contact me should you require additional information.

Thanks.

Nick Mushegovich
California Lemon Lawyers, APC
15250 Ventura Blvd Suite 1220
Sherman Oaks, CA 91403
(818) 995-0100
(818) 995-0160 fax
Nicka@calemonlawinfo.com

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Thank you.

From: Kelly Archer (C) [mailto:kelly.archer@gm.com]
Sent: Tuesday, September 26, 2017 3:16 PM
To: mark.charles@calemonlawinfo.com; nicka@calemonlawinfo.com
Subject: Receipt of NISM for SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN#:3GCPCREC0GG[redacted]
Y,M,M:2016 Chevrolet Silverado

Please see attachment. Thank you for providing the documents with the demand letter.

Thank you,

Kelly
Business Resource Center
Alorica on behalf of Chevrolet
Phone: 1-866-790-5600, Est. 5914761
Fax: 1-586-920-0866

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RELEASE OF LIEN INFORMATION

I [redacted], (Client's Name)

hereby authorize Ally (Lien holder Name)

P.O. Box 380902 (Lien holder Address) 1-888-925-2559 (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted] (Account Number)

with Ally (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 9/26/17.

VEHICLE INFORMATION

The current vehicle mileage is 18673 Date mileage read: 9/26/17.

[redacted]
Signature

Signature

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Larry Duren (C)
Sent: Thursday, September 28, 2017 12:21 PM
To: Shayna Peterson (C)
Cc: Afiya Ali-Hussain (C)
Subject: FW: HOT! FW: Scanned Document/ [redacted]

Shayna,

Contact the customer to let him know we are taking a second look at his case, once a determination comes down we will advise.

Also find out if there are any extenuating circumstances or any new information that will change our decision.

From: Carol Balgenorth
Sent: Thursday, September 28, 2017 12:15 PM
To: Larry Duren (C) <larry.duren@gm.com>
Cc: Crystal Bisumber (C) <crystal.bisumber@gm.com>
Subject: RE: HOT! FW: Scanned Document/ [redacted]

No additional assistance should be provided.

Please let me know if there are any extenuating circumstances.

We do need Shayna to call since the customer/employee is expecting us.

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead
Warren Customer Engagement Center
carol.balgenorth@gm.com
810.429.2093

From: Larry Duren (C)
Sent: Thursday, September 28, 2017 12:06 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Crystal Bisumber (C) <crystal.bisumber@gm.com>
Subject: RE: HOT! FW: Scanned Document/ [redacted]

Carol,

This case was closed by Shayna on the 13th of July. [redacted]

Per the case the DMA won't approve more than the 50% assistance provided per the cost calculator. The failure has not been determined a defect by GM at the moment. They are monitoring it per the SUFS information provided. I realize from the customer's perspective GM is at fault but until GM advises us via a recall or special coverage we don't have empowerment to reimburse.

Unless they or you are providing direction to offer the customer a reimbursement the call from our adviser will only add further dissatisfaction.

I will have Shayna contact the customer since Marissa promised him a call from our office. I will instruct her to only advise we are reviewing his case and will follow up early next week with a determination.

Larry Duren
Team Manager
Executive Customer Assistance
Email: larry.duren@gm.com
7000 Chicago Road
Warren, MI 48092--1663

From: Carol Balgenorth
Sent: Thursday, September 28, 2017 10:11 AM
To: Larry Duren (C) <larry.duren@gm.com>
Cc: Crystal Bisumber (C) <crystal.bisumber@gm.com>
Subject: HOT! FW: Scanned Document

Larry –

Please have someone assigned right away.

Feedback to Balgenorth and West.

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead
Warren Customer Engagement Center
carol.balgenorth@gm.com
810.429.2093

From: Marissa J West
Sent: Thursday, September 28, 2017 10:06 AM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Subject: FW: Scanned Document

Hi Carol – I spoke with [redacted] and he is looking forward to hearing from the case worker regarding this issue. Upon further discussion it does sound like he had a good protion of the repair paid for through customer assistance. But the bill was still close to $500 and for a failure in <40k miles that is disappointing and unfortunate.
Thank you for your help!

Marissa West
Director Global N&V
248.930.7139

From: Josh Tavel
Sent: Friday, September 22, 2017 2:04 PM

To: Marissa J West <marissa.west@gm.com>; Carol Balgenorth <carol.balgenorth@gm.com>
Subject: RE: Scanned Document

Carol,

Long story as short as I can give it…. Marissa (Director NVH located @ MPG) has an employee in her org (I think a tech) that experienced an issue where he had degraded or lost brake assist. He entered a SUFS and the issue has gone through the process but he was not happy with the response it yielded nor the verbiage he was given. To add to his frustration this happened a few thousand miles outside of his warranty. When Marissa told me of the story I felt if this were a non-GM employee we would likely cover the warranty costs and as a result it is likely appropriate to do the same for this gentlemen. I told Marissa I'd get this to the right person (you) and get your thoughts.

Marissa plans to sit down with him to discuss the SUFS process and outcome of the study. I think it may be good if at the same time she could offer to cover the costs or whatever you think is appropriate. Would you please reach out to Marissa and let her know your thoughts on the right way to proceed.

Thank you,
Josh Tavel
Global Full & Mid-Size Truck; NA Vans & Medium Duty Truck
Executive Chief Engineer
+1-248-891-3188

From: Marissa J West
Sent: Thursday, September 21, 2017 1:45 PM
To: Josh Tavel <josh.tavel@gm.com>
Subject: FW: Scanned Document

Attached is the documentation from [redacted]. SUFS N17-211430

From: Kristen Nardi
Sent: Thursday, September 21, 2017 1:40 PM
To: Marissa J West <marissa.west@gm.com>
Subject: Scanned Document

Kristen Nardi

General Motors
3300 General Motors Road
Milford, Michigan 48380
248-497-0578
Email: kristen.nardi@gm.com

Executive Assistant to:
Dean Guard – Executive Director, Global CO2 Strategy and Engineering Center
Marissa West– Director, Global Noise and Vibration Center
Chris Kinser – Director, Center for Autonomous Vehicle Development
Scott Brewer – Senior Manager, Global Show Vehicle, Operation & Logistics

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3-27-2019

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Howell, Rosa (NHTSA)

From: Kristin Grant (C)
Sent: Monday, December 18, 2017 5:24 PM
To: Scott Roslund
Cc: Steve Doran (sdoran@ferman.com)
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

Mr. [redacted] has declined the offer of 50% assistance towards his driveway cleaning.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Scott Roslund
Sent: Tuesday, December 12, 2017 4:12 PM
To: Kristin Grant (C)
Cc: Steve Doran (sdoran@ferman.com)
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

That would be fine. I will copy Steve Doran on this so he is aware.

Scott Roslund
DMA Tampa, Florida
Chevrolet Performance Specialist
810-931-2529

From: Kristin Grant (C)
Sent: Tuesday, December 12, 2017 4:11 PM
To: Scott Roslund <scott.roslund@chevrolet.com>
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted] Vacuum Pump failure

Hello Scott,

Thank you for your response. Would you consider covering half of the estimate ($237.50)?

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Scott Roslund
Sent: Monday, December 11, 2017 4:19 PM
To: Kristin Grant (C)
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

I believe $200.00 is appropriate.

Scott Roslund
DMA Tampa, Florida
Chevrolet Performance Specialist
810-931-2529

From: Kristin Grant (C)
Sent: Monday, December 11, 2017 4:12 PM
To: Steve Doran <sdoran@ferman.com>; Thomas Farruggio <thomas.farruggio@ferman.com>; Glenn Fagen <gfagen@ferman.com>; Scott Roslund <scott.roslund@chevrolet.com>
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

Hello,

I spoke to the customer and advised him the dealership will offer $200 towards his driveway cleaning. He was not happy with the offer, he explained $400 was quoted to remove the stains and $75 was quoted to clean the rest of the driveway. Can we consider increasing the offer for the customer? Would you all agree with $400?

Kristin Grant
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Kristin Grant (C)
Sent: Wednesday, November 29, 2017 5:14 PM
To: 'Steve Doran'; 'Thomas Farruggio'; 'Glenn Fagen'; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello,

Can anyone provide an update on the reimbursement request for this customer? I sent over an estimate for his driveway cleaning on 11/21 but I did not receive a response.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422

Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Kristin Grant (C)
Sent: Tuesday, November 21, 2017 5:42 PM
To: 'Steve Doran'; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello,

Here is the estimate for the customer's driveway cleaning. Please see the attached document.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Friday, November 03, 2017 8:41 AM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Kristin we have no problem reimbursement guest $173.05 for the repairs done at rick hendrick we have a bill that I can turn which has already been started , we would need a bill or an estimate for the driveway so we have something to turn into are accounting.

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Tuesday, October 31, 2017 5:51 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted]Vacuum Pump failure

Hello,

Can you provide an update regarding this case? Will the customer be reimbursed? Can you provide the amount?

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Monday, October 30, 2017 5:01 PM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

We will get this handle

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Monday, October 30, 2017 2:51 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello Steve,

Have you had the chance to review this case and determine how we will move forward?

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Kristin Grant (C)
Sent: Wednesday, October 25, 2017 4:42 PM
To: 'Steve Doran'; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello Steve,

Thank you for your response. I will follow up on Monday.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Wednesday, October 25, 2017 4:41 PM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

We will get this handle as soon as my boss gets back to work on monday

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Tuesday, October 24, 2017 3:18 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Steve, Thomas, Glenn

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. 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.

- Vehicle Info: 2014 Chevrolet Silverado
- VIN: 3GCUKSEC3EG[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]

Summary of Concern: The customer experienced a vacuum pump failure while evacuating for Hurricane Irma and the customer paid $634.73 for repairs. Shortly after the repair, the customer lost the use of his brakes while driving and he also noticed hydraulic fluid had leaked all over his driveway. The vehicle was serviced at Rick Hendrick Chevrolet and the techs advised there was a gasket not installed correctly. The customer paid $173.05 for repairs, the parts warranty did not apply because this was a workmanship error. The customer was advised that he would receive reimbursement from this dealership but he has yet to be contacted. The customer is also seeking a resolution regarding the damage to his driveway and provided an estimate of $200.

I reviewed the policy calculator and it shows that we could have offered $349.10-$476.05 (55%-75%) towards the initial repair. Would you consider reimbursing the customer 60% ($380.84)? This amount would cover the RO from Rick Hendrick and to clean his driveway. I understand this customer does not have much loyalty to this dealership but due to the circumstances would you support this offer?

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 (855) 880-1400 extension 5914422 or by fax at 586-920-0913

Sincerely,

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

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3-27-2019

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Howell, Rosa (NHTSA)

From: Kristin Grant (C)
Sent: Tuesday, November 07, 2017 5:16 PM
To: 'Steve Doran'; 'Thomas Farruggio'; 'Glenn Fagen'; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

Hello,

I spoke to [redacted] and requested an estimate for his driveway damage. The customer will be out of town for a week starting tomorrow and he will provide the requested information when he returns.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Kristin Grant (C)
Sent: Monday, November 06, 2017 8:43 AM
To: 'Steve Doran'; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello Steve,

Thank you for your response. I will reach out to the customer to requests documents.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Friday, November 03, 2017 8:41 AM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

Kristin we have no problem reimbursement guest $173.05 for the repairs done at rick hendrick we have a bill that I can turn which has already been started , we would need a bill or an estimate for the driveway so we have something to turn into are accounting.

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Tuesday, October 31, 2017 5:51 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello,

Can you provide an update regarding this case? Will the customer be reimbursed? Can you provide the amount?

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Monday, October 30, 2017 5:01 PM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

We will get this handle

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Monday, October 30, 2017 2:51 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted] 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello Steve,

Have you had the chance to review this case and determine how we will move forward?

Kristin
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Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Kristin Grant (C)
Sent: Wednesday, October 25, 2017 4:42 PM
To: 'Steve Doran'; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Hello Steve,

Thank you for your response. I will follow up on Monday.

Kristin
Executive Liaison
Concentrix on behalf of General Motors
Ph: 855-880-1500 ext: 5914422
Fax: (586) 920-0397
Email: kristin.grant@gm.com

From: Steve Doran [mailto:sdoran@ferman.com]
Sent: Wednesday, October 25, 2017 4:41 PM
To: Kristin Grant (C); Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: [EXTERNAL] RE: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted] Vacuum Pump failure

We will get this handle as soon as my boss gets back to work on monday

---

From: Kristin Grant (C) [mailto:kristin.grant@gm.com]
Sent: Tuesday, October 24, 2017 3:18 PM
To: Steve Doran; Thomas Farruggio; Glenn Fagen; Scott Roslund
Subject: ACTION REQUIRED 24 hours/ EXEC CAC Case/ Ferman Chevrolet, [redacted], 3GCUKSEC3EG[redacted], Vacuum Pump failure

Steve, Thomas, Glenn

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. 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.

- Vehicle Info: 2014 Chevrolet Silverado
- VIN: 3GCUKSEC3EG[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [redacted]

Summary of Concern: The customer experienced a vacuum pump failure while evacuating for Hurricane Irma and the customer paid $634.73 for repairs. Shortly after the repair, the customer lost the use of his brakes while driving and he also noticed hydraulic fluid had leaked all over his driveway. The vehicle was serviced at Rick Hendrick Chevrolet and the techs advised there was a gasket not installed correctly. The customer paid $173.05 for repairs, the parts warranty did not apply because this was a workmanship error. The customer was advised that he would receive reimbursement from this dealership but he has yet to be contacted. The customer is also seeking a resolution regarding the damage to his driveway and provided an estimate of $200.

I reviewed the policy calculator and it shows that we could have offered $349.10-$476.05 (55%-75%) towards the initial repair. Would you consider reimbursing the customer 60% ($380.84)? This amount would cover the RO from Rick Hendrick and to clean his driveway. I understand this customer does not have much loyalty to this dealership but due to the circumstances would you support this offer?

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 (855) 880-1400 extension 5914422 or by fax at 586-920-0913

Sincerely,

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