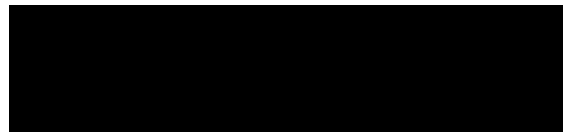


PE18-012

GM

3-27-2019

Q3





Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID:
Original Author: Regina Henry
New Author: Regina Henry

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 243038

Service Agent: GRAND RAPIDS CHEVROLET BUICK GMC CA

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date: 03/16/2018

Reference Number:

VIN: 3GCUKREC7GC [Investigate Vehicle History](#)

Odometer: 20821

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

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

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

Description: * No Customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Inspection Only

Labour Operation*: [Redacted]

Labour Time: 1.9 Supp Time: 0 OLH Time: 0

Labour Rate: 97.59 Common GM Division - Mechanica

Labour Total: 185.42

Parts Total: 0

Part Numbers:

Net Item Type Amount

<Make Selection> [Buttons: +, -]

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 185.42

Auth Code:

Accept Reject

Comment*: [Empty text area]

Created By: Regina Henry, Create Date/Time: Tue Mar 20 11:15:04 EDT 2018, Comment: Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

| | Attachment Id | Attachment Name | User Name |
|---|---------------|-----------------|-----------|
| < | | | > |

Pre Repair Authorization History:

| VIN | Pre-Repair Authorization ID | Create Date |
|------------------------|-----------------------------|-------------|
| 3GCUKREC7GG [REDACTED] | [REDACTED] | 2018-03-20 |
| < | > | |





Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID
Original Author: Regina Henry
New Author: Regina Henry

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 243

Service Agent: GRAND RAPIDS CHEVROLET BUICK GMC CA

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date: 03/16/2018

Reference Number:

VIN: 3GCUKREC7GC [Investigate Vehicle History](#)

Odometer: 20821

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

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

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

Description: * No customer complaint-Other issues



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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [Redacted]

Labour Time: 1.5 Supp Time: 0 OLH Time: 0

Labour Rate: 97.59 Common GM Division - Mechanica

Labour Total: 146.38

Parts Total: 169.48

Part Numbers: [Empty field]

| Net Item Type | Amount | | |
|-------------------|----------|---|---|
| Car Rental / Hire | 3,382 | + | - |
| Sublet | 1,291.82 | + | - |
| <Make Selection> | | + | - |

Net Item Total: 4,673.82

Tax: 0

Deductible: 0

Total Before Taxes: 4,989.68

Auth Code: [Empty field]

Accept Reject

Comment*: [Empty text area]

| Created By | Create Date/Time | Comment |
|--------------|------------------------------|---|
| Regina Henry | Tue Mar 20 11:20:25 EDT 2018 | Please include your Pre Auth ID when you submit your claim. |

| Reassign Comments: | Created By | Comment | From | Assigned To |
|--------------------|------------|---------|------|-------------|
| | | | | |

Attachments:

No rows were found.

| Attachment Id | Attachment Name | User Name |
|---------------|-----------------|-----------|
|---------------|-----------------|-----------|

Pre Repair Authorization History:

| VIN | Pre-Repair Authorization ID | Create Date |
|------------------------|-----------------------------|-------------|
| 3GCUKREC7GG [REDACTED] | [REDACTED] | 2018-03-20 |
| 3GCUKREC7GG [REDACTED] | [REDACTED] | 2018-03-20 |



| | | | |
|---|-----------|----------------------------|-------------------|
| 2016 SILVERADO 1500 Z71 4WD 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 UKRE C7 GG [REDACTED] | | VEHICLE INVOICE [REDACTED] | |
| *****0806*****13*148195 | | | |
| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
| CK15743 SILVERADO 1500 Z71 4WD LT | 44675.00 | 41547.76 | INVOICE 11/11/15 |
| C5Z 7,200 LB GVW RATING | N/C | N/C | SHIPPED 11/11/15 |
| FE9 50-STATE EMISSIONS | N/C | N/C | EXP I/T 11/30/15 |
| GU6 REAR AXLE 3.42 RATIO | N/C | N/C | INT COM 11/30/15 |
| JL1 TRAILER BRAKE CONTROLLER | 275.00 | 250.25 | PRC EFF 11/11/15 |
| KA1 DRIVER & FRONT PASSENGER HEATED SEATS | 250.00 | 227.50 | KEYS V4301 V4301 |
| | | | WFP-S QTR OPT-1 |
| L83 ENGINE, 5.3L V8 ECOTEC3 | N/C | N/C | BANK: GM FINANCIA |
| MYC TRANSMISSION, 6 SPD AUTOMATIC | N/C | N/C | CHG-TO 14-819 |
| PDU ALL STAR EDITION | 1390.00 | 1264.90 | |
| * PWR SEAT ADJUSTER, DRIVER | | | SHIP WT: 5423 |
| * AIR CONDITIONING, | | | HP: 45.7 |
| DUAL ZONE CLIMATE CONTROL | | | GVWR: 7200 |
| * STEERING COLUMN, | | | GAWR.FT: 3950 |
| TILT & TELESCOPING | | | GAWR.RR: 3950 |
| * REMOTE VEHICLE START | | | EMPLOY: 42429.63 |
| * REAR VISION CAMERA | | | SUPPLR: 44139.41 |
| * REAR WINDOW DEFROSTER | | | NTR: 1/2 |
| * POWER OUTLET, 110-VOLT AC | | | DAN: LONG |
| RBW 18" TIRES, ALL TERRAIN W.O.L. | 150.00 | 136.50 | EMPINC: 2601.91 |
| 1SZ ALL STAR EDITION PACKAGE | 750.00- | 682.50- | SUPINC: 892.13 |
| DISCOUNT | | | |

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 45990.00 | 42744.41 | ACT 237 | 42559.71 |
| DESTINATION CHARGE | 1195.00 | 1195.00 | H/B 261 | 1379.70 |
| DEALER IMR CONTRIBUTION | | 459.90 | ADV 261 | 459.90 |
| LMA GROUP CONTRIBUTION | | 459.90 | EXP 65A | 459.90 |

| | | | | |
|---------------------------------|----------|----------|---------|----------|
| TOTAL | 47185.00 | 44859.21 | PAY 310 | 44859.21 |
| MEMO: TOTAL LESS HOLDBACK AND | | | | |
| APPROX WHOLESALE FINANCE CREDIT | | 42809.38 | | |

 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.

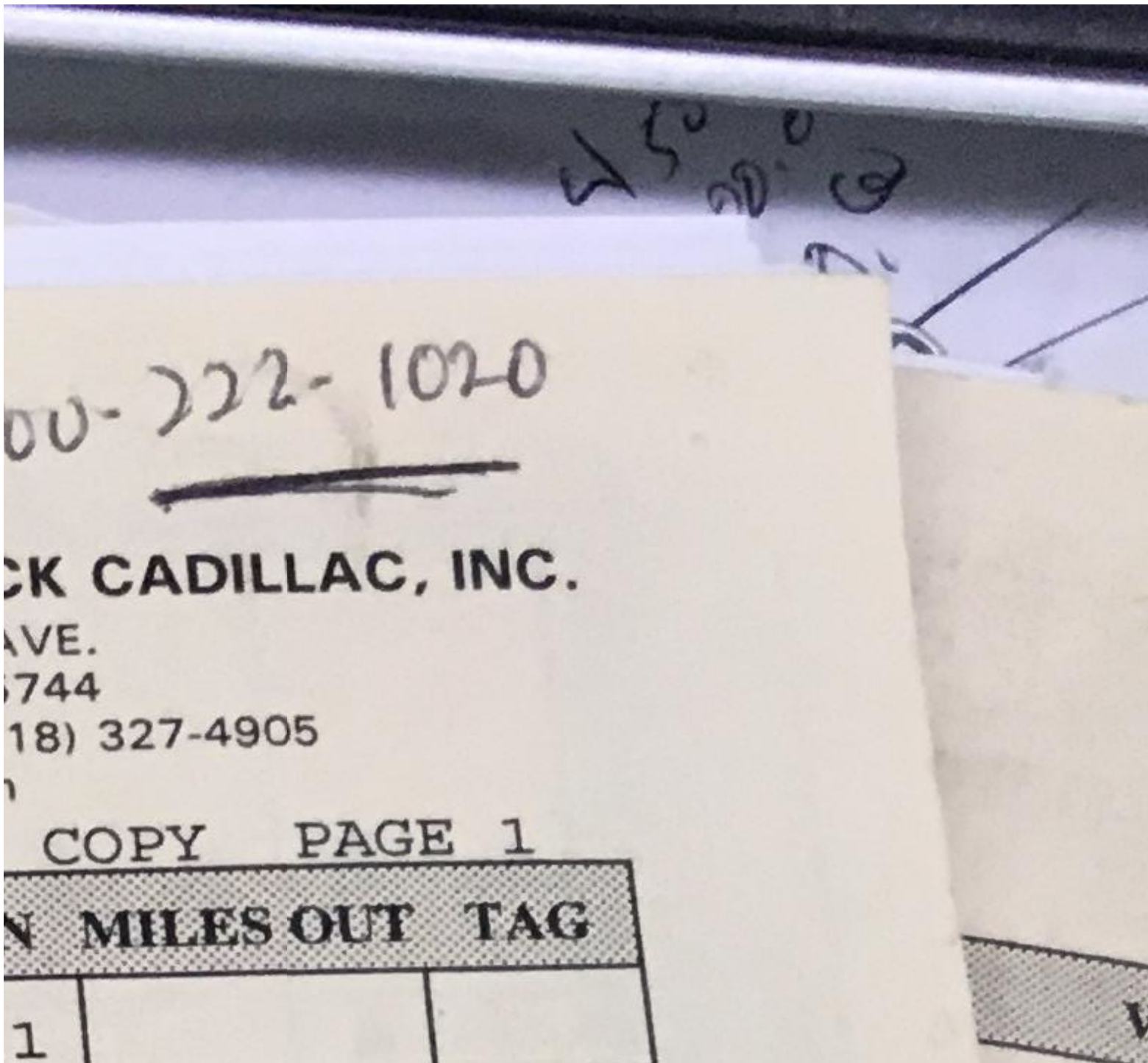
GRAND RAPIDS CHEVROLET BUICK GMC CAD

Dale Kohler (C)

From:
Sent:
To:
Subject:

Mike Kasell <grgmlikek@yahoo.com>
Tuesday, January 30, 2018 9:47 AM
Dale Kohler (C)
[EXTERNAL] Re [REDACTED]

- Confirm receipt of dealer inspection



1296
1207
1207
1207

Job Number:

Sent from my iPhone

On Jan 17, 2018, at 8:25 AM, Dale Kohler (C) <dale.kohler@gm.com> wrote:

Thank you Tony. I'll be back to you soon.

Dale Kohler
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 ext. 5913673
Fax: 586-920-0792
Email: dale.kohler@gm.com

From: Tony Benes [<mailto:grgmtony@yahoo.com>]
Sent: Tuesday, January 16, 2018 11:47 AM
To: Dale Kohler (C) <dale.kohler@gm.com>
Subject: [EXTERNAL] [REDACTED]

The inspection report you requested is attached.

Tony Benes
Warranty Admin
Grand Rapid Chevrolet
218-327-2201

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



MODEL
 GRAND RAPIDS CHEVROLET
 1910
 ENGINE MAKES NOISE
 Cust. cares 1-800-722-1090
 GRAND RAPIDS CHEVROLET BUICK CADILLAC, INC.
 1810 SO. POKEGAMA AVE.
 GRAND RAPIDS, MN 55744
 Phone: (218) 327-2201 - Fax: (218) 327-4905
 www.rapidsgm.com

GRAND RAPIDS MN

HARD COPY PAGE 1

| DATE | YEAR | MAKE | MODEL | VIN | STK/CLS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|------------|---------|----------|-----------|-----|
| 12/11/17 | 16 | CHEVROLET | SILVERADO | 3GCUKREC7G | | 20821 | | |
| SERVICE DATE | NOTIFIED | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE | |
| 02/05/16 | | 90 | 00:00 | | | 00 | | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | COLOR | PRINT # | | | |
| | | | | SILVER ICE | 1 | | | |

===== REPAIR LINE 001 =====
 CUSTOMER STATES BRAKE PEDAL IS ROCK HARD WILL STOP VEHICLE WITH REGULAR STOP BUT A QUICK STOP WILL NO AS SEEN ON DRIVER SIDE FRONT BUMPER CUSTOMER HAD A NOTHER DRIVER DRIVER PULL OUT INFRONT OF HIM AND TRIED TO STEER AROUND AND HIT A POLE INSTEAD OF VEHICLE
 LE
 Bill Code - W
 Cust. cares
 866-446-6963 called 12/11/17 Hold For contact wait time 32 mins
 case #
 KUST

===== SERVICE HISTORY =====

| DATE | RO | MILES | SA | TECH | BC | LABOR | OP | DESCRIPTION |
|----------|----|-------|----|------|----|---------|----|------------------------|
| 11/27/17 | | 20387 | 90 | 34 | C | LOFF | | CHANGE OIL AND FILTER |
| 03/10/17 | | 12518 | 83 | 34 | W | 9102844 | | TRANSFER CASE CONTROL |
| 10/11/16 | | 8630 | 83 | 34 | W | SLT | | ADD PUBLISHED TIME |
| 10/11/16 | | 8630 | 83 | 34 | W | 9102276 | | FRONTAL AIRBAG PRETENS |
| 10/11/16 | | 8630 | 83 | 34 | WM | GM2 | | INTERNAL LOF AGAINST W |

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

Warranties on the products sold hereby are those by the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk

PRELIMINARY ESTIMATE \$ _____

| AUTHORIZED BY | DATE | TIME | BY |
|----------------------|------|------|----|
| X | | | |
| REVISED ESTIMATE (1) | | | |
| REVISED ESTIMATE (2) | | | |
| REVISED | | | |















MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 11/15

| | | |
|---------|----------|---------|
| GVWR | GAWR FRT | GAWR RR |
| 3266 KG | 1792 KG | 1792 KG |
| 7200 LB | 3950 LB | 3950 LB |



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

3GCUKREC7G0 [REDACTED] TYPE: TRUCK

MODEL: K16743

| KHSS | TIRE SIZE | SPEED RTG | RIM | COLD TIRE PRESSURE |
|------|------------|-----------|---------|--------------------|
| FRT | P265/65R18 | T | 18X8.5J | 240KPA(35PSI) |
| RR | P265/65R18 | T | 18X8.5J | 240KPA(35PSI) |
| SPA | P265/70R17 | S | 17X7.5J | 240KPA(35PSI) |

SEE OWNER'S MANUAL FOR MORE INFORMATION.





Cust. cares 1-800-222-1020
GRAND RAPIDS CHEVROLET BUICK CADILLAC, INC.
 1810 SO. POKEGAMA AVE.
 GRAND RAPIDS, MN 55744
 Phone: (218) 327-2201 · Fax: (218) 327-4905
 www.rapidsgm.com

| SERVICE DATE | | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE |
|--------------|--------|------------|--------------------|------------|---------|---------|-----------|
| 02/05/16 | | 90 | 00:00 | | | 00 | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | COLOR | PRINT # | | |
| | | | | SILVER ICE | 1 | | |

REPAIR LINE 001
 CUSTOMER STATES BRAKE PEDAL IS ROCK HARD WILL STOP VEHICLE WITH REGULAR STOP BUT A QUICK STOP WILL NO AS SEEN ON DRIVER SIDE FRONT BUMPER CUSTOMER HAD A NOTHER DRIVER DRIVER PULL OUT INFRONT OF HIM AND TRIED TO STEER AROUND AND HIT A POLE INSTEAD OF VEHICLE

866-446-6963 called 12/11/17 Hold For 32 minutes

Bill Code - W

Case # KUF

| DATE | RO | MILES | SA | TECH | BC | LABOR | OP | DESCRIPTION |
|----------|----|-------|----|------|----|---------|----|------------------------|
| 11/27/17 | | 20387 | 90 | 34 | C | LOFF | | CHANGE OIL AND FILTER |
| 03/10/17 | | 12518 | 83 | 34 | W | 9102844 | | TRANSFER CASE CONTROL |
| 10/11/16 | | 8630 | 83 | 34 | W | SLT | | ADD PUBLISHED TIME |
| 10/11/16 | | 8630 | 83 | 34 | W | 9102276 | | FRONTAL AIRBAG PRETENS |
| 10/11/16 | | 8630 | 83 | 34 | WM | GM2 | | INTERNAL LOF AGAINST W |

1265 2155
1266 9488 169.48
 Part # 12669488 \$ 169.48
 Labor op 4023850 1.2 Replace
 3 Day L. 352.28
 2.2 OH
 3.7 @ 95.21
 521.76
 Plus Body Shop

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

Warranties on the products sold hereby are those by the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products. This disclaimer by this seller in no way affects the terms of the sale.

PRELIMINARY ESTIMATE \$ _____

| AUTHORIZED BY | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISOR ESTIMATE (1) | | | |
| REVISOR ESTIMATE (2) | | | |
| REVISOR ESTIMATE (3) | | | |

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

X _____

Cust. cares 800-222-1020

Preliminary Estimate

Customer: Grand Rapiuds GM

Job Number:

2016 CHEV Silverado 1500 LT2 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection

| Line | Oper | Description | Part Number | Qty | Extended Price \$ | Labor | Paint |
|------------------|------|--|---------------|-----|-------------------|------------|------------|
| 1 | | FRONT BUMPER | | | | | |
| 2 | | O/H front bumper | | | | 2.6 | |
| 3 | <> | Repl Front bumper w/o park assist, w/fog lamps paint to mtch | 84029813 | 1 | 666.20 | Incl. | 2.6 |
| 4 | | Add for Clear Coat | | | | | 1.0 |
| 5 | # | ***** ADD-ONS ***** | | 1 | | | |
| 6 | # | Repl Flex additive | | 1 | 6.00 X | | 0.3 |
| 7 | # | Repl Corrosion protection primer | | 1 | 5.00 T | | 0.3 |
| 8 | | | OTHER CHARGES | | | | |
| 9 | # | | E.P.C. | 1 | 3.50 | | |
| SUBTOTALS | | | | | 680.70 | 2.6 | 4.2 |

ESTIMATE TOTALS

| Category | Basis | Rate | Cost \$ |
|----------------------|-------------|--------------|-----------------|
| Parts | | | 666.20 |
| Body Labor | 2.6 hrs @ | \$ 58.00 /hr | 150.80 |
| Paint Labor | 4.2 hrs @ | \$ 58.00 /hr | 243.60 |
| Paint Supplies | 4.2 hrs @ | \$ 38.00 /hr | 159.60 |
| Miscellaneous | | | 11.00 |
| Other Charges | | | 3.50 |
| Subtotal | | | 1,234.70 |
| Sales Tax | \$ 830.80 @ | 6.8750 % | 57.12 |
| Grand Total | | | 1,291.82 |
| Deductible | | | 0.00 |
| CUSTOMER PAY | | | 0.00 |
| INSURANCE PAY | | | 1,291.82 |

MyPriceLink Estimate ID: 387256602132013056

0A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AT AN INSURER IS GUILTY OF A CRIME.

Dale Kohler (C)

To: [REDACTED]
Cc: Kimberly Horvath (C)
Subject: [REDACTED] - VIN 3GCUKREC7GG [REDACTED] - PAC Case Dealer Inspection request
Attachments: [REDACTED] - [REDACTED] - Blank dealer inspection form.pdf.docx

Dear Mike,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC case. We appreciate your support.

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

You will be compensated appropriately for your assistance with the inspection & diagnosis. All costs should be itemized at the dealership's current warranty rates.

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the attached inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension 5913673 You can reply directly to this email with any attachments or fax to 586-920-0792.

Thank you,

Dale Kohler
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 ext. 5913673
Fax: 586-920-0792
Email: dale.kohler@gm.com

Dale Kohler (C)

To: [REDACTED]
Subject: [REDACTED] - [REDACTED] - VIN 3GCUKREC7GG[REDACTED] - PAC Case Preliminary request.

Dear Mike,

Thank you for agreeing to gather some preliminary information including **DTC's with symptom codes, required photo images, previous Repair Orders** for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:

Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Broad image of concern and affected area

Close-up images of damage

Vehicle Certification Label with VIN visible

Any additional photos the dealer might find relevant.

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership. Please DO NOT make any repairs to the vehicle until PAC has completed the case review.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Silverado 1500

SR Number: [REDACTED]

VIN: 3GCUKREC7GG[REDACTED]

Allegation: Brakes did not perform as designed.

If you need anything from PAC, please contact me at 866-446-6963, extension 5913673. You can reply directly to this email with any attachments or fax to 586 920 0792.

Thank you,

Dale Kohler
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 ext. 5913673
Fax: 586-920-0792
Email: dale.kohler@gm.com



DI002 Dealer Brake / ABS System Preliminary Report

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

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

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

| | | | |
|-------------------------------|---------------------------------------|---|---------------------------------------|
| Customer's First & Last Name: | | Customer Phone: | |
| Year/Make: | 2016 Chevrolet | Case Number: | |
| VIN: | 3GCUKREC7GC [REDACTED] | Dealership contact (Service Manager/Director) | Mike Cassel / Service manager |
| Model: | Silverado 1500 | Dealership / (Service Manager/Director) Phone # | Grand Rapids Chevrolet / 218 327 2201 |
| Mileage: | | Dealer City/ST | Grand Rapids / MN |
| Dlr. BAC & Name | 243 [REDACTED] Grand Rapids Chevrolet | Warranty Rate: | 95.21 |

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer was driving only very slow under 5 miles an hour in icy conditions. At an intersection he tried to make a right turn and hit the brakes and they didn't respond and he skidded into a guard pole with his driver side front bumper.

Customer Allegation of Defect:

Customer believes the brakes didn't work as designed.

Section 3 VEHICLE / SYSTEM INSPECTION

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

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

| DTC | Symptom | Module | Description | Current | History |
|-------|---------|--------|---|---------|---------|
| C025E | 06 | EBcm | Brake Booster vacuum sensor circuit / low voltage | | ✓ |
| C0800 | 03 | EBcm | control module power circuit / low voltage | | ✓ |
| C1118 | 03 | CCM | Trailer Brake power control module system voltage | | ✓ |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

VEHICLE MODIFICATIONS / ALTERATIONS:

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

| | | | | |
|---|--|---|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Remote start | <input type="checkbox"/> Suspension | <input type="checkbox"/> Tires/wheels | <input type="checkbox"/> Audio/video | <input type="checkbox"/> Snow removal |
| <input type="checkbox"/> Body modifications | <input type="checkbox"/> Towing equip. | <input type="checkbox"/> Security alarm | <input type="checkbox"/> Wiring | <input type="checkbox"/> Other |
| <input type="checkbox"/> Unknown | | | | |

If yes, describe, and capture photos:

Does the vehicle have?

| | | | | | |
|--|---|--|-------------------------------|---|--|
| 4-Wheel disc brakes? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Front disc, rear-drum brakes? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Anti-lock brakes? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Vacuum assisted power brakes? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Hydraulically assisted (hydro boost) brakes? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Regenerative braking? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Turn on the ignition key and note the following:

| | | |
|---|---|--|
| Does the red brake warning light remain on after the self test (park brake released)? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does the red brake warning light come on with the parking brake applied? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does the red brake warning light go off when the parking brake is released? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does the ABS (if equipped) warning light remain on after self test? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

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

| | | | |
|--|---|--|---------------------------------------|
| <input checked="" type="checkbox"/> Full | <input checked="" type="checkbox"/> Clear | <input checked="" type="checkbox"/> Normal Smell | <input type="checkbox"/> Other: _____ |
|--|---|--|---------------------------------------|

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

NO leaks

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

| | | | |
|--|------------------------------|--|-----------|
| Any calliper/wheel cylinder corrosion? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |
| Any rotor/drum corrosion? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |
| Any rotor/drum grooving? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |
| Any rotor/drum irregularities? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |
| Any lining corrosion evident? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |
| Any signs of overheating? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Describe: |

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

| | RF Inner | RF Outer | LF Inner | LF Outer | RR Inner | RR Outer | LR Inner | LR Outer |
|--|----------|----------|----------|----------|----------|----------|----------|----------|
| | 10mm | 10mm | 10mm | 10mm | 9mm | 9mm | 9mm | 9mm |

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

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

Observations: *ABS Activating normally and Brakes feel normal now as well*

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

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

Does the brake system hold the vehicle stationary? Yes No

If "No", record the engine speed/throttle position at which vehicle starts to move. *1,500* RPM's Percent Throttle

Comments: *Tire's would not allow to give more throttle doing this test*

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

Does the brake system hold the vehicle stationary? Yes No

If "No", record the engine speed and throttle position at which the vehicle starts to move. *1,900* RPM's Percent Throttle *1/4*

Comments: *held till 1,900 RPM*

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

| | Tire Brand (Goodyear) | Tire Type / Style (M&S or Run Flat) | Tire Size (P225/55/17) | Tire Pressure (PSI) | Avg. Tread Depth (?/32 ") |
|----|-----------------------|-------------------------------------|------------------------|---------------------|---------------------------|
| LF | <i>good year</i> | <i>Wrangler SRA</i> | <i>P265/65R18</i> | <i>36</i> | <i>7/32</i> |
| RF | <i>good year</i> | <i>Wrangler SRA</i> | <i>P265/65 R18</i> | <i>36</i> | <i>7/32</i> |
| LR | <i>good year</i> | <i>Wrangler SRA</i> | <i>P265/65 R18</i> | <i>36</i> | <i>7/32</i> |
| RR | <i>good year</i> | <i>Wrangler SRA</i> | <i>P265/65 R18</i> | <i>36</i> | <i>7/32</i> |

Specific test requests: Please be sure to include DTC's.

Also, engineering asks why preliminary photos included photos of the brake booster and vacuum pump. Has the dealer duplicated a concern? If so, what does the dealer think may be the root cause of the customer's allegation? If the dealer is not able to duplicate, please be sure to review PIT5361C and inspect for condition described in PIT as part of this inspection.

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

duplicate concern 2 times, once when customer brought in manager duplicate it and I got to duplicate it on staff of once but after testing in shop and re starting pedal went back to normal, would recommend trying vacuum pump

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

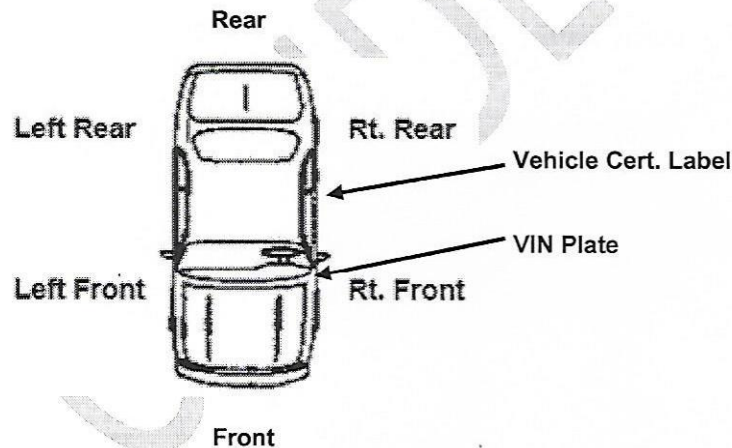
4 of 4

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

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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



Global Diagnostic System 2

Freeze Frame/Failure Records

Overview

Vehicle Identification Number (VIN) 3GCUKREC7GG [REDACTED]
 Report Creation Date 2018-01-16 07:45:09 CST

Vehicle Configuration Property

Make Chevrolet
 Model Silverado
 Model Year 2016

System Information Property

VCI Serial Number MDI: [REDACTED]
 Vehicle Session Creation Date 2018-01-16 07:44:31
 Test Start Time 2018-01-16 07:45:04 CST

| Freeze Frame/Failure Records | DTC Display | Symptom Byte | DTC Description | Symptom Description |
|---|-------------|--------------|-------------------------------------|---------------------|
| Freeze Frame | C025E | 06 | Brake Booster Vacuum Sensor Circuit | Low Voltage/Open |
| Parameter Name | | | Control Module | Value Unit |
| Ignition Cycles Since Last DTC | | | Electronic Brake Control Module | 14 Counts |
| Number of Times DTC has Occurred Since DTCs Cleared | | | Electronic Brake Control Module | 1 Counts |
| Secondary Code of DTC | | | Electronic Brake Control Module | 0 |
| Antilock Braking System Status | | | Electronic Brake Control Module | Inactive |
| Traction Control System Status | | | Electronic Brake Control Module | Inactive |
| Vehicle Stability System | | | Electronic Brake Control Module | Inactive |

| | | | |
|-----------------------------------|---------------------------------|----------|-----|
| Dynamic Rear Proportioning Status | Electronic Brake Control Module | Inactive | |
| Left Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Right Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Left Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Right Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Steering Wheel Angle | Electronic Brake Control Module | 0 | ° |
| Brake Pressure Sensor | Electronic Brake Control Module | 0 | kPa |
| Brake Pedal Position Sensor | Electronic Brake Control Module | Inactive | |
| Lateral Acceleration | Electronic Brake Control Module | 0 | g |
| Longitudinal Acceleration | Electronic Brake Control Module | 0 | g |
| Yaw Rate | Electronic Brake Control Module | 0 | °/s |

| Freeze Frame/Failure Records | DTC Display | Symptom Byte | DTC Description | Symptom Description |
|------------------------------|-------------|--------------|------------------------------|---------------------|
| Failure Record 1 | C0800 | 03 | Control Module Power Circuit | Low Voltage |

| Parameter Name | Control Module | Value | Unit |
|---|---------------------------------|----------|--------|
| Ignition Cycles Since Last DTC | Electronic Brake Control Module | 6 | Counts |
| Number of Times DTC has Occurred Since DTCs Cleared | Electronic Brake Control Module | 1 | Counts |
| Secondary Code of DTC | Electronic Brake Control Module | 0 | |
| Antilock Braking System Status | Electronic Brake Control Module | Inactive | |
| Traction Control System Status | Electronic Brake Control Module | Inactive | |
| Vehicle Stability System | Electronic Brake Control Module | Inactive | |
| Dynamic Rear Proportioning Status | Electronic Brake Control Module | Inactive | |
| Left Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |

| | | | |
|--------------------------------|---------------------------------|----------|-----|
| Right Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Left Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Right Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Steering Wheel Angle | Electronic Brake Control Module | 0 | ° |
| Brake Pressure Sensor | Electronic Brake Control Module | 0 | kPa |
| Brake Pedal Position Sensor | Electronic Brake Control Module | Inactive | |
| Lateral Acceleration | Electronic Brake Control Module | 0 | g |
| Longitudinal Acceleration | Electronic Brake Control Module | 0 | g |
| Yaw Rate | Electronic Brake Control Module | 0 | °/s |

| Freeze Frame/Failure Records | DTC Display | Symptom Byte | DTC Description | Symptom Description |
|------------------------------|-------------|--------------|-----------------|---------------------|
| Failure Record 2 | P0000 | 00 | Unknown DTC | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---------------------------------|----------|--------|
| Ignition Cycles Since Last DTC | Electronic Brake Control Module | 0 | Counts |
| Number of Times DTC has Occurred Since DTCs Cleared | Electronic Brake Control Module | 255 | Counts |
| Secondary Code of DTC | Electronic Brake Control Module | 0 | |
| Antilock Braking System Status | Electronic Brake Control Module | Inactive | |
| Traction Control System Status | Electronic Brake Control Module | Inactive | |
| Vehicle Stability System | Electronic Brake Control Module | Inactive | |
| Dynamic Rear Proportioning Status | Electronic Brake Control Module | Inactive | |
| Left Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Right Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Left Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | MPH |
| Right Rear Wheel Speed Sensor | | 0 | MPH |

| | | | |
|-----------------------------|---------------------------------|----------|-----|
| | Electronic Brake Control Module | | |
| Steering Wheel Angle | Electronic Brake Control Module | 0 | ° |
| Brake Pressure Sensor | Electronic Brake Control Module | 0 | kPa |
| Brake Pedal Position Sensor | Electronic Brake Control Module | Inactive | |
| Lateral Acceleration | Electronic Brake Control Module | 0 | g |
| Longitudinal Acceleration | Electronic Brake Control Module | 0 | g |
| Yaw Rate | Electronic Brake Control Module | 0 | °/s |

Dale Kohler (C)

From: [REDACTED]
Sent: Tuesday, January 16, 2018 11:47 AM
To: Dale Kohler (C)
Subject: [EXTERNAL] [REDACTED]
Attachments: [REDACTED].pdf

The inspection report you requested is attached.

Tony Benes
Warranty Admin
Grand Rapid Chevrolet
218-327-2201

Dale Kohler (C)

From: [REDACTED]
Sent: Tuesday, March 13, 2018 11:57 AM
To: Dale Kohler (C)
Subject: [EXTERNAL] [REDACTED]

I have never done this before. Hopefully this is what you need from me. I did send last week but your message said you did not receive it.

1-800-222-1070

ET BUICK CADILLAC, INC.

EGAMA AVE.
S. MAN 55744

ET BUICK CADILLAC, INC.

ROLET BUICK CADILLAC, INC.

POKEGAMA AVE.

APIDS, MN 55744

(218) 327-2201

(218) 327-4905

.rapidsgm.com



Cadillac

COUNTING COPY PAGE 2

LET BUICK CADILLAC, INC.

KEGAMA AVE.

DS, MN 55744

3) 327-2201

327-4905

dsgm.com



Cadillac

NTING COPY PAGE 1

Sent from my iPhone

[Redacted]

[Redacted]

Cust. Care 1-800-222-1020

GRAND RAPIDS CHEVROLET BUICK CADILLAC, INC.
1610 SO. POKEGAMA AVE.
GRAND RAPIDS, MN 55744
Phone: (218) 327-2201 Fax: (218) 327-4905
www.rapidsgm.com

GRAND RAPIDS MN [Redacted]

HARD COPY PAGE 1

| DATE | YEAR | MAKE | MODEL | VIN | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|------------|------------|--------------------|------------|------------|------------|-----------|-----|
| 12/11/17 | 16 | CHEVROLET | SILVERADO | 3GCUKREC7G | [Redacted] | [Redacted] | 20821 | |
| SERVICE DATE | NOTIFIED | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE | |
| 02/05/16 | | 90 | 00:00 | | | 00 | | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | COLOR | PRINT # | | | |
| [Redacted] | [Redacted] | [Redacted] | [Redacted] | SILVER ICE | 1 | | | |

REPAIR LINE 001
 CUSTOMER STATES BRAKE PEDAL IS ROCK HARD WILL STOP VEHICLE WITH REGULAR STOP BUT A QUICK STOP WILL NO AS SEEN ON DRIVER SIDE FRONT BUMPER CUSTOMER HAD A NOTHER DRIVER DRIVER PULL OUT INFRONT OF HIM AND TRIED TO STEER AROUND AND HIT A POLE INSTEAD OF VEHICLE
 Bill Code - W
 Cust. Care [Redacted]

866-446-6963 called 12/11/17 Hold For
 consult by 22 minutes

11-22-17
 On Line
 (M)

Front Bumper Damage To Top
 SERVICE HISTORY

| DATE | RO | MILES | SA | TECH | BC | LABOR | OP | DESCRIPTION |
|----------|------------|-------|----|------|----|---------|----|------------------------|
| 11/27/17 | [Redacted] | 20387 | 90 | 34 | C | LOFF | | CHANGE OIL AND FILTER |
| 03/10/17 | [Redacted] | 12518 | 83 | 34 | W | 9102844 | | TRANSFER CASE CONTROL |
| 10/11/16 | [Redacted] | 8630 | 83 | 34 | W | SLT | | ADD PUBLISHED TIME |
| 10/11/16 | [Redacted] | 8630 | 83 | 34 | W | 9102276 | | FRONTAL AIRBAG-PRETENS |
| 10/11/16 | [Redacted] | 8630 | 83 | 34 | WM | GM2 | | INTERNAL LOF AGAINST W |

Vacuum
 0600016

ALL 1/16/18
 @ 7:15 To
 Perform @ 05002
 Dealer Brake/steering
 Preliminary Report For
 Dule [Redacted]
 SR# [Redacted]
 (M)

1265 [Redacted] Vac pump
 1266 9488 169.48
 Part # 12669488 \$169.48
 Labor of 4023850 1.2 Replace
 .3 Day
 2.2 OIL
 3.7 @ 96.21
 L. 352.28
 521.76

Plus Body Shop
 89 Days
 M/S

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

Any warranties on the products sold hereby are those by the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

PRELIMINARY ESTIMATE \$

| AUTHORIZED BY X | DATE | TIME | BY |
|-----------------|------|------|------|
| REVISOR | | | |
| ESTIMATE (1) | | | |
| REVISOR | | | |
| ESTIMATE (2) | | | |
| REVISOR | | | |
| ESTIMATE (3) | | | |
| [Redacted] | | | ORAL |



GRAND RAPIDS CHEVROLET BUICK CADILLAC, INC.

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GRAND RAPIDS MN [REDACTED]

ACCOUNTING COPY PAGE 3

| DATE | YEAR | MAKE | MODEL | VIN | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|------------|------------|--------------------|--------------|------------|------------|-----------|-----|
| 12/11/17 | 16 | CHEVROLET | SILVERADO | 3GCUKREC7G5 | [REDACTED] | [REDACTED] | 20921 | |
| SERVICE DATE | NOTIFIED | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE | |
| 02/05/16 | 03/06/18 | 90 | 00:00 | | | 00 | 03/13/18 | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | | | | | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | SILVER ICE 2 | | | | |

Total Labor 43.30 180.90

MISCELLANEOUS:
RENTAL VEHICLE
Bill Code - W PO Number - 3382.00 3382.00
Service Code: NIC Car Rental / Hire
Rental VIN: 3gcukpec4jg [REDACTED]
Rental Days: 89
Rental Code: 0 Vehicle Not Operable

Total Misc 3382.00 3382.00
Total Line 3425.30 3562.90

| SOURCE | ACCOUNT | CONTROL | COST | DEBIT | CREDIT |
|-------------|---------|---------|---------|---------|-------------|
| 3W | 263 | 173788 | | 5167.01 | |
| 3W | 462 | 173788 | 77.49 | | -323.71 |
| 3W | 466 | 173788 | 1291.82 | | -1291.82 |
| 3W | 480 | 173788 | 121.06 | | -169.48 |
| 3W | ANF | | 3382.00 | | -3382.00 |
| Tech# 32 A: | 3.40 | B: | C: | D: | Total: 3.40 |
| Tech# 34 A: | | B: | C: | D: | Total: |

| | | | | | | | |
|-------------|--|-------------|--|-------------|---------|--------------|--|
| LABOR | | LABOR | | LABOR | 323.71 | LABOR AMOUNT | |
| PARTS | | PARTS | | PARTS | 169.48 | PARTS AMOUNT | |
| MISC. SALES | | MISC. SALES | | MISC. SALES | 4673.82 | MISC. SALES | |
| MATERIALS | | MATERIALS | | MATERIALS | | MATERIALS | |
| | | | | | | TOTAL CHARGE | |
| DEDUCTIBLE | | DEDUCTIBLE | | DEDUCTIBLE | | DEDUCTIBLE | |
| SALES TAX | | SALES TAX | | SALES TAX | | SALES TAX | |
| OTHER PAY | | | | | | OTHER PAY | |
| INTERNAL | | CONTRACTS | | WARRANTY | 5167.01 | CUSTOMER PAY | |

[REDACTED]

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MN

[REDACTED]

ACCOUNTING COPY PAGE 2

| DATE | YEAR | MAKE | MODEL | VIN | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|------------|----------|-----------|--------------|
| 12/11/17 | 16 | CHEVROLET | SILVERADO | 3GCUKREC7GG | [REDACTED] | 20821 | | |
| SERVICE DATE | NOTIFIED | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE | |
| 02/05/16 | 03/06/18 | 90 | 00:00 | | | 00 | 03/13/18 | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | | | | | |
| [REDACTED] | | [REDACTED] | | | | | | SILVER ICE 2 |

CUSTOMER STATES FRONT BUMPER WAS DANAGES IN ACCIDENT CAUSED BY BRAKE PEDAL ROCK HARD
SUBLET MAKI BODY SHOP FOR FRONT BUMPER PAINT AND REPLACEMENT
SUBLET MAKI BODY SHOP FOR FRONT BUMPER PAINT AND REPLACEMENT
Bill Code - W

Transaction Type: ZREG Regular Vehicle Transaction
Cause Code: 1021 Surface (exterior) - Damaged/Cracked
Complaint Code: 0490 Exterior - Other issues
1421180 FRONT BUMPER FILLER REPLACE 34 M A
MATT N

Labor Type: BASE

SUBLET:

SUBLET MAKI BODY SHOP FOR FRONT BUMPER PAINT AND REPLACEMENT

Bill Code - W PO Number -

M 1291.82 1291.82

Service Code: NIS Sublet

Sublet Invoice No: 47542

Total Sublet 1291.82 1291.82

Total Line 1291.82 1291.82

===== REPAIR LINE 003 =====

INSPECTION AS PER DALE KOHLER DI002

REPLACED BRAKE VAC PUMP VERIFIED REPAIR WITH SEVERAL TEST DRIVES AND VEHICLE BRAKING
SYSTEM FUNCTIONING AS IT SHOULD SR NUMBER FROM DALE KOHLER IS [REDACTED] USED OLH T
O PERFORM REQUIRED DOC FROM DALE AT GM DI002 DEALER BRAKE ABS SYSTEM PRELIMINARY REPO
RT

REPLACED BRAKE VAC PUMP VERIFIED REPAIR WITH SEVERAL TEST DRIVES AND VEHICLE BRAKING
SYSTEM FUNCTIONING AS IT SHOULD SR NUMBER FROM DALE KOHLER IS [REDACTED] USED OLH T
O PERFORM REQUIRED DOC FROM DALE AT GM DI002 DEALER BRAKE ABS SYSTEM PRELIMINARY REPO
RT

Bill Code - W

Transaction Type: ZREG Regular Vehicle Transaction

Cause Code: 9094 Other - Follow operation

Complaint Code: 0090 No Customer Complaint - Other issues

0600016 INSPECTION 32 M A 1.90 43.30 180.90

TRAVIS K

Labor Type: BASE

| LABOR | LABOR | LABOR | LABOR AMOUNT |
|-------------|-------------|-------------|--------------|
| PARTS | PARTS | PARTS | PARTS AMOUNT |
| MISC. SALES | MISC. SALES | MISC. SALES | MISC. SALES |
| MATERIALS | MATERIALS | MATERIALS | MATERIALS |
| | | | TOTAL CHARGE |
| DEDUCTIBLE | DEDUCTIBLE | DEDUCTIBLE | DEDUCTIBLE |
| SALES TAX | SALES TAX | SALES TAX | SALES TAX |
| OTHER PAY | | | OTHER PAY |
| INTERNAL | CONTRACTS | WARRANTY | CUSTOMER PAY |



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MN



ACCOUNTING COPY PAGE 1

| DATE | YEAR | MAKE | MODEL | VIN | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|------------|---------|----------|-----------|--------------|
| 12/11/17 | 16 | CHEVROLET | SILVERADO | 3GCUKREC7G | | 20821 | | |
| SERVICE DATE | NOTIFIED | SVC ADV | PROMISED DATE/TIME | LICENSE | RATE | PAYMENT | INV. DATE | |
| 02/05/16 | 03/06/18 | 90 | 00:00 | | | 00 | 03/13/18 | |
| R.O. NUMBER | TAX ID | HOME PHONE | BUSINESS PHONE | | | | | |
| | | | | | | | | SILVER ICE 2 |

===== REPAIR LINE 001 =====
 CUSTOMER STATES BRAKE PEDAL IS ROCK HARD WILL STOP VEHICLE WITH REGULAR STOP BUT A QUICK STOP WILL NO AS SEEN ON DRIVER SIDE FRONT BUMPER CUSTOMER HAD A NOTHER DRIVER DRIVER PULL OUT INFRONT OF HIM AND TRIED TO STEER AROUND AND HIT A POLE INSTEAD OF VEHICLE
 VERIFIED BRAKE PEDAL IS ROCK HARD AND WILL NOT PUSH DOWN CHECKED FOR CODES NONE STORED CURRENT HISTORY CODES C025E 06 C0800 03 C1118 03 CALLED TAC [REDACTED] TAC SAID TO STOP DO TO THE ACCIDENT UNTILL WE HERE BACK FROM GM HEARD BACK FROM DALE AT GM TO CONTINUE WITH DIAG AND AN ESTIMATE FROM BODY SHOP PERFORMED DIAG VEHICLE NEEDS BRAKE VAC PUMP
 REPLACED BRAKE VAC PUMP VERIFIED REPAIR WITH SEVERAL TEST DRIVES AND VEHICLE BRAKING SYSTEM FUNCTIONING AS IT SHOULD SR NUMBER FROM DALE KOHLER IS [REDACTED] USED OLH TO PERFORM REQUIRED DOC FROM DALE AT GM DI002 DEALER BRAKE ABS SYSTEM PRELIMINARY REPORT

Bill Code - W
 Transaction Type: ZREG Regular Vehicle Transaction
 Cause Code: 6573 Module/Component - No/Incorrect Communication
 Complaint Code: 0390 Engine/Fuel/Exhaust - Other issues
 Svc Mgmt. Auth: E OTHER LAB HOURS EXCEED CEILING
 USED OLH TO PERFORM DI002 DEALER BRAKE ABS SYSTEM PRELIMINARY REPORT FOR DALE KOHLER
 [REDACTED]
 4023850 VACUUM PUMP REPLACEMENT 32 M A 1.20 27.35 114.25
 TRAVIS K
 Labor Type: BASE
 DIAG DIAG TIME 32 M A .30 6.84 28.56
 TRAVIS K
 Labor Type: SLD Diagnosis
 Total Labor 34.19 142.81
 GM 12669488 PUMP 1 121.06 169.48
 Failed Part: 12669488
 Part Source: M
 Total Parts 121.06 169.48
 Total Line 155.25 312.29

===== REPAIR LINE 002 =====

| LABOR | LABOR | LABOR | LABOR AMOUNT |
|-------------|------------|-------------|--------------|
| PARTS | PARTS | PARTS | PARTS AMOUNT |
| MISC. SALES | MISC SALES | MISC. SALES | MISC. SALES |
| MATERIALS | MATERIALS | MATERIALS | MATERIALS |
| | | | TOTAL CHARGE |
| DEDUCTIBLE | DEDUCTIBLE | DEDUCTIBLE | DEDUCTIBLE |
| SALES TAX | SALES TAX | SALES TAX | SALES TAX |
| OTHER PAY | | | OTHER PAY |
| INTERNAL | CONTRACTS | WARRANTY | CUSTOMER PAY |

Dale Kohler (C)

To: Mike Kasell
Subject: RE: [EXTERNAL] [REDACTED]

Hi Mike,

Send me the RO with the following line items:

1. Inspection time and labor
2. Repair time and labor
3. Parts
4. Rental cost
5. Anything else?

I will get the charges pre-authorized and send you back a pre-auth code.

Dale Kohler
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 ext. 5913673
Fax: 586-920-0792
Email: dale.kohler@gm.com

From: Mike Kasell [mailto:grgmmikek@yahoo.com]
Sent: Tuesday, March 06, 2018 10:01 AM
To: Dale Kohler (C) <dale.kohler@gm.com>
Subject: [EXTERNAL] FLINCK

GOOD MORNING DALE! I HAVE [REDACTED] RO COMPLETE . WHAT IS I NEXT STEP FOR YOU

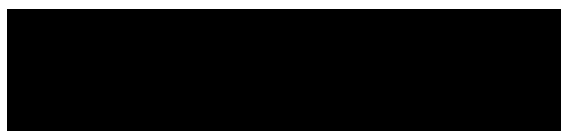
THANKS
MIKE

PE18-012

GM

3-27-2019

Q3



2016 TAHOE 2WD LS GENERAL MOTORS LLC
 GBA BLACK /V8G
 H2T COCOA / DUNE RENAISSANCE CENTER
 ORDER NO. [REDACTED] /TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GN SCAK C6 GR [REDACTED] VEHICLE INVOICE [REDACTED]

*****9720*****13*24874S

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|--|----------|----------|---|
| CC15706 TAHOE 2WD LS | 47000.00 | 43710.00 | INVOICE 06/13/16 |
| C5Y GVW RATING - 7100 LBS | N/C | N/C | SHIPPED 06/11/16 |
| FE9 50-STATE EMISSIONS | N/C | N/C | EXP I/T 06/20/16 |
| L83 ENGINE, 5.3L V8 ECOTEC3 | N/C | N/C | INT COM 06/20/16 |
| MYC TRANSMISSION, 6 SPD AUTOMATIC | N/C | N/C | PRC EFF 06/11/16 |
| VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM) | 0.00 | 0.00 | KEYS V0494 V0494 WFP-S MTH OPT-2 BANK: JP MORGAN C CHG-TO 24-874 |

SHIP WT: 5171
 HP: 45.7
 GVWR: 7100
 GAWR.FT: 3200
 GAWR.RR: 4100
 EMPLOY: 43356.60
 SUPPLR: 45105.00
 NTR: 1/2
 DAN: LSA95
 EMPINC: 2665.83
 SUPINC: 917.43

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 47000.00 | 43710.00 | ACT 237 | 43495.00 |
| DESTINATION CHARGE | 1195.00 | 1195.00 | H/B 261 | 1410.00 |
| DEALER IMR CONTRIBUTION | | 235.00 | ADV 261 | 235.00 |
| LMA GROUP CONTRIBUTION | | 470.00 | EXP 65A | 470.00 |

TOTAL 48195.00 45610.00 PAY 310 45610.00

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 43495.00

 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.

BILL HOOD CHEVROLET

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 02/02/18
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

| | | | |
|---|--------------|--|--|
| Make: Chevrolet | Model: Tahoe | Year: 2016 | Current mileage: 23767 |
| Name(s) that appears on the vehicle title: Stephen Brown | | | |
| Selling dealer/city/state: Bill Hood Chevrolet, Covington, LA | | | |
| Primary Servicing dealer/city/state: bill hood chevrolet, | | | |
| Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased | | Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | |
| Purchase/lease date: 07/08/16 | | Mileage at purchase/lease: | |
| First repair attempt date: 12/02/16 | | First repair attempt mileage: 5862 | |
| How often is the vehicle used for business purposes (percentage): 0 % | | Number of vehicles owned or leased by the business: | Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual |
| Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | | | Date of accident: |
| Description of damage: | | | |

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

SUV bought back for what I paid for it or a replacement Tahoe

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

VEHICLE IDENTIFICATION NUMBER _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

| Problem | Servicing dealer(s) | # of repair attempts | List the date, mileage, and days out of service for each repair attempt | Does the problem exist now? |
|-------------------------|---------------------|----------------------|---|-----------------------------|
| Example: | | | | |
| A/C won't cool properly | Any Dealer, Inc. | 2 | 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day | yes |
| engine shaking | | 6 | | yes |
| breaks went out | | 1 | | yes |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

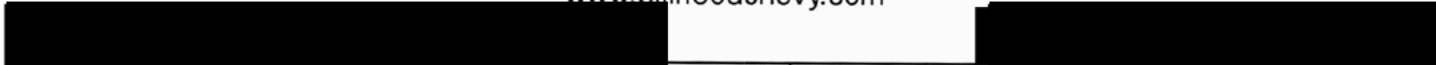
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



BILL HOOD CHEVROLET, LLC
 69020 Highway 190 Service Rd.
 Covington, LA 70433
 Phone (985) 892-4663
 www.billhoodchevy.com



| | | | | | |
|-----------------------|----------------|-----------------------------|---------------------------------|-------------------------------------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAKCGE | Page 1 | Invoice |
| Invoice to | | | Driver/Owner Information | | |
| [Redacted] | | | [Redacted] | | |
| For Office Use | | | Vehicle Information | | |
| Odometer In: 5862 | Out: 5862 | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| | | | Stock#: [Redacted] | | |
| Begin: 12/02/16 | Done: 12/02/16 | Invoiced: 12/05/16 09:43 KE | Inservice: 07/21/16 | Sold: 07/08/16 | |

| Customer Concern | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------|---|------------|--------|--------------------|--|-----------|------|-------|--------|---------|-----|-------|-------|----------|--|--|--|------|--|--|--|---|---|--|-------|---|---|--|--------|---|---|--|--------|----------|--|--|--|-------|--|--|-------|----------------|--|--|-------|--------------------------|--|--|-------|
| Concern 29 | 5.3L/6.2L 2/24K MAINTENANCE PLAN OIL LIFE 18% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cause | DONE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Correction | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comment | THIS IS # SERVICE PERFORMED | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parts | Part Number | PO# | Note | Description | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 000 KITFP63DW2 | | | 0W20 DEXOS OIL CHG | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 000 C19330001 | | | FILTER | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 000 C19259487 | | NSTK | OIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Parts: Count 10.00 | Allowance: | 6.06 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tech 386 ROMANO, RYAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | FP- 019259487 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Type: WW | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | <table border="1"> <thead> <tr> <th>Operation</th> <th>Tech</th> <th>Units</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>14CK020</td> <td>386</td> <td>0.6 *</td> <td>10.50</td> </tr> <tr> <td colspan="4">Qty</td> </tr> <tr> <td colspan="4">Sell</td> </tr> <tr> <td>1</td> <td>S</td> <td></td> <td>39.50</td> </tr> <tr> <td>1</td> <td>C</td> <td></td> <td>**0.00</td> </tr> <tr> <td>9</td> <td>C</td> <td></td> <td>**0.00</td> </tr> <tr> <td colspan="3">Subtotal</td> <td></td> </tr> <tr> <td colspan="3">PARTS</td> <td>39.50</td> </tr> <tr> <td colspan="3">LAB-MECHANICAL</td> <td>10.50</td> </tr> <tr> <td colspan="3">TOTAL CHARGE FOR CONCERN</td> <td>50.00</td> </tr> </tbody> </table> | Operation | Tech | Units | Amount | 14CK020 | 386 | 0.6 * | 10.50 | Qty | | | | Sell | | | | 1 | S | | 39.50 | 1 | C | | **0.00 | 9 | C | | **0.00 | Subtotal | | | | PARTS | | | 39.50 | LAB-MECHANICAL | | | 10.50 | TOTAL CHARGE FOR CONCERN | | | 50.00 |
| Operation | Tech | Units | Amount | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14CK020 | 386 | 0.6 * | 10.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Qty | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sell | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | S | | 39.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | C | | **0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | C | | **0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Subtotal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PARTS | | | 39.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LAB-MECHANICAL | | | 10.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL CHARGE FOR CONCERN | | | 50.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concern 40 | 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cause | THE SDM MODULE CONTAINS A SOFTWARE DEFECT WHICH MAY PREVENT THE DEPLOYMENT OF THE FRONTAL AIRBAGS AND PRETENSIONERS WHICH MAY CAUSE RISK OF INJURY. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Correction | AS PER SAFETY RECALL #16007-02 THE DEALERSHIP REPROGRAMMED THE SDM WITH NEW SOFTWARE THAT ELIMINATES THIS DEFECT. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Notes | WARRANTY CLAIM CODE # S30A6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tech 171 MINTURN, MICHAEL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | COMP CODE : 0090 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | <table border="1"> <thead> <tr> <th>Operation</th> <th>Tech</th> <th>Units</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>9102276</td> <td>171</td> <td>0.3</td> <td>33.49</td> </tr> <tr> <td colspan="3">Subtotal</td> <td></td> </tr> </tbody> </table> | Operation | Tech | Units | Amount | 9102276 | 171 | 0.3 | 33.49 | Subtotal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Operation | Tech | Units | Amount | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9102276 | 171 | 0.3 | 33.49 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Subtotal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE



BILL HOOD CHEVROLET, LLC
 69020 Highway 190 Service Rd.
 Covington, LA 70433
 Phone (985) 892-4663
 www.billhoodchevy.com

[Redacted] [Redacted]

Adv: 365 KIRK WHITE Tag [Redacted] License [Redacted] 1GN5CAK6G [Redacted] Page 2 Invoice [Redacted]

Invoice to [Redacted] Driver/Owner [Redacted]

Invoiced: 12/05/16 09:43:27 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| | | |
|---------|--------------------------|-------|
| Type: W | LAB-MECHANICAL | 33.49 |
| | TOTAL CHARGE FOR CONCERN | 33.49 |

| Summary of Charges for Invoice [Redacted] | | Payment Distribution for Invoice [Redacted] | |
|---|-------|---|-------|
| PARTS | 39.50 | TOTAL CHARGE | 83.49 |
| LAB-MECHANICAL | 43.99 | | |
| TOTAL CHARGE | 83.49 | FAC WARRANTY | 83.49 |

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Adv: 365 KIRK WHITE Tag [REDACTED] License [REDACTED] 1GN5CAK6GR [REDACTED] Page 3 (Last) Invoice [REDACTED]

Invoice to: [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 12/05/16 09:43:27 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| Skill 05 | Tech# 171 | Start Time: 12/02/16 09:59 | Stop Time: 12/02/16 10:20 | | | | | |
|----------|-----------|----------------------------|---------------------------|--------|----------------|---------|-------|------|
| Skill 02 | Tech# 386 | Start Time: 12/02/16 12:51 | Stop Time: 12/02/16 13:41 | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
| 29 | 386 | Begin | 12/02/16 13:33 | End | 12/02/16 13:40 | :07 | .1 | |
| 40 | 171 | Begin | 12/02/16 10:05 | End | 12/02/16 10:20 | :15 | .3 | |

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 www.billhoodchevy.com

Adv: 365 KIRK WHITE Tag License 1GNSCAK06G Page 1 Invoice

| | |
|-------------------|---------------------------------|
| Invoice to | Driver/Owner Information |
| | |

| | |
|--|-------------------------------------|
| For Office Use | Vehicle Information |
| Odometer in: 12291 Out: 12299 WAR W Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| Begin: 05/23/17 Date: 05/23/17 Invoiced: 05/24/17 13:01 NE | Inservice: 07/21/16 Sold: 07/08/16 |

Customer Concern

| | | | | |
|------------|--|-----------|------------|--------|
| Concern 29 | S.3L/6.2L 2/24K MAINTENANCE PLAN OIL LIFE 18% | Operation | Tech Units | Amount |
| Cause | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | 14CK020 | 423 0.6 * | 10.50 |
| Correction | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | | | |
| Comment | THIS IS # SERVICE PERFORMED | | | |
| Parts | Part Number PO# Note Description Qty Sell | | | |
| | C00 KITPF63DW2 0W20 DEXOS SYNTHETIC 1 S 39.50 39.50 | | | |
| | C00 C19330001 PF63 FILTER 1 C **00 **00 | | | |
| | C00 C88865700 DEXOS 0W20 9 C **00 **00 | | | |
| | Parts: Count 10.00 Allowance: 6.90 | | | |
| | Tech 423 JONES, JONATHAN | | | |
| | FP- 088865700 | | | |
| | Line Auth: 05/23/17 16:33 | | | |
| Type: WW | | | | |

| | | | | |
|------------|--|-----------|------------|--------|
| Concern 51 | CHECK VEHICLE FOR VIBRATION WHEN SITTING AT IDLE C/S BOTH IN DRIVE AND IN PARK | Operation | Tech Units | Amount |
| Cause | PARTS ORDERED AT THIS TIME | PO | 033 0.0 | 0.00 |
| Correction | PARTS HAVE BEEN ORDERED | | | |
| | Tech 033 SHELTON, LARS Cert#: ASE | | | |
| | COMP CODE : 0322 | | | |
| Type: W | | | | |

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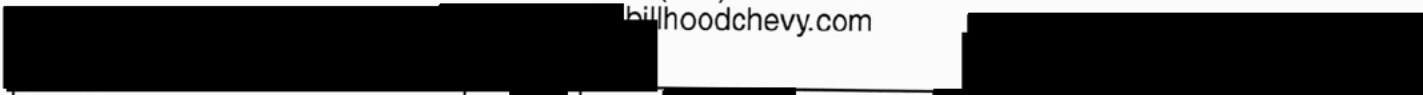
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 Covington, LA 70433
 Phone (985) 892-4663
 billhoodchevy.com



Adv: 365 KIRK WHITE Tag License GNSCAK06GE Page 2 Invoice

Invoice to: Driver/Owner:

Invoiced: 05/24/17 13:01:32 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| | | | | |
|------------|--|-----------|--------------------------|--------|
| Concern 52 | CHECK BACK UP CAMERA WARNING MESSAGE COMING ON C/S CAMERA NEEDS SERVICE MESSAGE | Operation | Tech Units | Amount |
| Cause | FOUND BACK UP CAMERA SYSTEM OPERATING AS DESIGNED AT THIS TIME | NC | 033 0.0 | 0.00 |
| Correction | NO CHARGE / COULD NOT DUPLICATE CUST CONCERNS AT THIS TIME FOUND BACK UP MONITOR SYSTEM OPERATING AS DESIGNED AT THIS TIME. Tech 033 SHELTON, LARS Cert#: ASE COMP CODE : 0290 | | | |
| Type: W | | | Subtotal | |
| | | | TOTAL CHARGE FOR CONCERN | 0.00 |

| Summary of Charges for Invoice | | Payment Distribution for Invoice | |
|--------------------------------|-------|----------------------------------|-------|
| PARTS | 39.50 | TOTAL CHARGE | 50.00 |
| LAB-MECHANICAL | 10.50 | | |
| TOTAL CHARGE | 50.00 | FAC WARRANTY | 50.00 |

If you have any questions - please see KIRK WHITE

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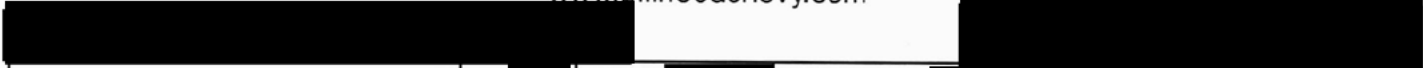
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 www.billhoodchevy.com



Adv: 365 KIRK WHITE Tag License 1GN5CAK66G Page 3 (Last) Invoice

Invoice to: Driver/Owner:

Invoiced: 05/24/17 13:01:32 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| Skill 05 | Tech# 033 | Start Time: 05/23/17 08:23 | Stop Time: 05/23/17 16:23 | | | | | |
|----------|-----------|----------------------------|---------------------------|--------|----------------|---------|-------|------|
| Skill 02 | Tech# 423 | Start Time: 05/23/17 15:39 | Stop Time: 05/23/17 16:05 | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
| 29 | 423 | Begin | 05/23/17 15:39 | End | 05/23/17 16:04 | :25 | .4 | |
| 51 | 033 | Begin | 05/23/17 16:21 | End | 05/23/17 16:21 | :00 | .0 | |
| 52 | 033 | Begin | 05/23/17 16:22 | End | 05/23/17 16:23 | :01 | .0 | |

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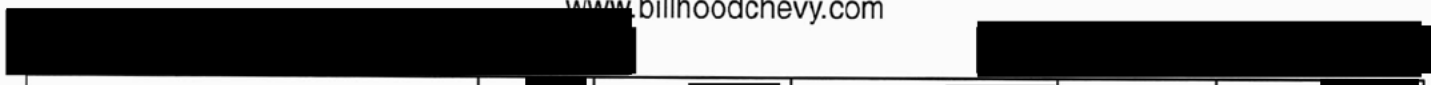
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 Covington, LA 70433
 Phone (985) 892-4663
 www.billhoodchevy.com



Adv: 365 KIRK WHITE Tag [REDACTED] License [REDACTED] 1GN5CAK66GR [REDACTED] Page 1 Invoice [REDACTED]

| | |
|-------------------|---------------------------------|
| Invoice to | Driver/Owner Information |
| [REDACTED] | [REDACTED] |

| | |
|--|---|
| For Office Use | Vehicle Information |
| Odometer in: 12667 Out: 12672 WAR W Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| Begin: 06/01/17 Done: 06/01/17 Invoiced: 06/07/17 15:28 WK | Stock#: [REDACTED] Inservice: 07/21/16 Sold: 07/08/16 |

Customer Concern

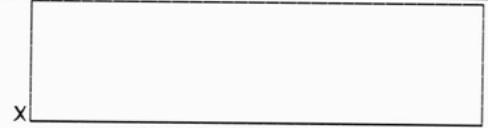
| | | | | | |
|------------|---|-----------|------|--------------------------|--------|
| Concern 51 | C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008 | Operation | Tech | Units | Amount |
| Cause | A ROUGH IDLE AND/OR VIBRATION CONDITION AT IDLE IN DRIVE WAS CAUSED BY GROUND OUT WITHIN THE ONE OR BOTH ENGINE MOUNTS CAUSING AN E 1.5 OF 5.86MG | 4081348 | 033 | 3.0 | 349.14 |
| Correction | PERFORMED PICO SCOPE IDLE VIBRATION MEASUREMENT AND REPLACED BOTH ENGINE MOUNTS FOR BEST FIX AT THIS TIME. AS PER #17-NA-166 | | | | |
| Tech Notes | UPDATED ENGINE MOUNT DESIGN. | | | | |
| Parts | Part Number PO# Note Description | Qty | | Sell | |
| | SPO 084175583 MOUNT | 1 | | 65.03 | 65.03 |
| | SPO 084175582 MOUNT | 1 | | 65.03 | 65.03 |
| | Parts: Count 2.00 Allowance: 76.76 | | | | |
| | Tech C33 SHELTON, LARS Cert#: ASE | | | | |
| | COMP CODE : 0090 | | | | |
| | FP- 084175583 | | | | |
| Type: W | | | | | |
| | | | | Subtotal | |
| | | | | PARTS | 206.84 |
| | | | | LAB-MECHANICAL | 349.14 |
| | | | | TOTAL CHARGE FOR CONCERN | 555.98 |

| | |
|---------------------------------------|---|
| Summary of Charges for Invoice | Payment Distribution for Invoice |
| PARTS 206.84 | TOTAL CHARGE 555.98 |
| LAB-MECHANICAL 349.14 | FAC WARRANTY 555.98 |
| TOTAL CHARGE 555.98 | |

If you have any questions - please see KIRK WHITE

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 Phone (985) 892-4663
 www.billhoodchevy.com



| | | | | | |
|---------------------|----------------|--------------------|----------------------|---------------|---------|
| Adv: 365 KIRK WHITE | Tag [REDACTED] | License [REDACTED] | 1GN5CAK66 [REDACTED] | Page 2 (Last) | Invoice |
|---------------------|----------------|--------------------|----------------------|---------------|---------|

| | |
|------------------------|--------------------------|
| Invoice to: [REDACTED] | Driver/Owner: [REDACTED] |
|------------------------|--------------------------|

| | |
|--------------------------------|-------------------------------------|
| Invoiced: 06/07/17 15:28:50 WK | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
|--------------------------------|-------------------------------------|

| | | | | | | |
|---|------|--------|----------------|--------|----------------|--------------------|
| Skill 05 Tech# 033 Start Time: 06/01/17 07:52 Stop Time: 06/01/17 12:00 | | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed Units Type |
| 51 | 033 | Begin | 06/01/17 08:31 | End | 06/01/17 12:00 | 3:29 3.5 |

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Labor Line Display

Tech Data

Tech 033 SHELTON, LARS

Working Skill 05

Labor Line

| Line | Pay... | Skill | Te... | Status1 | Time1 | Tech2 | Stat... | Concern |
|------|--------|-------|-------|---------|-------|-------|---------|---|
| 51* | W | 05 | 033 | Work | :00 | | | C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008 |

Concern

C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008

*Out
12677*

Notes

Tag# [redacted] RO# [redacted]
License [redacted] Promise 06/01/17 12:30
16 CHEVROLET TAHOE LS 4DR SUV BLACK TRUCK

Adv 365 WHITE, KIRK

Dist GMS

Odometer 12657

VIN 1GN5CAKC6G[redacted]

Found engine vibration at Idle in drive, caused by faulty engine mount design, causing engine mounts to ground out needing replaced with updated design.

Performed Pico Scope vibration measurement to find E1.5 vibration 2.5mg, after performing engine mount replacement found E1.5 vibrations dropped to 1.0mg correcting cust concerns at this time.

QUALITY CHECK
By: *[Signature]*
Date: *6/1/17*

Replaced both engine mounts at this time.

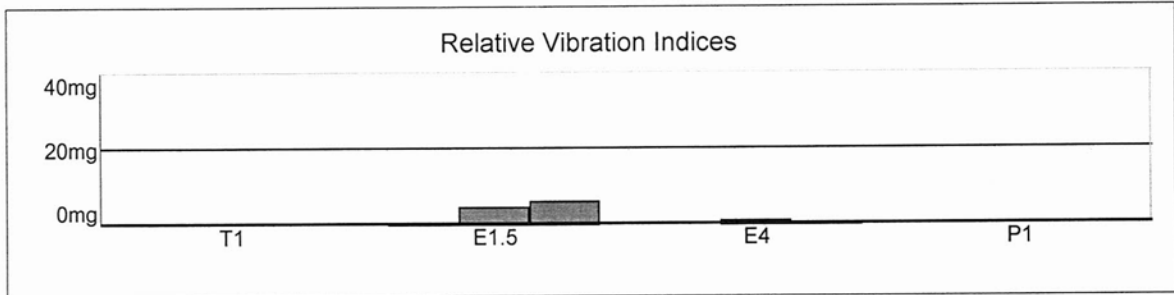
[redacted]
Date: *6/1/17*

GM NVH

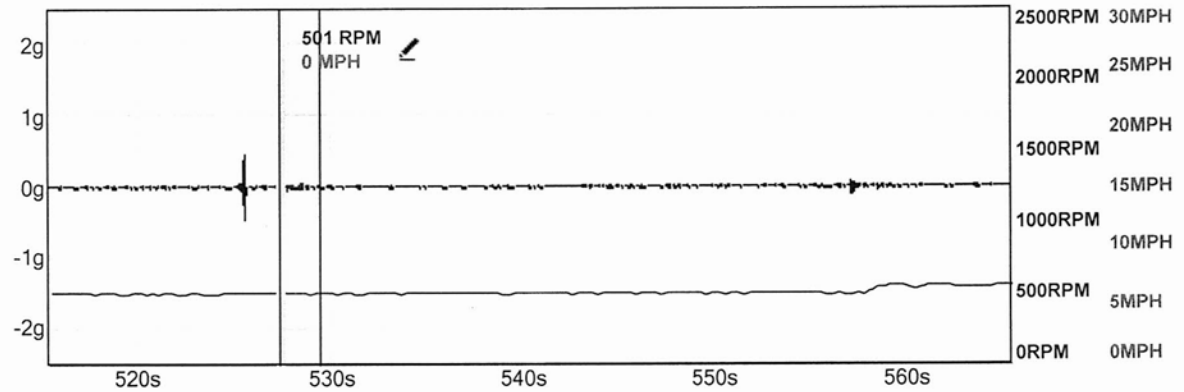
Customer

| | | | |
|-----------------|------------|----------|-------------|
| Name: | 2016 black | Vehicle: | Chevy Tahoe |
| Contact number: | | Year: | 2016 |
| Address: | | | |

VibrationReport



| Vibration | Frequency | ChA(X) Fore/Aft | ChB(Y) Vertical | ChC(Z) Lateral |
|--------------------|-----------|-----------------|-----------------|----------------|
| Tire Vibration (1) | 0.0 Hz | 0 g | 0 g | 0 g |
| Engine Speed (1.5) | 12.5 Hz | 643 µg | 4.63 mg | 5.89 mg ✎ |
| Engine Speed (4) | 33.3 Hz | 93.1 µg | 793 µg | 669 µg |
| Propshaft (1) | 0.0 Hz | 0 g | 0 g | 0 g |



Notes

E1.5 5-6mg
Plant code R build date 6/11/16

Signature: _____



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Adv: 365 KIRK WHITE Tag License 1GN5CAK66 Page 1 Invoice

| | |
|-------------------|---------------------------------|
| Invoice to | Driver/Owner Information |
| [Redacted] | [Redacted] |

| | |
|--|--|
| For Office Use | Vehicle Information |
| Odometer in: 15880 Out: 15881 | WAR C W Prelim 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| | Stock#: [Redacted] |
| Begin: 08/09/17 Done: 08/09/17 Invoiced: 08/09/17 12:50 WK | Inservice: 07/21/16 Sold: 07/08/16 |

| | | | | |
|-------------------------|---|-----------|--------------------------|--------|
| Customer Concern | | | | |
| Concern 51 | C/S VEHICLE HAS VIBRATION WHILE SITTING AT IDLE | Operation | Tech Units | Amount |
| Cause | FOUND E1.5 VIBRATION AROUND 4-5MG | NC | 033 0.0 | 0.00 |
| Correction | PERFORMED THE ENGINE MOUNT SETTING PROCEDURE AND E1.5 VIBRATION WAS BELOW 2MG AFTER THAT. NO CHARGE | | | |
| Type: W | Tech 033 SHELTON, LARS Cert#: ASE COMP CODE : 0090 | | Subtotal | |
| | | | TOTAL CHARGE FOR CONCERN | 0.00 |

| | |
|---------------------------------------|---|
| Summary of Charges for Invoice | Payment Distribution for Invoice |
| TOTAL CHARGE 0.00 | FAC WARRANTY 0.00 TOTAL CHARGE 0.00 |

Attention: The following Invoices also exist
 CUS - CUSTOMERPAY

If you have any questions - please see KIRK WHITE

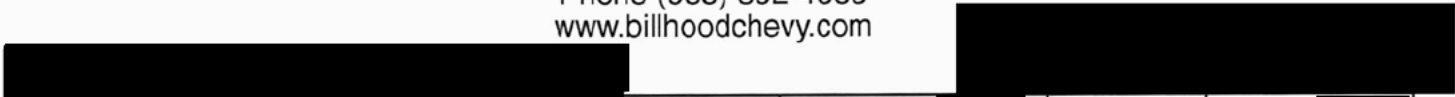
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| | | | | | |
|---------------------|-----|---------|--------------|---------------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAKCG GR | Page 2 (Last) | Invoice |
|---------------------|-----|---------|--------------|---------------|---------|

| | |
|-------------|---------------|
| Invoice to: | Driver/Owner: |
|-------------|---------------|

| | |
|--------------------------------|-------------------------------------|
| Invoice#: 08/09/17 12:50:22 WK | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
|--------------------------------|-------------------------------------|

| | | | | | | |
|---|------|--------|----------------|--------|----------------|--------------------|
| Skill 05 Tech# 033 Start Time: 08/09/17 07:56 Stop Time: 08/09/17 09:41 | | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed Units Type |
| 51 | 033 | Begin | 08/09/17 09:40 | End | 08/09/17 09:41 | :01 .0 |

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| | | | | | |
|---------------------|----------------|-----------------------------|--------------------------|-------------------------------------|---------|
| Adv: 365 KIRK WHITE | Tag | Licens | 1GN5CAK6 GR | Page 1 | Invoice |
| Invoice to | | | Driver/Owner Information | | |
| [Redacted] | | | [Redacted] | | |
| For Office Use | | | Vehicle Information | | |
| Odometer in: 19980 | Out: 19981 | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| | | | Stock#: | [Redacted] | |
| Begin: 11/14/17 | Done: 11/15/17 | Invoiced: 11/15/17 14:36 WK | Inservice: 07/21/16 | Sold: 07/08/16 | |

| Customer Concern | | | | | | |
|------------------|--|---|------|--------------------------|------------|--------|
| Concern | Cause | Correction | Type | Operation | Tech Units | Amount |
| 51 | C/S VEHICLE DRAGGING WHILE STARTING CHARGED AND TESTED THE BATTERY. BATTERY TEST GOOD. NO SLOW START/Dragging PRESENT AT THIS TIME. | NO CHARGE. Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | NC | 309 0.0 | 0.00 |
| | | | | Subtotal | | |
| | | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 52 | C/S VEHICLE VIBRATES / SHAKES WHILE SITTING AT STOP CUSTOMER TO RETURN AT LATER DATE FOR FURTHER EVALUATION AND PICO READINGS. | No Charge Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | NC | 309 0.0 | 0.00 |
| | | | | Subtotal | | |
| | | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 53 | C/S INFOTAINMENT SCREEN FROZE ON REVERSE CAMERA AND HAS FROZEN ON RADIO STATIONS ALSO, HAS HAPPENED 2-3 TIMES FOUND SOFTWARE UPDATE FOR THE HMI DEPENDING ON THE BUILD VERSION. BUILD VERSION WAS 15.2B033. REPROGRAMMED THE HMI PER 17-NA-025. WCC = 8FA42, 8FB96 | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | 9800003 | 309 0.6 | 69.83 |
| | | | | Subtotal | | |
| | | | | LAB-MECHANICAL | | 69.83 |
| | | | | TOTAL CHARGE FOR CONCERN | | 69.83 |

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| | | | | | |
|--------------------------------|-------|-------------------------------------|----------------------------------|--------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAKC6 G | Page 2 | Invoice |
| Invoice to: | | | | | |
| Invoiced: 11/15/17 14:36:06 WK | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | | |
| Summary of Charges for Invoice | | | Payment Distribution for Invoice | | |
| LAB-MECHANICAL | 69.83 | TOTAL CHARGE | 69.83 | | |
| TOTAL CHARGE | 69.83 | FAC WARRANTY | 69.83 | | |

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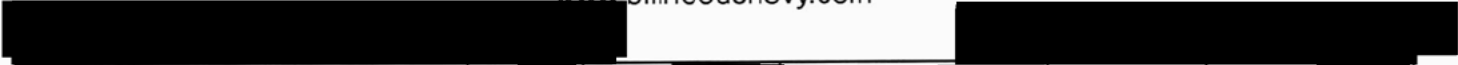
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Adv: 365 KIRK WHITE Tag License 1GN5CAK6 GR Page 3 (Last) Invoice

Invoice to: Driver/Owner

Invoiced: 11/15/17 14:36:06 WK 16 CHEVROLET TAHOE LS 4DR SUV BLACK

Skill 05 Tech# 309 Start Time: 11/14/17 08:17 Stop Time: 11/15/17 08:09

| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | units | Type |
|-------|------|--------|----------------|--------|----------------|---------|-------|------|
| 51 | 309 | Begin | 11/14/17 16:49 | End | 11/14/17 16:59 | :10 | .2 | |
| 52 | 309 | Begin | 11/15/17 08:07 | End | 11/15/17 08:08 | :01 | .0 | |
| 53 | 309 | Begin | 11/14/17 16:10 | End | 11/14/17 16:17 | :07 | .1 | |
| | | Begin | 11/14/17 16:17 | End | 11/14/17 16:49 | :32 | .5 | |
| Total | | | | | | :39 | .6 | |

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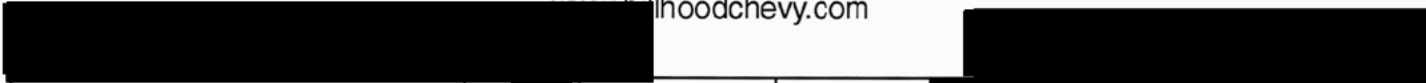
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| | | | | | |
|---------------------|----------------|--------------------|--------------------------|-------------------------------------|----------------|
| Adv: 365 KIRK WHITE | Tag | License | IGNSCAKC6 GR | Page 1 | Invoice |
| Invoice to | | | Driver/Owner Information | | |
| [Redacted] | | | [Redacted] | | |
| For Office Use | | | Vehicle Information | | |
| odometer in: 21955 | Out: 21956 | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| | | | Stock#: [Redacted] | | |
| Begin: 11/29/17 | Done: 11/30/17 | Invoiced: 11/30/17 | 13:28 WK | Inservice: 07/21/16 | Sold: 07/08/16 |

| Customer Concern | | | | | |
|------------------|--|---|-----------|--------------------------|--------|
| Concern | Cause | Correction | Operation | Tech Units | Amount |
| 51 | C/S VEHICLE VIBRATING WHILE SITTING AT STOP LIGHT | FOUND GROUND OUT CONDITION PRESENT IN THE NEW MOTOR MOUNTS. | NC | 309 0.0 | 0.00 |
| | | NO CHARGE, PERFORMED THE NEW UPDATED SETTING PROCEDURE AND CLEANED THE THROTTLE BODY. | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | | Subtotal | |
| | | | | TOTAL CHARGE FOR CONCERN | 0.00 |
| 52 | C/S HEARING RATTLE IN REAR OF VEHICLE WHEN HITTING BUMPS | FOUND SQUEAK DUE TO EBRAKE CABLE TO CABLE HANGER RUBBING. | NC | 309 0.0 | 0.00 |
| | | NO CHARGE. LUBRICATED CONTACT POINTS. | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | | Subtotal | |
| | | | | TOTAL CHARGE FOR CONCERN | 0.00 |
| 53 | C/S UNABLE TO CONNECT BLUE TOOTH, CUSTOMER HAS IPHONE 6+ | BLUETOOTH CONNECTS AND WORK OK. | NC | 309 0.0 | 0.00 |
| | | No Charge | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | | Subtotal | |
| | | | | TOTAL CHARGE FOR CONCERN | 0.00 |

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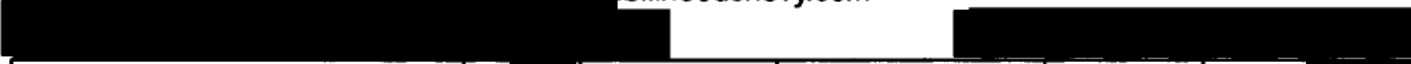
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| | | | | | |
|--------------------------------|-----|---------|--|--------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAK6 G | Page 2 | Invoice |
| Invoice to: | | | Driver/Owner | | |
| Invoiced: 11/30/17 13:28:39 WK | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | |
| Summary of Charges for Invoice | | | Payment Distribution for Invoice | | |
| TOTAL CHARGE 0.00 | | | FAC WARRANTY 0.00 TOTAL CHARGE 0.00 | | |

If you have any questions - please see KIRK WHITE

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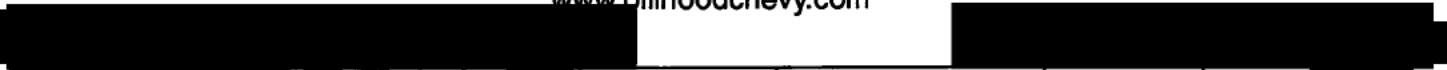
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Adv: 365 KIRK WHITE Tag [redacted] Licens [redacted] 1GN5CAKC6 GF [redacted] Page 3 (Last) Invoice [redacted]

Invoice to: [redacted] Driver/Owner [redacted]

Invoiced: 11/30/17 13:28:39 WK 16 CHEVROLET TAHOE LS 4DR SUV BLACK

Sk111 05 Tech# 309 Start Time: 11/29/17 14:19 Stop Time: 11/30/17 09:29

| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
|------|------|--------|----------------|--------|----------------|---------|-------|------|
| 51 | 309 | Begin | 11/29/17 16:23 | GH | 11/29/17 16:51 | :28 | .5 | |
| | | AW | 11/30/17 07:46 | End | 11/30/17 09:29 | 1:43 | 1.7 | |
| | | | | | Total | 2:11 | 2.2 | |
| 52 | 309 | Begin | 11/29/17 16:22 | End | 11/29/17 16:23 | :01 | .0 | |
| 53 | 309 | Begin | 11/29/17 15:33 | End | 11/29/17 15:39 | :06 | .1 | |

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| | | | | | |
|--------------------------|------------|---------|--------------------------|-------------------------------------|---------------------|
| Adv: 733 KEVIN L O'NEILL | Tag | License | 1GN5CAK6G | Page 1 | Invoice |
| Invoice to | | | Driver/Owner Information | | |
| For office Use | | | Vehicle Information | | |
| Odometer in: 23938 | Out: 23938 | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| Begin: 02/02/18 | | | Done: 02/05/18 | Invoiced: 02/07/18 07:43 CE | Inservice: 07/21/16 |
| Sold: 07/08/16 | | | | | |

| Customer Concern | | | | Operation | Tech | Units | Amount |
|------------------|--|-------------------|------------------|--------------------------|------|--------|--------|
| Concern 51 | CHECK VEHICLE FOR HARD BRAKE PEDAL | | | 4023850 | 033 | 1.4 | 162.93 |
| Cause | FOUND HARD BRAKE PEDAL DURING SLOW MANEUVERS/LOW RPM DUE TO ENGINE VACUUM PUMP INTERNAL FAULT CAUSING LOW VAC @ 5 IN VACUUM | | | | | | |
| Correction | PERFORMED ENGINE VACUUM PUMP REPLACEMENT FOLLOWING DOC ID 3416418-- RENTAL VIN #2GNAXHEV7J6 / 1GN5CAK7JR DAY 1 DIAG AND ORDER PARTS DAY 2 THRU 3 SATURDAY SUNDAY DAY 4 DEALERSHIP COVERED FOURTH DAY COMPLETED REPAIRS | | | | | | |
| Parts | Part Number | PO# | Note Description | Qty | | Sell | |
| | 000 012669488 | | HOOD RENTAL | 1 | | 126.00 | 126.00 |
| | | | PUMP | 1 | | 121.06 | 121.06 |
| | Parts: Count | 1.00 | Allowance: 71.46 | | | | |
| | Tech | 033 SHELTON, LARS | Cert#: ASE | | | | |
| | | | COMP CODE : 0131 | | | | |
| | FP- 012669488 | | | | | | |
| Type: W | | | | | | | |
| | | | | Subtotal | | | |
| | | | | PARTS | | 192.52 | |
| | | | | SUBLET REPAIRS | | 126.00 | |
| | | | | LAB-MECHANICAL | | 162.93 | |
| | | | | TOTAL CHARGE FOR CONCERN | | 481.45 | |

| Summary of charges for Invoice | | Payment Distribution for Invoice | |
|--------------------------------|--------|----------------------------------|--------|
| PARTS | 192.52 | TOTAL CHARGE | 481.45 |
| SUBLET REPAIRS | 126.00 | FAC WARRANTY | 481.45 |
| LAB-MECHANICAL | 162.93 | | |
| TOTAL CHARGE | 481.45 | | |

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| | | | | | | |
|---|--|-----|---------|-------------------------------------|--------|---------|
| Adv: 733 KEVIN L O'NEILL | | Tag | License | 1GN5CAK66G | Page 2 | Invoice |
| Invoice to | | | | Driver/Owner | | |
| Invoiced: 02/07/18 07:43:54 CE | | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | |
| <p>Attention: Other Repair Orders on this vehicle: RO: Opened: 01/25/18 WAR - 02/01/18 (P) INT - 02/01/18 (P)</p> <p>If you have any questions - please see KEVIN L O'NEILL</p> | | | | | | |

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| | | | | | |
|--------------------------|-----|---------|--------------|---------------|---------|
| Adv: 733 KEVIN L O'NEILL | Tag | License | IGNSCAKC6 GR | Page 3 (Last) | Invoice |
|--------------------------|-----|---------|--------------|---------------|---------|

| | |
|-------------|---------------|
| Invoice to: | Driver/Owner: |
|-------------|---------------|

| | |
|--------------------------------|-------------------------------------|
| Invoiced: 02/07/18 07:43:54 CE | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
|--------------------------------|-------------------------------------|

| | | | | | | |
|---|------|--------|----------------|--------|----------------|--------------------|
| Skill 05 Tech# 033 Start Time: 02/05/18 09:51 Stop Time: 02/05/18 12:47 | | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed Units Type |
| 51 | 033 | Begin | 02/05/18 10:02 | End | 02/05/18 12:47 | 2:45 2.8 |

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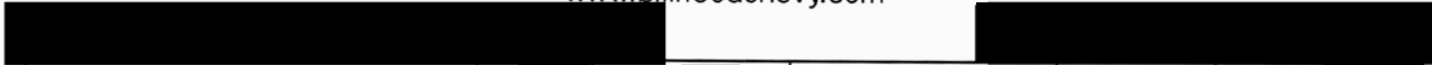
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| | | | | | | | |
|-------------------------|---|----------------|------------|---------------------------------|--------------------------|-------------------------------------|--------|
| Adv: 365 KIRK WHITE | | Tag | License | 1GN5CAKCGE | Page 1 | Invoice | |
| Invoice to | | | | Driver/Owner Information | | | |
| [Redacted] | | | | [Redacted] | | | |
| For Office Use | | | | Vehicle Information | | | |
| Odometer In: 5862 | | Out: 5862 | | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| | | | | Stock#: [Redacted] | | | |
| Begin: 12/02/16 | | Done: 12/02/16 | | Invoiced: 12/05/16 09:43 KE | | Inservice: 07/21/16 | |
| | | | | Sold: 07/08/16 | | | |
| Customer Concern | | | | | | | |
| Concern 29 | 5.3L/6.2L 2/24K MAINTENANCE PLAN OIL LIFE 18% | | | | Operation | Tech Units | Amount |
| Cause | DONE | | | | 14CK020 | 386 | 0.6 * |
| Correction | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | | | | | | 10.50 |
| Comment | THIS IS # SERVICE PERFORMED | | | | | | |
| Parts | Part Number | PO# | Note | Description | Qty | Sell | |
| | C00 KITFP63DW2 | | | 0W20 DEXOS OIL CHG | 1 S | 39.50 | 39.50 |
| | C00 C19330001 | | | FILTER | 1 C | **0.00 | **0.00 |
| | C00 C19259487 | | NSTK | OIL | 9 C | **0.00 | **0.00 |
| | Parts: Count | 10.00 | Allowance: | 6.06 | | | |
| | Tech 386 ROMANO, RYAN | | | | | | |
| | FP- 019259487 | | | | | | |
| Type: WW | | | | | Subtotal | | |
| | | | | | PARTS | | 39.50 |
| | | | | | LAB-MECHANICAL | | 10.50 |
| | | | | | TOTAL CHARGE FOR CONCERN | | 50.00 |
| Concern 40 | 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY | | | | Operation | Tech Units | Amount |
| Cause | THE SDM MODULE CONTAINS A SOFTWARE DEFECT WHICH MAY PREVENT THE DEPLOYMENT OF THE FRONTAL AIRBAGS AND PRETENSIONERS WHICH MAY CAUSE RISK OF INJURY. | | | | 9102276 | 171 | 0.3 |
| Correction | AS PER SAFETY RECALL #16007-02 THE DEALERSHIP REPROGRAMMED THE SDM WITH NEW SOFTWARE THAT ELIMINATES THIS DEFECT. | | | | | | 33.49 |
| Tech Notes | WARRANTY CLAIM CODE # S30A6 | | | | | | |
| | Tech 171 MINTURN, MICHAEL | | | | | | |
| | COMP CODE : 0090 | | | | | | |
| | | | | | Subtotal | | |

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[Redacted] [Redacted]

| | | | | | |
|---------------------------------------|----------------|--------------------------|---|--------|--------------------|
| Adv: 365 KIRK WHITE | Tag [Redacted] | License [Redacted] | 1GN5CAK6G6 [Redacted] | Page 2 | Invoice [Redacted] |
| Invoice to [Redacted] | | | Driver/Owner [Redacted] | | |
| Invoiced: 12/05/16 09:43:27 KE | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | |
| Type: W | | | LAB-MECHANICAL | 33.49 | |
| | | TOTAL CHARGE FOR CONCERN | | 33.49 | |
| Summary of Charges for Invoice | | | Payment Distribution for Invoice | | |
| PARTS | 39.50 | TOTAL CHARGE | 83.49 | | |
| LAB-MECHANICAL | 43.99 | FAC WARRANTY | 83.49 | | |
| TOTAL CHARGE | 83.49 | | | | |

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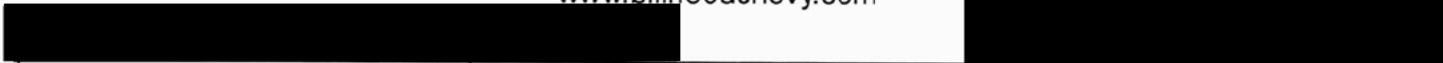
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Adv: 365 KIRK WHITE Tag [REDACTED] License [REDACTED] 1GN5CAK6GR [REDACTED] Page 3 (Last) Invoice [REDACTED]

Invoice to: [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 12/05/16 09:43:27 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| Skill 05 | Tech# 171 | Start Time: 12/02/16 09:59 | Stop Time: 12/02/16 10:20 | | | | | |
|----------|-----------|----------------------------|---------------------------|--------|----------------|---------|-------|------|
| Skill 02 | Tech# 386 | Start Time: 12/02/16 12:51 | Stop Time: 12/02/16 13:41 | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
| 29 | 386 | Begin | 12/02/16 13:33 | End | 12/02/16 13:40 | :07 | .1 | |
| 40 | 171 | Begin | 12/02/16 10:05 | End | 12/02/16 10:20 | :15 | .3 | |

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Adv: 365 KIRK WHITE Tag License 1GN5CAK06G Page 1 Invoice

| | | | |
|-----------------------|------------|---------------------------------|-------------------------------------|
| Invoice to | | Driver/Owner Information | |
| [REDACTED] | | [REDACTED] | |
| For Office Use | | Vehicle Information | |
| Odometer in: 12291 | Out: 12299 | WAR W Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| Begin: 05/23/17 | | Date: 05/23/17 | Invoiced: 05/24/17 13:01 KE |
| | | Inservice: 07/21/16 | Sold: 07/08/16 |

Customer Concern

| | | | | |
|------------|--|--------------------------|------------|--------|
| Concern 29 | 5.3L/6.2L 2/24K MAINTENANCE PLAN OIL LIFE 18% | Operation | Tech Units | Amount |
| Cause | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | 14CK020 | 423 0.6 * | 10.50 |
| Correction | DEXOS 0W20 OIL CHANGE, FILTER, TIRE ROTATION AND 27PT MPVI | | | |
| Comment | THIS IS # SERVICE PERFORMED | | | |
| Parts | Part Number PO# Note Description | Qty | Sell | |
| | C00 KITPF63DW2 0W20 DEXOS SYNTHETIC | 1 S | 39.50 | 39.50 |
| | C00 C19330001 PF63 FILTER | 1 C | **00 | **00 |
| | C00 C88865700 DEXOS 0W20 | 9 C | **00 | **00 |
| | Parts: Count 10.00 Allowance: 6.90 | | | |
| | Tech 423 JONES, JONATHAN | | | |
| | FP- 088865700 | | | |
| | Line Auth: 05/23/17 16:33 | | | |
| Type: WW | | | Subtotal | |
| | | PARTS | | 39.50 |
| | | LAB-MECHANICAL | | 10.50 |
| | | TOTAL CHARGE FOR CONCERN | | 50.00 |
| Concern 51 | CHECK VEHICLE FOR VIBRATION WHEN SITTING AT IDLE C/S BOTH IN DRIVE AND IN PARK | Operation | Tech Units | Amount |
| Cause | PARTS ORDERED AT THIS TIME | PO | 033 0.0 | 0.00 |
| Correction | PARTS HAVE BEEN ORDERED | | | |
| | Tech 033 SHELTON, LARS Cert#: ASE | | | |
| | COMP CODE : 0322 | | | |
| Type: W | | | Subtotal | |
| | | TOTAL CHARGE FOR CONCERN | | 0.00 |

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[Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

Adv: 365 KIRK WHITE Tag License [Redacted] LGNSCAK06GF Page 2 Invoice

Invoice to: [Redacted] Driver/Owner: [Redacted]

Invoiced: 05/24/17 13:01:32 KE 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| | | | | |
|------------|--|-----------|--------------------------|--------|
| Concern 52 | CHECK BACK UP CAMERA WARNING MESSAGE COMING ON C/S CAMERA NEEDS SERVICE MESSAGE | Operation | Tech Units | Amount |
| Cause | FOUND BACK UP CAMERA SYSTEM OPERATING AS DESIGNED AT THIS TIME | NC | 033 0.0 | 0.00 |
| Correction | NO CHARGE / COULD NOT DUPLICATE CUST CONCERNS AT THIS TIME FOUND BACK UP MONITOR SYSTEM OPERATING AS DESIGNED AT THIS TIME. Tech 033 SHELTON, LARS Cert#: ASE COMP CODE : 0290 | | | |
| Type: W | | | Subtotal | |
| | | | TOTAL CHARGE FOR CONCERN | 0.00 |

| Summary of Charges for Invoice | | Payment Distribution for Invoice | |
|--------------------------------|-------|----------------------------------|-------|
| PARTS | 39.50 | TOTAL CHARGE | 50.00 |
| LAB-MECHANICAL | 10.50 | | |
| TOTAL CHARGE | 50.00 | FAC WARRANTY | 50.00 |

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| | | | | | |
|---------------------|-----|---------|------------|---------------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAK66G | Page 3 (Last) | Invoice |
|---------------------|-----|---------|------------|---------------|---------|

| | |
|--------------------------------|-------------------------------------|
| Invoice to: | Driver/Owner: |
| Invoice#: 05/24/17 13:01:32 KE | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |

| Skill 05 | Tech# 033 | Start Time: 05/23/17 08:23 | Stop Time: 05/23/17 16:23 | | | | | |
|----------|-----------|----------------------------|---------------------------|--------|----------------|---------|-------|------|
| Skill 02 | Tech# 423 | Start Time: 05/23/17 15:39 | Stop Time: 05/23/17 16:05 | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
| 29 | 423 | Begin | 05/23/17 15:39 | End | 05/23/17 16:04 | :25 | .4 | |
| 51 | 033 | Begin | 05/23/17 16:21 | End | 05/23/17 16:21 | :00 | .0 | |
| 52 | 033 | Begin | 05/23/17 16:22 | End | 05/23/17 16:23 | :01 | .0 | |

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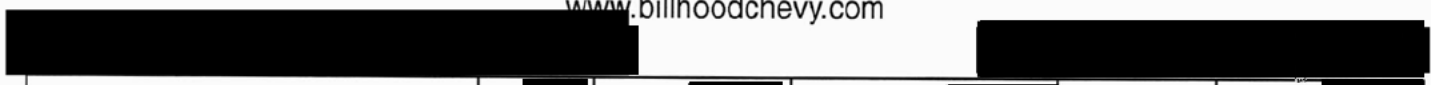
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Adv: 365 KIRK WHITE Tag [REDACTED] License [REDACTED] 1GN5CAK66GR [REDACTED] Page 1 Invoice [REDACTED]

| | |
|-------------------|---------------------------------|
| Invoice to | Driver/Owner Information |
| [REDACTED] | [REDACTED] |

| | |
|--|--|
| For Office Use | Vehicle Information |
| Odometer in: 12667 Out: 12672 | WAR W Prelim 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| | Stock#: [REDACTED] |
| Begin: 06/01/17 Done: 06/01/17 Invoiced: 06/07/17 15:28 WK | Inservice: 07/21/16 Sold: 07/08/16 |

Customer Concern

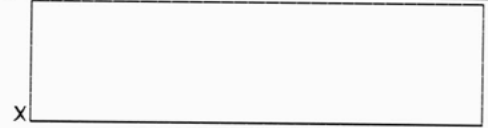
| | | | | | |
|------------|---|--------------------------|------|----------|--------|
| Concern 51 | C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008 | Operation | Tech | Units | Amount |
| Cause | A ROUGH IDLE AND/OR VIBRATION CONDITION AT IDLE IN DRIVE WAS CAUSED BY GROUND OUT WITHIN THE ONE OR BOTH ENGINE MOUNTS CAUSING AN E 1.5 OF 5.86MG | 4081348 | 033 | 3.0 | 349.14 |
| Correction | PERFORMED PICO SCOPE IDLE VIBRATION MEASUREMENT AND REPLACED BOTH ENGINE MOUNTS FOR BEST FIX AT THIS TIME. AS PER #17-NA-166 | | | | |
| Tech Notes | UPDATED ENGINE MOUNT DESIGN. | | | | |
| Parts | Part Number PO# Note Description | Qty | | Sell | |
| | SPO 084175583 MOUNT | 1 | | 65.03 | 65.03 |
| | SPO 084175582 MOUNT | 1 | | 65.03 | 65.03 |
| | Parts: Count 2.00 Allowance: 76.76 | | | | |
| | Tech C33 SHELTON, LARS Cert#: ASE | | | | |
| | COMP CODE : 0090 | | | | |
| | FP- 084175583 | | | | |
| Type: W | | | | | |
| | | | | Subtotal | |
| | | PARTS | | | 206.84 |
| | | LAB-MECHANICAL | | | 349.14 |
| | | TOTAL CHARGE FOR CONCERN | | | 555.98 |

| | |
|---------------------------------------|---|
| Summary of Charges for Invoice | Payment Distribution for Invoice |
| PARTS 206.84 | TOTAL CHARGE 555.98 |
| LAB-MECHANICAL 349.14 | FAC WARRANTY 555.98 |
| TOTAL CHARGE 555.98 | |

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| | | | | | |
|---------------------|----------------|--------------------|----------------------|---------------|--------------------|
| Adv: 365 KIRK WHITE | Tag [REDACTED] | License [REDACTED] | 1GN5CAK66 [REDACTED] | Page 2 (Last) | Invoice [REDACTED] |
|---------------------|----------------|--------------------|----------------------|---------------|--------------------|

| | |
|------------------------|--------------------------|
| Invoice to: [REDACTED] | Driver/Owner: [REDACTED] |
|------------------------|--------------------------|

| | |
|--------------------------------|-------------------------------------|
| Invoiced: 06/07/17 15:28:50 WK | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
|--------------------------------|-------------------------------------|

| Skill 05 Tech# 033 Start Time: 06/01/17 07:52 Stop Time: 06/01/17 12:00 | | | | | | |
|---|------|--------|----------------|--------|----------------|--------------------|
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed Units Type |
| 51 | 033 | Begin | 06/01/17 08:31 | End | 06/01/17 12:00 | 3:29 3.5 |

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Labor Line Display

Tech Data

Tech 033 SHELTON, LARS

Working Skill 05

Labor Line

| Line | Pay... | Skill | Te... | Status1 | Time1 | Tech2 | Stat... | Concern |
|------|--------|-------|-------|---------|-------|-------|---------|---|
| 51* | W | 05 | 033 | Work | :00 | | | C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008 |

Concern
C/S VEHICLE HAS VIBRATION WHEN SITTING AT IDLE / USE SPO 17143008

Out
12677

Notes

Tag# [REDACTED] RO# [REDACTED]
License [REDACTED] Promise 06/01/17 12:30
16 CHEVROLET TAHOE LS 4DR SUV BLACK TRUCK

Adv 365 WHITE, KIRK

Dist GMS 12657

Odometer [REDACTED]
VIN 1GN5CAKC6G[REDACTED]

Found engine vibration at Idle in drive, caused by faulty engine mount design, causing engine mounts to ground out needing replaced with updated design.

Performed Pico Scope vibration measurement to find E1.5 vibration 2.5mg, after performing engine mount replacement found E1.5 vibrations dropped to 1.0mg correcting cust concerns at this time.

QUALITY CHECK
By: *[Signature]*
Date: *6/1/17*

Replaced both engine mounts at this time.

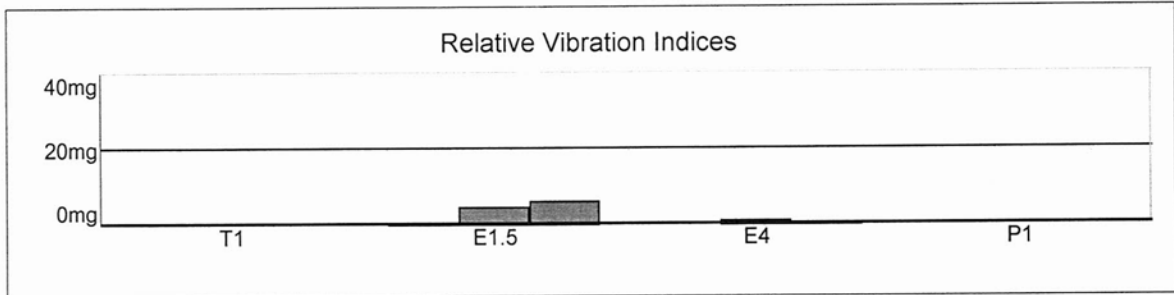
[REDACTED]
Date: *6/1/17*

GM NVH

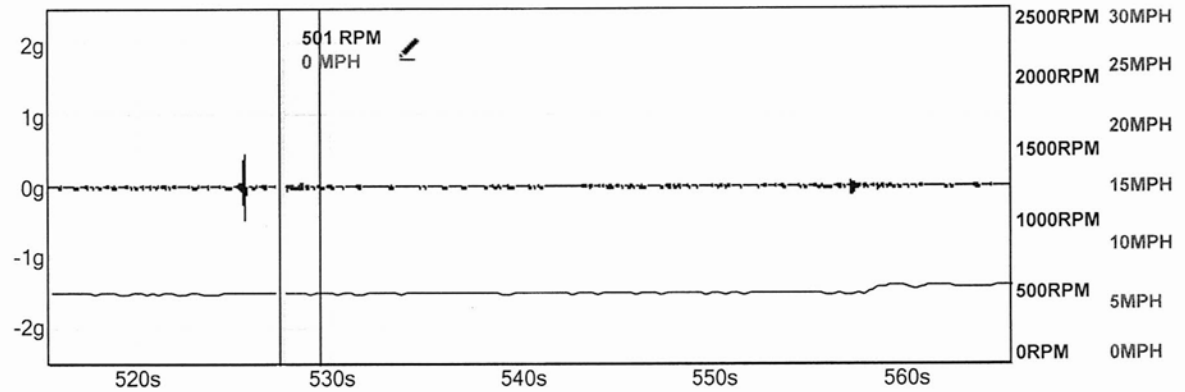
Customer

| | | | |
|-----------------|------------|----------|-------------|
| Name: | 2016 black | Vehicle: | Chevy Tahoe |
| Contact number: | | Year: | 2016 |
| Address: | | | |

VibrationReport



| Vibration | Frequency | ChA(X) Fore/Aft | ChB(Y) Vertical | ChC(Z) Lateral |
|--------------------|-----------|-----------------|-----------------|----------------|
| Tire Vibration (1) | 0.0 Hz | 0 g | 0 g | 0 g |
| Engine Speed (1.5) | 12.5 Hz | 643 μ g | 4.63 mg | 5.89 mg ✖ |
| Engine Speed (4) | 33.3 Hz | 93.1 μ g | 793 μ g | 669 μ g |
| Propshaft (1) | 0.0 Hz | 0 g | 0 g | 0 g |



Notes

E1.5 5-6mg
Plant code R build date 6/11/16

Signature: _____



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Adv: 365 KIRK WHITE Tag License 1GN5CAK66 Page 1 Invoice

| | |
|-------------------|---------------------------------|
| Invoice to | Driver/Owner Information |
| [Redacted] | [Redacted] |

| | |
|--|--|
| For Office Use | Vehicle Information |
| Odometer in: 15880 Out: 15881 | WAR C W Prelim 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| | Stock#: [Redacted] |
| Begin: 08/09/17 Done: 08/09/17 Invoiced: 08/09/17 12:50 WK | Inservice: 07/21/16 Sold: 07/08/16 |

| | | | | |
|-------------------------|---|-----------|--------------------------|--------|
| Customer Concern | | | | |
| Concern 51 | C/S VEHICLE HAS VIBRATION WHILE SITTING AT IDLE | Operation | Tech Units | Amount |
| Cause | FOUND E1.5 VIBRATION AROUND 4-5MG | NC | 033 0.0 | 0.00 |
| Correction | PERFORMED THE ENGINE MOUNT SETTING PROCEDURE AND E1.5 VIBRATION WAS BELOW 2MG AFTER THAT. NO CHARGE | | | |
| Type: W | Tech 033 SHELTON, LARS Cert#: ASE COMP CODE : 0090 | | Subtotal | |
| | | | TOTAL CHARGE FOR CONCERN | 0.00 |

| | |
|---------------------------------------|---|
| Summary of Charges for Invoice | Payment Distribution for Invoice |
| TOTAL CHARGE 0.00 | FAC WARRANTY 0.00 TOTAL CHARGE 0.00 |

Attention: The following Invoices also exist
 CUS - CUSTOMERPAY

If you have any questions - please see KIRK WHITE

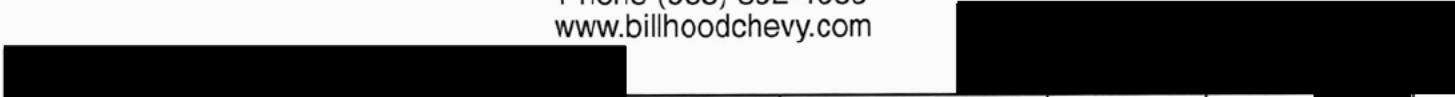
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Adv: 365 KIRK WHITE Tag License 1GN5CAK6G Page 2 (Last) Invoice

Invoice to: Driver/Owner:

Invoice: 08/09/17 12:50:22 WK 1e CHEVROLET TAHOE LS 4DR SUV BLACK

Skill 05 Tech# 033 Start Time: 08/09/17 07:56 Stop Time: 08/09/17 09:41

| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
|------|------|--------|----------------|--------|----------------|---------|-------|------|
| 51 | 033 | Begin | 08/09/17 09:40 | End | 08/09/17 09:41 | :01 | .0 | |

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| | | | | | |
|---------------------|-----|--------|-------------|--------|---------|
| Adv: 365 KIRK WHITE | Tag | Licens | 1GN5CAK6 GR | Page 1 | Invoice |
|---------------------|-----|--------|-------------|--------|---------|

| | | | | | |
|--------------------|----------------|-----------------------------|---------------------|-------------------------------------|--|
| Invoice to | | Driver/Owner Information | | | |
| [REDACTED] | | [REDACTED] | | | |
| For Office Use | | Vehicle Information | | | |
| Odometer in: 19980 | Out: 19981 | WAR W | Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | |
| | | Stock#: [REDACTED] | | | |
| Begin: 11/14/17 | Done: 11/15/17 | Invoiced: 11/15/17 14:36 WK | Inservice: 07/21/16 | Sold: 07/08/16 | |

| Customer Concern | | | | | | |
|------------------|--|---|------|--------------------------|------------|--------|
| Concern | Cause | Correction | Type | Operation | Tech Units | Amount |
| 51 | C/S VEHICLE DRAGGING WHILE STARTING CHARGED AND TESTED THE BATTERY. BATTERY TEST GOOD. NO SLOW START/Dragging PRESENT AT THIS TIME. | NO CHARGE. Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | NC | 309 0.0 | 0.00 |
| | | | | Subtotal | | |
| | | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 52 | C/S VEHICLE VIBRATES / SHAKES WHILE SITTING AT STOP CUSTOMER TO RETURN AT LATER DATE FOR FURTHER EVALUATION AND PICO READINGS. | No Charge Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | NC | 309 0.0 | 0.00 |
| | | | | Subtotal | | |
| | | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 53 | C/S INFOTAINMENT SCREEN FROZE ON REVERSE CAMERA AND HAS FROZEN ON RADIO STATIONS ALSO, HAS HAPPENED 2-3 TIMES FOUND SOFTWARE UPDATE FOR THE HMI DEPENDING ON THE BUILD VERSION. BUILD VERSION WAS 15.2B033. REPROGRAMMED THE HMI PER 17-NA-025. WCC = 8FA42, 8FB96 | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER COMP CODE : 0090 | W | 9800003 | 309 0.6 | 69.83 |
| | | | | Subtotal | | |
| | | | | LAB-MECHANICAL | | 69.83 |
| | | | | TOTAL CHARGE FOR CONCERN | | 69.83 |

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 69020 Highway 190 Service Rd.
 Covington, LA 70433
 Phone (985) 892-4663
 www.billhoodchevy.com



| | | | | | |
|---------------------------------------|-------|--------------|---|--------|---------|
| Adv: 365 KIRK WHITE | Tag | License | 1GN5CAKC6 G# | Page 2 | Invoice |
| Invoice to: | | | | | |
| Invoiced: 11/15/17 14:36:06 WK | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | |
| Summary of Charges for Invoice | | | Payment Distribution for Invoice | | |
| LAB-MECHANICAL | 69.83 | TOTAL CHARGE | 69.83 | | |
| TOTAL CHARGE | 69.83 | FAC WARRANTY | 69.83 | | |

If you have any questions - please see KIRK WHITE

DISCLAIMER OF WARRANTIES

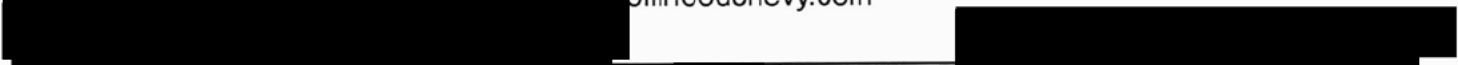
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Adv: 365 KIRK WHITE Tag License 1GN5CAK6 GR Page 3 (Last) Invoice

Invoice to: Driver/Owner

Invoiced: 11/15/17 14:36:06 WK 16 CHEVROLET TAHOE LS 4DR SUV BLACK

Skill 05 Tech# 309 Start Time: 11/14/17 08:17 Stop Time: 11/15/17 08:09

| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | units | Type |
|-------|------|--------|----------------|--------|----------------|---------|-------|------|
| 51 | 309 | Begin | 11/14/17 16:49 | End | 11/14/17 16:59 | :10 | .2 | |
| 52 | 309 | Begin | 11/15/17 08:07 | End | 11/15/17 08:08 | :01 | .0 | |
| 53 | 309 | Begin | 11/14/17 16:10 | End | 11/14/17 16:17 | :07 | .1 | |
| | | Begin | 11/14/17 16:17 | End | 11/14/17 16:49 | :32 | .5 | |
| Total | | | | | | :39 | .6 | |

DISCLAIMER OF WARRANTIES

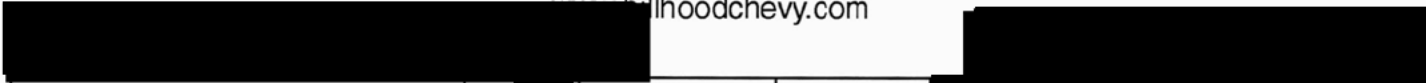
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 Covington, LA 70433
 Phone (985) 892-4663
 billhoodchevy.com



Adv: 365 KIRK WHITE Tag License IGNSCAK6 GR Page 1 Invoice

| | | | |
|--------------------|----------------|-----------------------------|-------------------------------------|
| Invoice to | | Driver/Owner Information | |
| [Redacted] | | [Redacted] | |
| For Office Use | | Vehicle Information | |
| odometer in: 21955 | Out: 21956 | WAR W Prelim | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| | | Stock#: | [Redacted] |
| Begin: 11/29/17 | Done: 11/30/17 | Invoiced: 11/30/17 13:28 WK | Inservice: 07/21/16 |
| | | Sold: 07/08/16 | |

| Customer Concern | | | | | |
|------------------|--|---|--------------------------|------------|--------|
| Concern | Cause | Correction | Operation | Tech Units | Amount |
| 51 | C/S VEHICLE VIBRATING WHILE SITTING AT STOP LIGHT | FOUND GROUND OUT CONDITION PRESENT IN THE NEW MOTOR MOUNTS. | NC | 309 0.0 | 0.00 |
| | | NO CHARGE, PERFORMED THE NEW UPDATED SETTING PROCEDURE AND CLEANED THE THROTTLE BODY. | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | Subtotal | | |
| | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 52 | C/S HEARING RATTLE IN REAR OF VEHICLE WHEN HITTING BUMPS | FOUND SQUEAK DUE TO EBRAKE CABLE TO CABLE HANGER RUBBING. | NC | 309 0.0 | 0.00 |
| | | NO CHARGE. LUBRICATED CONTACT POINTS. | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | Subtotal | | |
| | | | TOTAL CHARGE FOR CONCERN | | 0.00 |
| 53 | C/S UNABLE TO CONNECT BLUE TOOTH, CUSTOMER HAS IPHONE 6+ | BLUETOOTH CONNECTS AND WORK OK. | NC | 309 0.0 | 0.00 |
| | | No Charge | | | |
| | | Tech 309 THOMAS, BENJAMI Cert#: ASE MASTER | | | |
| | | COMP CODE : 0090 | | | |
| Type: w | | | Subtotal | | |
| | | | TOTAL CHARGE FOR CONCERN | | 0.00 |

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| | | | | | | |
|--------------------------------|--|-----|-------------------------------------|-------------|--------|---------|
| Adv: 365 KIRK WHITE | | Tag | License | 1GN5CAKC6 G | Page 2 | Invoice |
| Invoice to: | | | Driver/Owner | | | |
| Invoiced: 11/30/17 13:28:39 WK | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | | |
| Summary of Charges for Invoice | | | Payment Distribution for Invoice | | | |
| TOTAL CHARGE 0.00 | | | FAC WARRANTY | | 0.00 | |
| | | | TOTAL CHARGE | | 0.00 | |

If you have any questions - please see KIRK WHITE

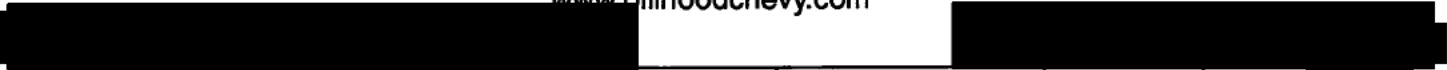
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Adv: 365 KIRK WHITE Tag Licens 1GN5CAK6 GF Page 3 (Last) Invoice

Invoice to: Driver/Owner

Invoiced: 11/30/17 13:28:39 WK 16 CHEVROLET TAHOE LS 4DR SUV BLACK

| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed | Units | Type |
|---|------|--------|----------------|--------|----------------|---------|-------|------|
| Skill 05 Tech# 309 Start Time: 11/29/17 14:19 Stop Time: 11/30/17 09:29 | | | | | | | | |
| 51 | 309 | Begin | 11/29/17 16:23 | GH | 11/29/17 16:51 | :28 | .5 | |
| | | AW | 11/30/17 07:46 | End | 11/30/17 09:29 | 1:43 | 1.7 | |
| | | | | | Total | 2:11 | 2.2 | |
| 52 | 309 | Begin | 11/29/17 16:22 | End | 11/29/17 16:23 | :01 | .0 | |
| 53 | 309 | Begin | 11/29/17 15:33 | End | 11/29/17 15:39 | :06 | .1 | |

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 Covington, LA 70433
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Adv: 733 KEVIN L O'NEILL Tag License 1GN5CAK6G Page 1 Invoice

| | | | |
|---------------------|------------|--------------------------|--|
| Invoice to | | Driver/Owner Information | |
| For office Use | | Vehicle Information | |
| Odometer in: 23938 | Out: 23938 | WAR W | Prelim 16 CHEVROLET TAHOE LS 4DR SUV BLACK |
| Begin: 02/02/18 | | Done: 02/05/18 | Invoiced: 02/07/18 07:43 CE |
| Inservice: 07/21/16 | | Sold: 07/08/16 | |

| Customer Concern | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------|--|--------------------------|--------------------|---------------|-------------|--------|------|--|---------------|--|--|-------------|---|--------|--------|--|--|--|------|---|--------|--------|--|--|--|
| Concern 51 | CHECK VEHICLE FOR HARD BRAKE PEDAL | Operation 4023850 | Tech Units 033 1.4 | Amount 162.93 | | | | | | | | | | | | | | | | | | | | | |
| Cause | FOUND HARD BRAKE PEDAL DURING SLOW MANEUVERS/LOW RPM DUE TO ENGINE VACUUM PUMP INTERNAL FAULT CAUSING LOW VAC @ 5 IN VACUUM | | | | | | | | | | | | | | | | | | | | | | | | |
| Correction | PERFORMED ENGINE VACUUM PUMP REPLACEMENT FOLLOWING DOC ID 3416418-- RENTAL VIN #2GNAXHEV7J6 / 1GN5CAK7JR DAY 1 DIAG AND ORDER PARTS DAY 2 THRU 3 SATURDAY SUNDAY DAY 4 DEALERSHIP COVERED FOURTH DAY COMPLETED REPAIRS | | | | | | | | | | | | | | | | | | | | | | | | |
| Parts | <table border="1"> <thead> <tr> <th>Part Number</th> <th>PO#</th> <th>Note</th> <th>Description</th> <th>Qty</th> <th>Sell</th> <th></th> </tr> </thead> <tbody> <tr> <td>000 012669488</td> <td></td> <td></td> <td>HOOD RENTAL</td> <td>1</td> <td>126.00</td> <td>126.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>PUMP</td> <td>1</td> <td>121.06</td> <td>121.06</td> </tr> </tbody> </table> | Part Number | PO# | Note | Description | Qty | Sell | | 000 012669488 | | | HOOD RENTAL | 1 | 126.00 | 126.00 | | | | PUMP | 1 | 121.06 | 121.06 | | | |
| Part Number | PO# | Note | Description | Qty | Sell | | | | | | | | | | | | | | | | | | | | |
| 000 012669488 | | | HOOD RENTAL | 1 | 126.00 | 126.00 | | | | | | | | | | | | | | | | | | | |
| | | | PUMP | 1 | 121.06 | 121.06 | | | | | | | | | | | | | | | | | | | |
| Type: W | Parts: Count 1.00 Allowance: 71.46 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tech 033 SHELTON, LARS Cert#: ASE | | | | | | | | | | | | | | | | | | | | | | | | |
| | COMP CODE : 0131 | | | | | | | | | | | | | | | | | | | | | | | | |
| | FP- 012669488 | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Subtotal | | | | | | | | | | | | | | | | | | | | | | | |
| | | PARTS | 192.52 | | | | | | | | | | | | | | | | | | | | | | |
| | | SUBLET REPAIRS | 126.00 | | | | | | | | | | | | | | | | | | | | | | |
| | | LAB-MECHANICAL | 162.93 | | | | | | | | | | | | | | | | | | | | | | |
| | | TOTAL CHARGE FOR CONCERN | 481.45 | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|---------------------------------------|--------|---|--------|
| Summary of charges for Invoice | | Payment Distribution for Invoice | |
| PARTS | 192.52 | TOTAL CHARGE | 481.45 |
| SUBLET REPAIRS | 126.00 | FAC WARRANTY | 481.45 |
| LAB-MECHANICAL | 162.93 | | |
| TOTAL CHARGE | 481.45 | | |

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 Covington, LA 70433
 Phone (985) 892-4663
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| | | | | | |
|--------------------------|-----|---------|------------|--------|---------|
| Adv: 733 KEVIN L O'NEILL | Tag | License | 1GN5CAK66G | Page 2 | Invoice |
|--------------------------|-----|---------|------------|--------|---------|

| | |
|--------------------------------|-------------------------------------|
| Invoice to | Driver/Owner |
| Invoiced: 02/07/18 07:43:54 CE | 16 CHEVROLET TAHOE LS 4DR SUV BLACK |

Attention: Other Repair Orders on this vehicle:
 RO: Opened: 01/25/18 WAR - 02/01/18 (P) INT - 02/01/18 (P)

If you have any questions - please see KEVIN L O'NEILL

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| X | |
|---|--|

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| | | | | | | |
|---|------|--------|-------------------------------------|-------------|----------------|--------------------|
| Adv: 733 KEVIN L O'NEILL | | Tag | License | IGNSCAKC6 G | Page 3 (Last) | Invoice |
| Invoice to: | | | Driver/Owner: | | | |
| Invoiced: 02/07/18 07:43:54 CE | | | 16 CHEVROLET TAHOE LS 4DR SUV BLACK | | | |
| Skill 05 Tech# 033 Start Time: 02/05/18 09:51 Stop Time: 02/05/18 12:47 | | | | | | |
| Line | Tech | Action | Date/Time | Action | Date/Time | Elapsed Units Type |
| 51 | 033 | Begin | 02/05/18 10:02 | End | 02/05/18 12:47 | 2:45 2.8 |

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Tina Lewis

From: cestave@hoodchevrolet.com
Sent: Tuesday, February 06, 2018 11:50 AM
To: Tina Lewis
Subject: [FWD: Action Required: Chevrolet Request for Documentation - [REDACTED]]

Please pull info and forward to email below

Craig Estave
Service Director
Bill Hood Chevrolet
985-892-4663 ext. 1354

----- Original Message -----
Subject: Action Required: Chevrolet Request for Documentation - [REDACTED]

From: GMCACUpdate@gm.com
Date: Tue, February 06, 2018 11:14 am
To: cestave@hoodchevrolet.com

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
VIN: 1GN5CAKC6GR [REDACTED]
Vehicle: 2016 Chevrolet Tahoe

We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:

- *All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- *The incentives acknowledgement form
- *Copy of the Title and Registration
- *The Actual Cash Value statement of any trade
- *All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- *Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to <enter your fax number>.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

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

Thank you!
Mary Alvarez
Chevrolet Business Resource Center
Phone Number: 1-866-790-5700
Extension Number: 5921467

[SR: [REDACTED]]



Hood Chevrolet, LLC
 69020 Hwy 190 Service Rd
 Covington, LA 70433-5180
 (985) 892-4663

NAD 125881

| | | | | |
|------------------|---------------------|------------|---------|------------|
| Date 07/08/16 | Sold To: Address | [REDACTED] | Invoice | [REDACTED] |
|------------------|---------------------|------------|---------|------------|

| Stock # | Year-Make | Model | New/Used | Serial # | Salesman |
|------------|--------------|-------|----------|----------------------|---------------|
| [REDACTED] | 16 CHEVROLET | TAHOE | NEW | 1GN5CAKC6G[REDACTED] | LASALLE, BRAD |

Odometer Disclosure Statement

Federal law (and State Law, if applicable) 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.

I, **Hood Chevrolet LLC**, state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

| | | |
|--|---------------------|----------------|
| CHEVROLET | TAHOE | 4DR SUV |
| MAKE 1GN5CAKC6G[REDACTED] | MODEL [REDACTED] | YEAR 16 |
| SERIAL # [REDACTED] | YEAR [REDACTED] | |
| X _____ TRANSFEROR'S SIGNATURE Hood Chevrolet, LLC | | |
| PRINTED NAME 69020 Hwy. 190 Service Rd. TRANSFEROR'S ADDRESS (STREET) | | |
| Covington | LA | 70433 |
| CITY | STATE | ZIP |
| [REDACTED] [REDACTED] [REDACTED] | | |
| PRINTED NAME [REDACTED] | | |
| TRANSFEREE'S ADDRESS (STREET) [REDACTED] | | |
| CITY | STATE | ZIP |

| | |
|---|------------|
| PRICE OF CAR | 48195.00 |
| DOC FEE | 200.00 |
| SDBMI EXT WARR | 1780.00 |
| SALES TAX | 2497.76 |
| LICENSE AND TITLE | 263.50 |
| TOTAL CASH PRICE | 52936.26 |
| SETTLEMENT | N/A |
| DEPOSIT REBATE | 4500.00 |
| CASH ON DELIVERY | |
| TRADE IN | |
| ALLOWANCE | 19000.00 |
| PAYOFF | 10985.70 |
| TRADE EQUITY | 8013.30 |
| 12 JEEP G CH2R CARJEF57CC [REDACTED] | |
| FINANCE AMOUNT | 40422.96 |
| TOTAL | |
| Financed Thru FIDELITY BANK | |
| 75 AT 600.39 | |
| Hood Chevrolet LLC | |
| N-2014-00231 | |

By: _____
 SWORN TO AND SUBSCRIBED BEFORE ME THIS
8TH DAY OF **JULY**, YEAR **2016**

Notary Public

DEAL COPY

NEW OR DEMONSTRATOR VEHICLES
SOUTHERN DEALERS MECHANICAL BREAKDOWN INSURANCE, INC.
VEHICLE MECHANICAL BREAKDOWN INSURANCE POLICY
ULTIMATE COVERAGE

Southern Dealers Mechanical Breakdown Insurance, Inc. (SDMBI) enters into the following agreement with [redacted] (name shown on title application). This policy applies only to the vehicle described in Part G and is subject to the terms and conditions set forth herein. SDMBI agrees that it will pay for the repair and/or replacement, and the attendant necessary and reasonable labor costs, of any part or parts which are covered by this policy, provided that the applicable deductible, as selected in PART C, of each covered repair or replacement occurrence is paid for by the policyholder. However, SDMBI shall not be liable to make any payment for repairs, replacements or labor costs which are covered by any manufacturer's warranty even if the manufacturer fails to meet or cannot meet its obligations under the factory warranty. Additionally, SDMBI is not obligated to make any payment for repairs, replacements or labor costs which would have been covered by factory warranty had factory warranty procedures been followed for having such work performed. All repairs and/or replacements covered by this policy shall be made at a repair facility which is authorized by SDMBI. The replacement parts used shall be those authorized by SDMBI.

COVERED TIME PERIOD

PART A.

The effective date of this policy is the date on which the vehicle is purchased or originally placed in service, whichever occurred earlier. This policy shall expire when the vehicle has traveled 75000 miles or upon the lapse of 72 months from the effective date, whichever shall occur first (mileage begins at zero (0) miles).

WHAT IS COVERED

PART B.

1. Vehicle repairs

SDMBI will pay the policyholder or an authorized repair facility the reasonable cost, less your deductible, to remedy any failure except for those listed under PART H, "WHAT IS NOT COVERED." Please refer to Part R, for proper claims reporting procedures.

2. Vehicle rental assistance

If the covered vehicle becomes inoperable due to the failure of a covered part and must be kept overnight to make a repair under this policy, SDMBI will reimburse the base rental charges for a substitute vehicle, not to exceed \$35.00 per day, for a maximum of five days (\$175.00 total) per occurrence while the repair is completed. In addition, vehicle rental reimbursement coverage applies during the New Vehicle Limited Warranty period when repairs to the vehicle are covered by factory warranty and the vehicle is inoperable and must be kept in the shop overnight. If rental charges are also covered under a manufacturer's warranty, this policy will pay only for the number of days in excess of the manufacturer's warranty coverage and only when the vehicle is disabled. Daily rental charges in excess of the manufacturer's warranty rental limits are not covered by this policy. Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

3. Towing assistance

If a covered part fails and makes towing necessary, towing costs will be covered up to \$75.00 per occurrence. During the New Vehicle Limited Warranty period, towing coverage will be provided if the cause of disablement of the vehicle is covered by factory warranty; however, the policy will pay only the amount in excess of the towing charges paid by the factory warranty (but never more than \$75 per occurrence). Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

4. Trip interruption and roadside assistance reimbursement

Trip Interruption - Policyholder will receive reimbursement up to \$125.00 per day for a maximum of 3 consecutive days for expenses incurred for meals (restaurants only) and/or lodging (hotels/motels only) provided: (1) Policyholder cannot utilize vehicle (vehicle disabled) due to a failure repair covered by this policy or manufacturer's new vehicle limited warranty, and the disablement occurs more than 100 miles from home. (2) Meals and/or lodging are required because the mechanical failure caused a delay en route. The mechanical failure date shall be considered the first day of the 3 day maximum period. The expense must be incurred between the time of the mechanical failure and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical failure date, if the repairs are not completed, whichever occurs first. Maximum trip interruption benefits payable under the term of this policy shall not exceed a total of \$750.00. (For reimbursement - mail original meal and lodging receipts along with a copy of the vehicle repair order to the address listed on the reverse of this policy. SDMBI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

Roadside Assistance - Policyholder will be reimbursed for the reasonable and necessary cost, up to \$75.00 per occurrence for the following Roadside Emergencies: Flat tire change (with your good spare); Battery jump start; Out of gas fuel delivery (maximum of 5 gallons); Lockout service due to keys being locked in car, lost or lock frozen if a locksmith is needed. Reasonable labor cost for minor roadside emergency repairs, when the vehicle is disabled, is also covered under this section with the same per occurrence maximum reimbursement. Any expenses over and above the \$75.00 maximum per occurrence shall be policyholder's responsibility. (For reimbursement - mail original receipts, complete with vehicle information [including: vehicle identification number, make, model, license number and current mileage], dates and explanation of services to the address listed on the reverse of this policy. SDMBI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

DEDUCTIBLE OPTION & TERM DEFINITION

PART C.

Policy Term

The time and mileage limits of the policy are computed from the day the vehicle was first put in service (manufacturer's warranty start date) and at 0 miles, and end at the time or mileage (whichever shall occur first) as stated in PART A

Enter the manufacturer's warranty start date.

JULY 18 2016
 Month Day Year

Deductible Options

\$ 0 Available All Terms

\$ 50 Available All Terms

\$100 Available All Terms

\$200 Available on 100,000 Mile Terms only

Policy deductible amount must be marked or initialed.
 If not marked or initialed, the deductible shall default to \$50.00.

PART D.

SDMBI does not assume, nor shall it allow anyone to assume for it, any responsibility or obligations not specifically covered by this policy. The obligations created by this policy and the stipulations and conditions set forth in this policy are the sole and complete obligations of SDMBI to the policyholder.

PART E.

It is understood that this policy is being entered into and shall exist solely between SDMBI and the policyholder, it is further understood that the facility from which this policy is purchased is not a part of SDMBI.

PART F.

If this policy is issued in a manner not in compliance with eligibility requirements, procedures or regulations of SDMBI, then SDMBI may amend this policy in such a manner as to bring it into compliance. If the policyholder does not agree with the amendments, the policyholder may cancel the policy and apply for a full refund of premium. The refund will be made to the policyholder and/or lienholder as is applicable. This refund must be applied for within thirty days after the date the amendment notice is mailed. To obtain this refund, mail the original "policyholder copy" of the policy, the amendments and a letter requesting a refund to SDMBI.

In signing I acknowledge and agree that if the covered vehicle is used for COMMERCIAL PURPOSES (as defined in PART H) the coverage provided by the policy will be voided. I further acknowledge that part of the terms of this policy are printed on the reverse side, and I agree to be bound by those terms.

[redacted signature area]

Premium 1,780.00 Date: 07/08/16
 Policyholder Signature



69020 Hwy 190 Service Rd
Covington, Louisiana 70433
(985) 892-4663
NAD # 125881

RETAIL BUYER'S WORKSHEET

| | | | | |
|---|-----------|------------------------------|---------------|------------------|
| NEW <input checked="" type="checkbox"/> | STOCK NO. | DATE | SALSMAN | MANAGER |
| USED <input type="checkbox"/> | | 07/08/16 | LASALLE, BRAD | SEMPAS JR. |
| HOME PHONE | | CELL PHONE | DATE OF BIRTH | DRIVER'S LICENSE |
| NAME | | <input type="checkbox"/> ICL | | |
| | | <input type="checkbox"/> OCL | | |
| ADDRESS | | | EMAIL ADDRESS | |
| CITY | | PARISH | STATE | ZIP |

| YR | MAKE | MODEL | TYPE | COLOR | ODOMETER | VIN |
|----|-----------|-------|---------|-------|----------|-------------|
| 16 | CHEVROLET | TAKHE | 4DR SUV | BLACK | 4 | 1GNSCARC6G6 |

| YR | MAKE | MODEL | COLOR | LIC. PLT NO. | ODOMETER | VIN |
|----|------|------------|-------|--------------|----------|-------------|
| 12 | JEEP | G CHEROKEE | GREEN | | 53490 | 1C4RJEAG7C0 |

| | | |
|----------------------------|-----------------------------------|------------|
| DEALER INSTALLED EQUIPMENT | SELLING PRICE | \$8195.00 |
| | | N/A |
| | TOTAL PRICE | 48195.00 |
| | TRADE ALLOWANCE | <9000.00 > |
| | MANUFACTURERS REBATE | <4500.00 > |
| | TIRE & WHEEL | N/A |
| | TAXABLE BALANCE | 24695.00 |
| | SALES TAX | 2497.76 |
| | TITLE & REG. FEE | 26.00 |
| | TIRE DISPOSAL FEE | 198.50 |
| | SUBTOTAL: | 27656.26 |
| | BALANCE OWED ON TRADE-IN | 10986.70 |
| | TOTAL SALE AMOUNT: | 38642.96 |
| | DOWN PAYMENT: | N/A |
| | MECHANICAL BREAKDOWN INS: | 1780.00 |
| | FIDELITY BANK | |
| | UNPAID BALANCES DUE UPON DELIVERY | 40422.96 |

This fee is authorized by R.S. 6:969.18(A)(2). It is not a mandatory fee. The seller, who may also be an extender of credit, may charge the fee for credit investigation, compliance with federal and state law, preparation of the documents necessary to perfect or satisfy a lien upon the objects sold, and any other functions incidental to the titling of the retail sale.

I warrant that my trade-in has not been reconstructed, salvaged, flooded, immersed, or sustained major damage that would require the reconstruction of this vehicle, thus creating a branded certificate of title. I also agree and understand if my trade has such a brand, that I am making the dealer aware, and if I do not, I agree to buy back the vehicle for the amount allowed in trade value. Further, I warrant the balance owed on my trade is correct as stated below, and if the amount is greater I will reimburse Bill Hood Auto Group, LLC. If the amount is less they will reimburse me.

| | | | | | |
|---------------|------------|-------------|------------|----------|--|
| PAYOFF AMT. | GOOD TIL | PER DIEM | ACCT. NO. | CONTACT | NAME / ADDRESS / LIEN HOLDER |
| 10986.70 | / / | N/A | | | CHASE AUTO FINANCE PAYOFFS 14800 PREY RD 1ST # TX 76155 |
| INSURANCE CO. | INS. AGENT | AGENT PHONE | POLICY NO. | EXP DATE | |

Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Any service contract or mechanical insurance policy which is a part of this contract is an agreement between you, the buyer and the insurance company. Bill Hood Auto Group, LLC expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose, and Bill Hood Auto Group, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. If the vehicle involved is used or previously owned, the information you see on the window form for the vehicle is part of this agreement. Information on the window form overrides any contrary provisions in the contract of sale.

Agreement

This order is not binding on dealer until accepted by dealer in writing. The warranty exclusion has been brought to my attention and I agree to it as a part of this order: For and in consideration of the sum of \$ _____ which Bill Hood Auto Group, LLC has this day received and credited to my account, I do hereby agree to purchase the automobile described above, under the terms and conditions set forth in this contract. If a trade-in is described in this order, I warrant the title to said automobile to be free of encumbrances and all debts, except as described in the order, which amount Bill Hood Auto Group, LLC does assume. I agree to pay the balance due shown above by the terms specified and accept delivery of purchased vehicle within 48 hours after I have been notified that it is ready. The deposit which I have tendered is earnest or "good faith" money and is not refundable, and may be retained by Bill Hood Auto Group, LLC as liquidated damages if I fail to take delivery as agreed.

A new motor vehicle may have been subject to a National Highway Traffic Safety Administration recall. The vehicle may be repaired in accordance with manufacturer standards approved by the manufacturer.



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT



CUSTOMER NAME: _____

VIN: 1 1 C N S C A K C S R _____

Customer Incentive

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 |
|---------------------------------|----------|-------------------|
| _____ | \$ 1000 | NCC |
| _____ | \$ 2500 | KCW |
| _____ | \$ _____ | _____ |
| _____ | \$ _____ | _____ |
| _____ | \$ _____ | _____ |
| Total Incentive Amount Received | \$ 4500 | |

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 _____ for personal/business use and not resale and I took delivery on ___/___/___ I acknowledge and release GM from any future claim or obligation for incentive (s) on this vehicle.

Purchaser/Lessee Signature: _____ Date: ___/___/___

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

07 08 16

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 (at the then current rate). Notice of the payment due date, the monthly amount due and how to pay will be provided at least 30 days prior to any charges. Current pricing and information relating to OnStar services is available at www.OnStar.com.

Purchaser/Lessee Signature: _____ Date: ___/___/___

The undersigned person _____ is application is true and correct and the Incentive Payments, OnStar Vehicle Software, OnStar _____ and Payment Method disclosures have been provided to the said purchaser/lessee _____ and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: ___/___/___



Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS

FIDELITY BANK
PO BOX 105075
ATLANTA GA 30348
07/22/2016
Lien Date

4
SCD MFRTO DEALER CODE CHE 0101 CLASS SPEC CODES PRIV AUTO USE OLD EXP CITATION DATE

1L EL
PREVIOUS TITLE STATE OLD LIC NO EXP

N 07/08/2016 HAE EAF C
N/A DATE ACQUIRED EFT CURRENT LA TITLE TAXABLE VAL MANUF 07/08/2016 08/22/2016
TAX DATE EFFECTIVE DATE

48195.00 19000.00 4500.00 24695.00
SPOV OR VALUE TRADE VALUE REBATE TAXABLE VALUE

OWNER'S NAME

410
OFFICE NUMBER REPRINT HCST

0445 5994 533
OPER/VPID SEQ # MICROFILM # BATCH/SEQ #

NET ST TAX 1394.05 NET LIC FEE 96.00

TOURISM 7.87 PARISH FEE

P/M SALES TAX 1173.01 MTG FEE 10.00

P/M TAX PNLT 58.65 MISC FEE

P/M INTEREST 14.66 SERVICE HNDL

P/M OOS TX CRDT TITLE FEE 68.50

P/M PNLT CRDT TITLE HNDL 8.00

P/M VNDRS COMP EXP TITLE FEE

WHEELCHAIR LIFT ADMIN FEE

NET P/M TAX 1246.32 S.P. FEE

TOTAL TAX 2648.24 TOTAL FEES 182.50

TAX & FEE INFORMATION

| | | | |
|-----------------|---------|---------------|--------|
| ST SALES TAX | 1317.34 | LIC FEE | 96.00 |
| ST TAX PNLT | 61.37 | TOW FEE | |
| ST INTEREST | 15.34 | LIC CRDT | |
| ST TAX CRDT | | LIC PNLT | |
| ST PNLT CRDT | | LIC TRANSFER | |
| ST VNDRS COMP | | LIC PNLT CRDT | |
| NET ST TAX | 1394.05 | NET LIC FEE | 96.00 |
| TOURISM | 7.87 | PARISH FEE | |
| P/M SALES TAX | 1173.01 | MTG FEE | 10.00 |
| P/M TAX PNLT | 58.65 | MISC FEE | |
| P/M INTEREST | 14.66 | SERVICE HNDL | |
| P/M OOS TX CRDT | | TITLE FEE | 68.50 |
| P/M PNLT CRDT | | TITLE HNDL | 8.00 |
| P/M VNDRS COMP | | EXP TITLE FEE | |
| WHEELCHAIR LIFT | | ADMIN FEE | |
| NET P/M TAX | 1246.32 | S.P. FEE | |
| TOTAL TAX | 2648.24 | TOTAL FEES | 182.50 |

TOTAL: 2830.74 REMITTANCE:

NOTE:
STATUS:

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES
SEE REVERSE SIDE FOR IMPORTANT INFORMATION

INSTRUCTIONS:
1) Remove decal by bend along dotted line.
2) Lift edge of decal and s
3) See back side for instru

Tina Lewis

From: cestave@hoodchevrolet.com
Sent: Tuesday, February 06, 2018 11:50 AM
To: Tina Lewis
Subject: [FWD: Action Required: Chevrolet Request for Documentation - [REDACTED]]

Please pull info and forward to email below

Craig Estave
Service Director
Bill Hood Chevrolet
985-892-4663 ext. 1354

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

Subject: Action Required: Chevrolet Request for Documentation - [REDACTED]

From: GMCACUpdate@gm.com
Date: Tue, February 06, 2018 11:14 am
To: cestave@hoodchevrolet.com

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
VIN: 1GN5CAKC6GR [REDACTED]
Vehicle: 2016 Chevrolet Tahoe

We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:

- *All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- *The incentives acknowledgement form
- *Copy of the Title and Registration
- *The Actual Cash Value statement of any trade
- *All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- *Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to <enter your fax number>.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

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

Thank you!
Mary Alvarez
Chevrolet Business Resource Center
Phone Number: 1-866-790-5700
Extension Number: 5921467

[SR: [REDACTED]]



NAD 125881

Hood Chevrolet, LLC
 69020 Hwy 190 Service Rd
 Covington, LA 70433-5180
 (985) 892-4663

| | | | |
|------------------|---------------------|------------|---------|
| Date 07/08/16 | Sold To: Address | [REDACTED] | Invoice |
|------------------|---------------------|------------|---------|

| Stock # | Year-Make | Model | New/Used | Serial # | Salesman |
|------------|--------------|-------|----------|-----------------------|---------------|
| [REDACTED] | 16 CHEVROLET | TAHOE | NEW | 1GN5CAKC6G [REDACTED] | LASALLE, BRAD |

Odometer Disclosure Statement

Federal law (and State Law, if applicable) 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.

I, **Hood Chevrolet LLC**, state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

| | | |
|-------------------------------|---------------------|----------------|
| CHEVROLET | TAHOE | 4DR SUV |
| MAKE 1GN5CAKC6G [REDACTED] | MODEL [REDACTED] | YEAR 16 |
| SERIAL # [REDACTED] | YEAR [REDACTED] | |

X _____
 TRANSFEROR'S SIGNATURE
Hood Chevrolet, LLC

PRINTED NAME
69020 Hwy. 190 Service Rd.
 TRANSFEROR'S ADDRESS (STREET)
Covington LA 70433
 CITY STATE ZIP
JULY 8 2016

[REDACTED]

[REDACTED]

PRINTED NAME
 [REDACTED]

TRANSFEREE'S ADDRESS (STREET)
 [REDACTED]

CITY STATE ZIP
 [REDACTED]

| | |
|--------------------------------------|------------|
| PRICE OF CAR | 48195.00 |
| DOC FEE | 200.00 |
| SDBMI EXT WARR | 1780.00 |
| SALES TAX | 2497.76 |
| LICENSE AND TITLE | 263.50 |
| TOTAL CASH PRICE | 52936.26 |
| SETTLEMENT | N/A |
| DEPOSIT REBATE | 4500.00 |
| CASH ON DELIVERY | |
| TRADE IN ALLOWANCE | 19000.00 |
| PAYOFF | 10985.70 |
| TRADE EQUITY | 8013.30 |
| 12 JEEP G CH2R CARJEF57CC [REDACTED] | |
| FINANCE AMOUNT | 40422.96 |
| TOTAL | |
| Financed Thru FIDELITY BANK | |
| 75 AT 600.39 | |
| Hood Chevrolet LLC | |
| N-2014-00231 | |

By: _____
 SWORN TO AND SUBSCRIBED BEFORE ME THIS
8TH DAY OF **JULY**, YEAR **2016**

Notary Public

DEAL COPY

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address
Seller-Creditor (Name and Address)
HOOD (REVOLUT LI...
69020 Hwy 190 SERVICE RD
MORNINGTON LA 70453
J F TARIANI

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 plus Prepaid Finance Charges, if any (your Principal Balance), and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis at a Base Rate of 3.25 % per year. The Truth-In-Lending Disclosures below are part of this contract.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|------------------------|----------------|-----------------|-------------------|------------------|
| 3.25 % | \$ 4,676.29 | \$ 40,422.05 | \$ 45,029.75 | \$ 57,442.95 |

Your Payment Schedule Will Be:

| Number of Payments | Amount of Payments | When Payments Are Due |
|--------------------|--------------------|-----------------------------------|
| 75 | 600.3 | Monthly beginning AUGUST 15, 2016 |

Or As Follows:
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 10.00 or 5% of the part of the payment that is late, whichever is greater.
Prepayment: If you pay off all your debt early, you may have to pay a penalty.
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 and security interest.

ITEMIZATION OF AMOUNT FINANCED

| | |
|---|------------------|
| 1 Cash Price (including \$ 2.17 SALES tax) | \$ 50,692.76 (1) |
| 2 Total Downpayment + Trade-in (Net) | \$ 10,000.00 |
| 3 Unpaid Balance of Cash Price (1 minus 2) | \$ 40,692.76 (2) |
| 4 Other Charges Including Amounts Paid to Others on Your Behalf | \$ 4,730.00 |
| 5 Prepaid Finance Charge | \$ 4,676.29 (3) |
| 6 Amount Financed (3 + 4 - 5) | \$ 40,422.05 (4) |

OPTION: You pay no finance charge if the Amount Financed, item 6, is paid in full on or before _____ Year. SELLER'S INITIALS _____

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within _____ days after it is due, you will pay a late charge of \$ _____ or _____ % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

OPTIONAL GAP CONTRACT: A gap contract (also 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 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
Term: _____ Mos. Name of Gap Contract: _____
I want to buy a gap contract.
Buyer Signs: X

Returned Payment Charge: If any check you give us or electronic payment you make is returned unpaid, you will pay us a charge of 5% of the amount of the check or electronic payment or \$15, whichever is less.

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Louisiana. You are not required to buy any other insurance to obtain credit. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance
 Credit Life: Buyer Co-Buyer Both
Term _____ months Premium: \$ N/A
 Credit Disability: Buyer Co-Buyer Both
Term _____ months Premium: \$ N/A
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 insurance 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 pays all or part of the amount you owe under this contract if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability pays all or part of the payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. See the policies or certificates from the named insurance companies for the details of the coverage these types of insurance provide, and for other terms and conditions.

Other Optional Insurance
Type of Insurance _____ Term _____
Coverage (Describe) _____
Premium \$ _____
Insurance Company Name _____
Home Office Address _____

CR FIDELITY LIFE INS
Type of Insurance _____ Term _____
Coverage (Describe) _____
Premium \$ 1,780.00
Insurance Company Name _____
Home Office Address PO BOX 2-360
SPRINGFIELD LA 70782

GRP
Type of Insurance _____ Term _____
Coverage (Describe) GAP
Premium \$ N/A
Insurance Company Name _____
Home Office Address _____

LOS ANGELES LIFE INS
Type of Insurance _____ Term _____
Coverage (Describe) _____
Premium \$ N/A
Insurance Company Name _____
Home Office Address PO BOX 33400
LA 70001

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

Any insurance referred to in this contract does not include coverage for personal liability and property damage caused to others. This insurance will not provide the coverage required by Louisiana law (see Chapter 5 of Title 32 of the Louisiana Revised Statutes of 1951, L.A.R.S. §32:51 et seq.). Louisiana law requires all motorists to be covered by an automobile liability policy with legally prescribed liability limits. Failure to obtain insurance that meets those limits will subject you to penalties, which may include the suspension or revocation of driving privileges.

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

BUYER'S WAIVER OF WARRANTIES - "AS IS" SALE
Unless we give you a written warranty or enter into a service contract with you within 90 days from the date of this contract, we make no warranty, express or implied, on the vehicle and you waive all such warranties, including any express or implied warranty of fitness for a specific or ordinary purpose, warranty of merchantability, warranty of fitness for the particular purpose of your intended use, and any warranty that the vehicle is free from hidden, latent or redhibitory defects. You also waive any right that you may have to demand that the sale be canceled (rescinded) or seek a reduction of the Cash Price for the vehicle for breach of any implied warranties. If the vehicle is new, you accept the manufacturer's separate written new product warranty as your exclusive warranty with respect to the sale, and you acknowledge that you received a copy of it.
The above information is given to you in plain and simple language in the manner that I understand and I knowingly consent to the waivers.
Buyer: _____ Seller: X

NEW OR DEMONSTRATOR VEHICLES
SOUTHERN DEALERS MECHANICAL BREAKDOWN INSURANCE, INC.
VEHICLE MECHANICAL BREAKDOWN INSURANCE POLICY
ULTIMATE COVERAGE

Southern Dealers Mechanical Breakdown Insurance, Inc. (SDMBI) enters into the following agreement with [redacted] (name shown on title application). This policy applies only to the vehicle described in Part G and is subject to the terms and conditions set forth herein. SDMBI agrees that it will pay for the repair and/or replacement, and the attendant necessary and reasonable labor costs, of any part or parts which are covered by this policy, provided that the applicable deductible, as selected in PART C, of each covered repair or replacement occurrence is paid for by the policyholder. However, SDMBI shall not be liable to make any payment for repairs, replacements or labor costs which are covered by any manufacturer's warranty even if the manufacturer fails to meet or cannot meet its obligations under the factory warranty. Additionally, SDMBI is not obligated to make any payment for repairs, replacements or labor costs which would have been covered by factory warranty had factory warranty procedures been followed for having such work performed. All repairs and/or replacements covered by this policy shall be made at a repair facility which is authorized by SDMBI. The replacement parts used shall be those authorized by SDMBI.

PART A.

COVERED TIME PERIOD

The effective date of this policy is the date on which the vehicle is purchased or originally placed in service, whichever occurred earlier. This policy shall expire when the vehicle has traveled 75000 miles or upon the lapse of 72 months from the effective date, whichever shall occur first (mileage begins at zero (0) miles).

PART B.

WHAT IS COVERED

1. Vehicle repairs

SDMBI will pay the policyholder or an authorized repair facility the reasonable cost, less your deductible, to remedy any failure except for those listed under PART H, "WHAT IS NOT COVERED." Please refer to Part R, for proper claims reporting procedures.

2. Vehicle rental assistance

If the covered vehicle becomes inoperable due to the failure of a covered part and must be kept overnight to make a repair under this policy, SDMBI will reimburse the base rental charges for a substitute vehicle, not to exceed \$35.00 per day, for a maximum of five days (\$175.00 total) per occurrence while the repair is completed. In addition, vehicle rental reimbursement coverage applies during the New Vehicle Limited Warranty period when repairs to the vehicle are covered by factory warranty and the vehicle is inoperable and must be kept in the shop overnight. If rental charges are also covered under a manufacturer's warranty, this policy will pay only for the number of days in excess of the manufacturer's warranty coverage and only when the vehicle is disabled. Daily rental charges in excess of the manufacturer's warranty rental limits are not covered by this policy. Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

3. Towing assistance

If a covered part fails and makes towing necessary, towing costs will be covered up to \$75.00 per occurrence. During the New Vehicle Limited Warranty period, towing coverage will be provided if the cause of disablement of the vehicle is covered by factory warranty; however, the policy will pay only the amount in excess of the towing charges paid by the factory warranty (but never more than \$75 per occurrence). Refer to PART K, "RENTAL & TOWING EXCLUSIONS" for additional guidelines.

4. Trip interruption and roadside assistance reimbursement

Trip Interruption - Policyholder will receive reimbursement up to \$125.00 per day for a maximum of 3 consecutive days for expenses incurred for meals (restaurants only) and/or lodging (hotels/motels only) provided: (1) Policyholder cannot utilize vehicle (vehicle disabled) due to a failure repair covered by this policy or manufacturer's new vehicle limited warranty, and the disablement occurs more than 100 miles from home. (2) Meals and/or lodging are required because the mechanical failure caused a delay en route. The mechanical failure date shall be considered the first day of the 3 day maximum period. The expense must be incurred between the time of the mechanical failure and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical failure date, if the repairs are not completed, whichever occurs first. Maximum trip interruption benefits payable under the term of this policy shall not exceed a total of \$750.00. (For reimbursement - mail original meal and lodging receipts along with a copy of the vehicle repair order to the address listed on the reverse of this policy. SDMBI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

Roadside Assistance - Policyholder will be reimbursed for the reasonable and necessary cost, up to \$75.00 per occurrence for the following Roadside Emergencies: Flat tire change (with your good spare); Battery jump start; Out of gas fuel delivery (maximum of 5 gallons); Lockout service due to keys being locked in car, lost or lock frozen if a locksmith is needed. Reasonable labor cost for minor roadside emergency repairs, when the vehicle is disabled, is also covered under this section with the same per occurrence maximum reimbursement. Any expenses over and above the \$75.00 maximum per occurrence shall be policyholder's responsibility. (For reimbursement - mail original receipts, complete with vehicle information [including: vehicle identification number, make, model, license number and current mileage], dates and explanation of services to the address listed on the reverse of this policy. SDMBI must have original dated receipts, photocopies will not be accepted. Please make certain your policy number is included with all correspondence.)

PART C.

DEDUCTIBLE OPTION & TERM DEFINITION

| | | |
|--|-----------|-------------|
| Policy Term | | |
| The time and mileage limits of the policy are computed from the day the vehicle was first put in service (manufacturer's warranty start date) and at 0 miles, and end at the time or mileage (whichever shall occur first) as stated in PART A | | |
| Enter the manufacturer's warranty start date. | | |
| <u>JULY</u> | <u>18</u> | <u>2016</u> |
| Month | Day | Year |

| | |
|---|--|
| Deductible Options | |
| <input type="checkbox"/> | \$ 0 Available All Terms |
| <input type="checkbox"/> | \$ 50 Available All Terms |
| <input checked="" type="checkbox"/> | \$100 Available All Terms |
| <input type="checkbox"/> | \$200 Available on 100,000 Mile Terms only |
| Policy deductible amount must be marked or initialed. If not marked or initialed, the deductible shall default to \$50.00. | |

PART D.

SDMBI does not assume, nor shall it allow anyone to assume for it, any responsibility or obligations not specifically covered by this policy. The obligations created by this policy and the stipulations and conditions set forth in this policy are the sole and complete obligations of SDMBI to the policyholder.

PART E.

It is understood that this policy is being entered into and shall exist solely between SDMBI and the policyholder, it is further understood that the facility from which this policy is purchased is not a part of SDMBI.

PART F.

If this policy is issued in a manner not in compliance with eligibility requirements, procedures or regulations of SDMBI, then SDMBI may amend this policy in such a manner as to bring it into compliance. If the policyholder does not agree with the amendments, the policyholder may cancel the policy and apply for a full refund of premium. The refund will be made to the policyholder and/or lienholder as is applicable. This refund must be applied for within thirty days after the date the amendment notice is mailed. To obtain this refund, mail the original "policyholder copy" of the policy, the amendments and a letter requesting a refund to SDMBI.

In signing I acknowledge and agree that if the covered vehicle is used for COMMERCIAL PURPOSES (as defined in PART H) the coverage provided by the policy will be voided. I further acknowledge that part of the terms of this policy are printed on the reverse side, and I agree to be bound by those terms.

[redacted signature area]

Premium 1,780.00 Date: 07/08/16
Policyholder Signature



69020 Hwy 190 Service Rd
Covington, Louisiana 70433
(985) 892-4663
NAD # 125881

RETAIL BUYER'S WORKSHEET

| | | | | |
|-------------------------------|-----------|---------------|---------------|------------------|
| NEW <input type="checkbox"/> | STOCK NO. | DATE | SALSALE, BRAD | SEMPAS JR, |
| USED <input type="checkbox"/> | | 07/08/16 | | MANAGER |
| NAME | | CELL PHONE | DATE OF BIRTH | DRIVER'S LICENSE |
| ADDRESS | | EMAIL ADDRESS | | |
| CITY | | PARISH | STATE | ZIP |

| YR | MAKE | MODEL | TYPE | COLOR | ODOMETER | VIN |
|----|-----------|-------|---------|-------|----------|-------------|
| 16 | CHEVROLET | TAKHE | 4DR SUV | BLACK | 4 | 1GNSCARC6G6 |

| YR | MAKE | MODEL | COLOR | LIC. PLT NO. | ODOMETER | VIN |
|----|------|------------|-------|--------------|----------|-------------|
| 12 | JEEP | G CHEROKEE | GREEN | | 53490 | 1C4RUEAG7C0 |

| | | |
|----------------------------|-----------------------------------|------------|
| DEALER INSTALLED EQUIPMENT | SELLING PRICE | \$8195.00 |
| | | N/A |
| | TOTAL PRICE | 48195.00 |
| | TRADE ALLOWANCE | <9000.00 > |
| | MANUFACTURERS REBATE | <4500.00 > |
| | TIRE & WHEEL | N/A |
| | TAXABLE BALANCE | 24695.00 |
| | SALES TAX | 2497.76 |
| | TITLE & REG. FEE | 26.00 |
| | TIRE DISPOSAL FEE | 198.50 |
| | SUBTOTAL: | 27656.26 |
| | BALANCE OWED ON TRADE-IN | 10986.70 |
| | TOTAL SALE AMOUNT: | 38642.96 |
| | DOWN PAYMENT: | N/A |
| | MECHANICAL BREAKDOWN INS: | 1780.00 |
| | FIDELITY BANK | |
| | UNPAID BALANCES DUE UPON DELIVERY | 40422.96 |

This fee is authorized by R.S. 6:969.18(A)(2). It is not a mandatory fee. The seller, who may also be an extender of credit, may charge the fee for credit investigation, compliance with federal and state law, preparation of the documents necessary to perfect or satisfy a lien upon the objects sold, and any other functions incidental to the titling of the retail sale.

I warrant that my trade-in has not been reconstructed, salvaged, flooded, immersed, or sustained major damage that would require the reconstruction of this vehicle, thus creating a branded certificate of title. I also agree and understand if my trade has such a brand, that I am making the dealer aware, and if I do not, I agree to buy back the vehicle for the amount allowed in trade value. Further, I warrant the balance owed on my trade is correct as stated below, and if the amount is greater I will reimburse Bill Hood Auto Group, LLC. If the amount is less they will reimburse me.

| | | | | | |
|---------------|------------|-------------|------------|----------|--|
| PAYOFF AMT. | GOOD TIL | PER DIEM | ACCT. NO. | CONTACT | NAME / ADDRESS / LIEN HOLDER |
| 10986.70 | / / | N/A | | | CHASE AUTO FINANCE PAYOFFS 14800 PREY RD 1ST # TX 76155 |
| INSURANCE CO. | INS. AGENT | AGENT PHONE | POLICY NO. | EXP DATE | |

Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Any service contract or mechanical insurance policy which is a part of this contract is an agreement between you, the buyer and the insurance company. Bill Hood Auto Group, LLC expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose, and Bill Hood Auto Group, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. If the vehicle involved is used or previously owned, the information you see on the window form for the vehicle is part of this agreement. Information on the window form overrides any contrary provisions in the contract of sale.

Agreement

This order is not binding on dealer until accepted by dealer in writing. The warranty exclusion has been brought to my attention and I agree to it as a part of this order: For and in consideration of the sum of \$ N/A which Bill Hood Auto Group, LLC has this day received and credited to my account, I do hereby agree to purchase the automobile described above, under the terms and conditions set forth in this contract. If a trade-in is described in this order, I warrant the title to said automobile to be free of encumbrances and all debts, except as described in the order, which amount Bill Hood Auto Group, LLC does assume. I agree to pay the balance due shown above by the terms specified and accept delivery of purchased vehicle within 48 hours after I have been notified that it is ready. The deposit which I have tendered is earnest or "good faith" money and is not refundable, and may be retained by Bill Hood Auto Group, LLC as liquidated damages if I fail to take delivery as agreed.

A new motor vehicle may have been subject to a National Highway Traffic Safety Administration recall. The vehicle may be repaired in accordance with manufacturer standards approved by the manufacturer.



Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS

FIDELITY BANK
PO BOX 105075
ATLANTA GA 30348
07/22/2016
Lien Date

N
N/A DATE ACQUIRED
07/08/2016
HAE EFT
19000.00
EAFIC CURRENT LA TITLE
4500.00
TAXABLE VAL MANUF
24695.00

OWNER'S NAME

410
OFFICE NUMBER REPRINT HCST
0445 5994 533
OPER/VPID SEQ # MICROFILM # BATCH/SEQ #

NT:

STATUS:

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

| | | | | |
|----------------------------------|-----------------------------|------------------------|---------------------------|-------------------------------|
| 11/N TT/CD | 07/2016 EXPIRATION | 16N SCAKCG6F V.J.N. | 08/23/2016 DATE | 5200 DOMICILE |
| CHEV MAKE | TAH MODEL/WEIGHT | LL BODY | BLK/ COLOR | 2016 YEAR |
| 000004 ODOMETER | 06276083 DL/EIN | 0CL CITY LIMITS | | |
| 4 SCD | MIRTD DEALER CODE | CHE 0101 CLASS | 0101 SPEC CODES | PRIV AUTO USE |
| 1L EL FLAGS | | PREVIOUS TITLE | STATE | OLD LIC NO EXP |
| N N/A | 07/08/2016 DATE ACQUIRED | HAE EFT | EAFIC CURRENT LA TITLE | TAXABLE VAL MANUF TAX DATE |
| 48195.00 SPOV OR VALUE | 19000.00 TRADE VALUE | 4500.00 REBATE | 24695.00 TAXABLE VALUE | |
| TAX & FEE INFORMATION | | | | |
| ST SALES TAX | 1317.34 | LIC FEE | 96.00 | |
| ST TAX PNLT | 61.37 | TOW FEE | | |
| ST INTEREST | 15.34 | LIC CRDT | | |
| ST TAX CRDT | | LIC PNLT | | |
| ST PNLT CRDT | | LIC TRANSFER | | |
| ST VNDRS COMP | | LIC PNLT CRDT | | |
| NET ST TAX | 1304.05 | NET LIC FEE | 96.00 | |
| TOURISM | 7.87 | PARISH FEE | | |
| P/M SALES TAX | 1173.01 | MTG FEE | 10.00 | |
| P/M TAX PNLT | 58.65 | MISC FEE | | |
| P/M INTEREST | 14.66 | SERVICE HNDL | | |
| P/M OOS TX CRDT | | TITLE FEE | 68.50 | |
| P/M PNLT CRDT | | TITLE HNDL | 8.00 | |
| P/M VNDRS COMP | | EXP TITLE FEE | | |
| WHEELCHAIR LIFT | | ADMIN FEE | | |
| NET P/M TAX | 1246.32 | S.P. FEE | | |
| TOTAL TAX | 2648.24 | TOTAL FEES | 182.50 | |
| TOTAL: 2830.74 | | REMITTANCE: | | |

INSTRUCTIONS:
1) Remove decal by bend
along dotted line.
2) Lift edge of decal and s
3) See back side for instru